

PCCW Solutions launches cloud-native Infinitem Communications Suite to empower digital transformation of communications service providers

PCCW (SEHK: 0008) – HONG KONG, June 2, 2021 – PCCW Solutions, the IT services flagship of PCCW Limited, today launches Infinitem Communications Suite (ICS), a cloud-native platform with fully-integrated business and operations support system solutions to help communications service providers (CSPs) quickly launch new offerings, transform digital engagement and drive operational excellence.

ICS consists of four modular components, namely Digital Experience Suite, Agent Desktop Suite, Product Catalog Suite and Order Management Suite, with rich functionalities to automate and streamline the end-to-end selling, ordering and monetizing processes in supporting multiple business units of CSPs on a single platform.

Built upon microservices architecture and TM Forum's Open APIs, ICS offers agility and interoperability to ease integration, speed up deployment and drive innovation. CSPs can leverage ICS to accelerate products launch from months to days, improve time-to-market by 20% and target enabling a 30% growth in revenue as well as doubling operational efficiency by streamlining IT implementation.

The solution supports CSPs to sell across channels through self-service portal, AI-powered bots and customized mobile application, delivering omni-channel experience to improve customer satisfaction and reduce churn rate. Powered by data analytics hub to capture and analyze customer interactions, ICS helps CSPs to provide data-driven recommendations and more personalized offers to improve conversion rates and increase revenue.

Mr. Ramez Younan, Managing Director of PCCW Solutions, said, "PCCW Solutions has been driving innovation and developing Intellectual Property (IP) solutions to empower digital transformation and the growth of enterprises in various industries across the region. Infinitem Communications Suite integrates the cutting-edge technologies like 5G, cloud-native platform and open APIs, enabling the communications service providers to accelerate innovation, stay competitive and deliver better customer-centric services."

ICS is the latest industry-specific solutions within the Infinitem Business Suite family, which is an integrated digital solutions suite to transform businesses end-to-end.

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About PCCW Solutions

PCCW Solutions is the IT and business process outsourcing flagship of PCCW Limited, which also holds interests in telecommunications, media, property development and investment, and other businesses.

Responsible for a growing number of large-scale IT projects in the public and private sectors, PCCW Solutions holds a wealth of experience and expertise and is viewed as a major industry player in Greater China. To learn more about PCCW Solutions, please visit www.pccwsolutions.com.

About PCCW Limited

PCCW Limited (SEHK: 0008) is a global company headquartered in Hong Kong which holds interests in telecommunications, media, IT solutions, property development and investment, and other businesses.

The Company holds a majority stake in the HKT Trust and HKT Limited, Hong Kong's premier telecommunications service provider and leading operator of fixed-line, broadband, mobile communication and media entertainment services. HKT delivers end-to-end integrated solutions employing emerging technologies to assist enterprises in transforming their businesses. HKT has also built a digital ecosystem integrating its loyalty program, e-commerce, travel, insurance, FinTech and HealthTech services to deepen its relationship with customers.

PCCW owns a fully integrated multimedia and entertainment group in Hong Kong engaged in the provision of OTT video service locally and in other places in the region.

Through HK Television Entertainment Company Limited, PCCW also operates a domestic free TV service in Hong Kong.

Also wholly-owned by the Group, PCCW Solutions is a leading IT and business process outsourcing provider in Hong Kong, mainland China and Southeast Asia. In addition, PCCW holds a stake in Pacific Century Premium Developments Limited and other overseas investments.

To learn more about PCCW, please visit www.pccw.com.

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