

The arrival of 5G means constant unbroken access to a truly fast, reliable mobile internet connection across locations is now a reality. While the opportunities to use this transformative technology to serve customers' needs and gain competitive advantage are vast, when it comes to meeting customers' expectations, the bar has never been higher.

Whether you use 5G to communicate with customers using rich HD video, provide a realistic 3D interactive environment for innovation, or enable true business agility, with the enormous opportunities beckoning, it's important for businesses to move ahead and transition to this ultra-connected world of 5G.

To unlock the potential of 5G, it's essential to become familiar with 5G network roadmaps for the enterprise and what resources you'll need to support your internal IT team to maximise the value of this technology in your company.

As 5G becomes a pervasive technology for all businesses, read on for a recap of our insights and observations:

- Use 5G Speed to Thrive in a Mobile First, Digital First Future
- 5G Bandwidth Puts an End to Network Interruptions
- Roll Out 5G Mobile Data Network with Our 3-Day Deployment
- Why SD-WAN is Tailor-Made for Cloud-First Shift
- Meet Bandwidth Demands with SD-WAN
- Leverage Opportunities in SD-WAN to Shape Connectivity
   Capacity and Performance
- Plan For Success by Creating a Foundation for 5G on SD-WAN
- How 5G Will Impact Different Businesses
- It's Time to Get Serious About 5G for Enterprise





Use 5G speed to thrive in a Mobile First, Digital First future.

of opportunities for business transformation. That's because 5G networks support more users, devices, services, and new use cases without new costs or increased carbon footprint. Blistering data speeds combined with uncompromised network reliability translate into business efficiency and workers enabled with the kinds of experiences that until recently were just the stuff of science fiction.

Take healthcare for example, 5G helps first responders to act quickly in an emergency and opens new possibilities for remote diagnosis and preventative healthcare. Remote diagnostic procedures are possible thanks to 5G's ultra-fast speeds and ultra-low latency, enabling clinicians and paramedics to collaborate haptically, regardless of where they are located. With the data transmitted in real time the delay between what is happening in the ambulance and what the clinician can see from kilometres away is mere milliseconds.

Elsewhere, 5G's high data speeds and low latency are delivering on Industry 4.0 expectations by supporting smarter manufacturing processes. Using a 5G network, factories can roll out Al and machine learning quickly and use a plethora of IoT sensors without disrupting the production line and supply chain.





## 5G delivers faster speeds, lower latency, and greater capacity. Theoretically, 5G speed can be as fast as a blistering 2OGbps.



## When we conducted a speed test on a recent installation, speeds of 319.78 megabits per second (Mbps) download and 49.78 Mbps upload were achieved. Another test performed at a new site in a different area measured a download speed of 392.17 Mbps and 41.05 Mbps upload of the Cradlepoint 5G modem/router and located on a different part of the campus delivered 391.04 Mbps download and 49.02 Mbps upload.

To put this into perspective, the average 4G speed is approximately 40Mbps download and 2Mbps upload, so our tests demonstrated an almost ten-fold increase in the download speed and a twenty-fold increase in the upload speed.

All these tests used 5G modem equipment that was wall mounted or affixed externally to building roofs based on the results of a site survey to gauge the optimum positioning of the external antenna. While our test demonstrated a great deal of consistency, many variables affect real-world speeds. They include the location, signal strength, external antenna connection, distance from tower, and how the equipment is configured.

#### Using 5G speeds for competitive advantage

So, how do these speeds translate into competitive advantage for your organisation? With 5G's fast and reliable mobile connectivity and high-speed internet, you can adopt IoT devices across your warehousing, quality management, and supply chain processes to achieve greater efficiencies and be more responsive to customer demand. When it comes to collaboration, your people will have less lag time and high-quality, ultra-high resolution 4K video calls. Field service workers, like construction crews, can collect and share data with the office with the touch of a button, rather than having to complete and handle paperwork.

#### Get ahead in a 5G world

Join forces with Qolcom to plan your move to a 5G future in a move that takes just three days provided you have an existing network in place and there are no hardware shortages.



#### **eqol**com

## 5Gbandwidth puts anendtonetwork interruptions.

#### Is your company struggling with network issues?

In the age of constant connectivity, a reliable business network with 5G bandwidth is becoming a must-have, not a nice-to-have operating requirement. That's because business productivity is one of the first things that gets impacted by slow internet speed. Whether you're a cloudfirst company or not, so many tasks that workers undertake require some degree of internet connectivity. The more efficient you make each task through automation, the faster your processes will work. And more automation requires more bandwidth.

Likewise, when you use advanced software to allow your people to easily collaborate, the latest collaboration tools work at their best over 5G bandwidth speeds, avoiding frustrating delays.

And when it comes to using intelligent technologies such as artificial intelligence or making virtual reality more accessible, slow internet speed translates into crawling upload and download times, making a fast and stable 5G network essential.

The exact bandwidth your company needs depends on how many users you have and the types of

immersive software you use. If your people crunch a lot of data or rely on streaming HD video calls or 3D software, you need substantial bandwidth. The number of devices your company supports also impacts your bandwidth requirements.

Without enough bandwidth, when your network gets overloaded with requests, it slows down to process the tasks until it eventually stops and crashes, requiring a reboot.







#### Typical bandwidth requirements



For light video streaming

10-25 Mbps

download bandwidth



For heavy use of 4K video

50-100 Mbps

download bandwidth



For heavy use of cloud backup width

5-10 Mbps

download bandwidth



For uploading or streaming video

5-10 Mbps

download bandwidth

So, if you're using immersive apps and other modern software, a slow or failing network will make it difficult for your people to do their jobs and diminish the output of even your most committed employees.

But even small internet interruptions can negatively impact your business. And working with a remote employee over an unstable internet connection is not a great experience.

As companies add services and applications to their network that can be accessed internally by staff and externally by customers, demand on network resources also increases which puts a strain on bandwidth. Whether you're struggling with slow speeds or an intermittent service, a backup 5G internet connection helps maintain productivity and peace of mind whenever you face connectivity issues.

#### Deploying fast and reliable 5G business internet

Opting for a backup internet connection or replacing broadband internet with a 5G mobile data network help keeps productivity levels constant. With a 5G backup in place, you'll have an immediate remedy on hand to counter connectivity issues.

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# Roll out 5G mobile data network with our 3-day deployment



It seems like an eternity since the advent of 4G and smartphones ushered in the era of enterprise mobility, with voice and data IP services and a fast broadband internet experience serving as a primary engine of growth. The introduction of 5G mobile data networks takes this to a whole new level. Offering faster speeds and increased data capacity with lower latency and greater device density, the fifth generation of mobile wireless communications technology is fast becoming an integral part of every business strategy.

#### 5G mobile data networks boost connectivity

With increased speed to support voice and video, a 5G mobile data network makes improved collaboration and productivity from high-resolution videoconferencing a reality. Using advanced wireless networks to supplant traditional wireline connections, organisations can take advantage of 5G enterprise connectivity to enhance workplace communication – both inside and outside the office.

Replacing broadband internet with a 5G mobile data network allows organisations to increase data bandwidth available to devices and support a distributed workforce, greatly increasing flexibility in work locations and allowing for cost-effective communication with the office.

#### Addressing current and future needs with one move

To answer important questions about the role of 5G mobile data networks in your business, Qolcom can help you plan your move to a 5G future that takes just three days provided you have an existing network in place and there are no hardware shortages.

As a trusted partner to Cradlepoint, a global leader in cloud-delivered LTE and 5G wireless network edge solutions, Qolcom's team is certified in the latest 5G technologies. This allows us to configure and deploy agile mobile networks using Cradlepoint solutions in just three days.

In terms of business continuity and peace of mind, as Cradlepoint 5G Adapters use the latest 5G chipset technology with embedded LTE/Gigabit-Class LTE fallback, since both modems are always connected, loss of the 5G signal doesn't mean loss

of the connection.

Using Qolcom managed services to orchestrate and manage your 5G mobile data network solution, you can scale your monthly commitment up or down depending on your business needs and as we tap into an existing network, there are no new build costs. With an agile network, you can quickly shift when and where the interactions take place and extend your reach. So, for companies that manage frequently changing off-site job locations, such as construction sites, the lower technical requirements for a 5G mobile data network deployment allow existing devices to connect to a 5G router. We can send out the hardware to you when required and it can be removed or redeployed when you're finished with it at a particular location.



Why SD-WAN is tailor-made for cloud-first shift

During the onset of the pandemic, the adoption of cloud technologies gathered pace as more and more businesses opted for a cloud-first technology strategy.

This in turn fuelled new demand for SD-WAN services.

Operating during times of unprecedented disruption and uncertainty, the business value of cloud technologies to scale up and down quickly had never been clearer. Likewise, access to cloud-based applications from anywhere on any device had never played a more important part in enabling business continuity.





According to IDC's FutureScape predictions, by the end of 2021, "80% of enterprises will put a mechanism in place to shift to cloud-centric infrastructure and applications twice as fast as before the pandemic. CIOs must accelerate the transition to a cloud-centric IT model to maintain competitive parity and to make the organization more digitally resilient."

It's no surprise then that in companies across the country, IT teams are continuing to move applications to secure and easily accessible cloud locations to mitigate security, access, and bandwidth challenges while realising cost efficiencies.

As your business ramps up its adoption of cloud services which place more demands on agile, secure network connections, it's critical that your WAN can deliver performance. But with applications now residing in multiple locations such as various public or private clouds, subscription-based software-as-aservice (SaaS) solutions, and on-premise data centres – using the traditional WAN with a router-centric model no longer makes sense. That's because backhauling traffic from branch offices to headquarters to the internet and back again adds latency which impairs application performance. And this results in a poor user experience and frustration for your employees.

#### SD-WAN shifts how a WAN is deployed and managed

Mitigating these issues and in support of cloud-first businesses, software-defined WAN (SD-WAN) presents a strong alternative to traditional network topography. As its name suggests, SD-WAN is a software approach to managing wide-area networks. It offers improved network security and agility, with simplification, lower costs, and bandwidth efficiency to support fast and reliable business applications in the cloud.

Leveraging a variety of technologies that offer business-class traffic service independent of the underlying transport, SD-WAN serves to link all data and locations together by using available internet services, replacing expensive Multiprotocol Label Switching (MPLS) with internet connectivity using NBN. Regulating how and where your data gets transferred, rather than using the same connection for every process, it prioritises certain traffic and signals, routing traffic to the best and most affordable channel. This leads to fewer lost connections, faster transfers, and reduced connection costs.

In addition, through consolidating and simplifying network architecture you minimise the need to distribute your highly skilled network resources to manage multiple devices stacked in the branch office.

#### **Outsourcing SD-WAN services**

If you're facing increased network management costs and sub-optimal network performance and security, contact Qolcom about modernising your network infrastructure for a cloud-first future with our managed SD-WAN services.

Qolcom's managed SD-WAN services gives you both networking and security capabilities in a single package, improving security and performance while making life easier for your IT team.

With our managed SD-WAN services, we handle the hardware, software, networking, and transport services required, and take care of maintenance and management requirements, liberating your IT team from these tasks.

#### Get ahead with 5G

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### Meet bandwidth demands with SD-WAN

In a digital world where customer experience is everything, the ability to meet the demands of customers for ever-shorter delivery times speed is a critical success factor.

The need to deliver exceptional customer experiences is driving the adoption of software-as-a-service and bandwidth-intensive apps that push bandwidth demands ever higher. At the same time, as employees continue to work from home, they need to access corporate applications with the same high-quality experience they get in the office. A network that's prone to lags and connectivity issues is not only frustrating for them, but a productivity drain that doesn't help in the delivery of that exceptional customer experience.







#### Adopting SD-WAN that scales with ease

We all learnt during the pandemic that the office needs to be wherever the user is, so prioritizing mobile user integration into corporate networks must be a priority.

With ongoing high demand from remote employees for robust video quality as Microsoft Teams Calling replaces traditional face-to-face meetings, the switch to remote work increases pressure on overall network bandwidth. While simply adding more bandwidth is a solution, it's also expensive.

#### **Benefits of SD-WAN**

Alternatively, SD-WAN offers an attractive option for increased bandwidth because it can meet bandwidth pressure demands while being cost-effective. It also provides a useful tool for network management because it provides full visibility into what's happening across the network, enabling issues to be both proactively and remotely resolved.

As a whole-of-business communications services provider, Qolcom is helping more businesses complete complex transformations. This includes designing, deploying, managing, and supporting unified communications and data networks.

With businesses needing simplicity, performance, reliability and security balanced with cost effectiveness and compliance, we're helping more of our clients to consider adding a software-defined WAN (SD-WAN) overlay.

Unlike Multi Protocol Label Switching (MPLS) or other legacy networks, SD-WAN offers more efficient way to get people and devices to their applications using any number of connections and transports. With an SD-WAN, multiple network access points can function smoothly and securely as a single, streamlined networking operation.

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# Leverage opportunities in SD-WAN to shape connectivity capacity and performance

For modern businesses in the throes of migrating critical business applications to the cloud and needing more bandwidth for high-speed communications to remote offices and workforces, solving traditional WAN bandwidth limitations is now critical. In this world, the traditional way of building WANs has become something of a misfit.



Unable to adapt the network to the application typically forces a business to over-provision capacity or constrain performance due to limited bandwidth. But it doesn't have to be this way. Taking advantage of opportunities in SD-WAN, you can create a network based on adaptive connectivity that grows and adapts with your business requirements.

This software approach to managing Wide Area Networks allows you to adapt to network changes and evolving cyber threats by securely and intelligently directing traffic across the WAN. Enabling fluid, reliable access to any resource, from any device, in any location, SD-WAN also delivers a consistent user experience. And using enterprise-class security solutions, this technology protects all applications, workflows, and transactions on the network.

#### The benefits of migrating to an SD-WAN

Easing deployment, enabling central manageability, and improving connectivity to branch offices and the cloud. In an SD-WAN environment, apps are automatically directed over the link with the best performance at the time the application is being accessed. Aligning application requirements to the network, while enhancing security, reliability, and resiliency, results in a better user experience and higher productivity. The many benefits from transitioning to SD-WAN, include:

#### Optimum network usage

Selecting between available transports, SD-WAN uses the optimal transport for a given application.

#### Flexibility and scalability

Controlling the allocation of bandwidth, SD-WAN ensures critical applications receive the bandwidth they require when they need it and allow businesses to scale bandwidth up or down whenever they require. This includes redistributing bandwidth to accommodate new applications.

#### **Network reliability**

Enabling traffic to flow over two or more independent WAN links, SD-WANs allow organisations to diversify their WAN connections to ensure more reliable connectivity to remote offices. Network failover allows sessions to move to new transports in the event of a temporary reduction in total system capacity or a complete interruption in power without disrupting the application.

#### Cost effectiveness

In the past, businesses typically used a hub and spoke WAN model that relied on individual MPLS connections to connect remote branches. As a result, all data, workflows, and transactions required traffic to be backhauled to the data centre for processing and redistribution. In comparison, SD-WAN reduces costs by providing optimised, multipoint connectivity using distributed, private data

traffic exchange and control points. This gives your users secure, local access to the services they need – while securing direct access to cloud and internet resources.

#### Fast office moves or adds

Offering ease of deployment at remote offices, SD-WAN hardware appliances can be shipped to remote offices, plugged into AC power and WAN connections, then remotely configured by IT. This allows you to set up new offices, perform moves and changes in minutes compared to the weeks required for MPLS.

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# Plan for success by creating a foundation for 5G on SD-WAN

Delivering immediate benefits to businesses, software-defined wide-area networking, known as SD-WAN, improves network performance, reduces downtime, and offers greater visibility and control over network traffic.

Unlike previous WAN technologies, SD-WAN is controlled by a software application, creating a virtual network on top of the circuits. Providing significant improvements in visibility, performance, and manageability, SD-WAN makes your entire WAN environment more intelligent and dynamic.

While SD-WAN allows businesses to improve current operations, it's also a smart first step in preparation for a 5G future which requires networking functionality to be managed through software rather than hardware.





### SD-WAN helps smooth connectivity with 5G mobile networks

With mobile data usage expected to grow significantly in the next few years, thanks to the IoT and literally billions of connected things as well as the enterprise network distributed across an even greater area – the ability to process so many resources in a timely way will place heavy demands on the network.

For example, 5G innovations – such as those that allow healthcare providers to monitor patients remotely and gather real-time data for preventative care or intelligent process automation with real-time monitoring and remote control of machines in factories require robust connectivity to transmit large volumes of data.

5G when combined with SD-WAN delivers not just higher speeds and less interference than ever before, but improved reliability, rapid provisioning, and high-speed bandwidth.

Many of the benefits of SD-WAN, including scalability and adaptability, will help smooth connectivity with 5G mobile networks, enabling enterprises to keep up with the dynamic changes driven by the IoT and an ever-increasing number of mobile users.

#### Explore 5G and SD-WAN options

As digital transformation continues apace, accelerating business innovation and new business model realisation, the role of managed services partners becomes ever more important.

For organisations wanting to stay ahead, it's important to start exploring 5G and SD-WAN options and working with the right managed services team to help achieve your business objectives. When combined with 5G connectivity, SD-WAN could replace existing wired services.

#### How managed services can help

Leveraging 5G and SD-WAN networks to transform your operations or pave the way for new business-model creation is now mission critical in many organisations. With internal IT team members stretched to the limit, calling on domain experts to deliver and manage transformation outcomes during the new technology rollout and throughout its lifecycle presents a compelling business case.

Smoothing the way to optimal business processes and applications

Boosting your internal resources with a managed services team, you gain a deep layer of expertise to complement your existing people. The managed services team are there to ensure you gain maximum value, ensuring new business processes are optimal and efficient, and new applications are used to the full.

#### Orchestrating upgrades, security, and other optimisation needs

With mobile device upgrades and patches creating potential risks to business continuity, it's essential to resource this function to minimise risk. Shifting all responsibilities to a managed services provider gives you a service-level-commitment that updates and patches are implemented smoothly and on time, allowing your valuable resources to focus on critical business functions.

#### managed service - delivered by Qolcom

Designing and maintaining secure 5G internet connectivity using leading enterprise wireless devices from Cradlepoint, Qolcom provides end-to-end management, oversight, and service ownership of your enterprise wireless solution.

With Qolcom Enterprise 5G Wireless Managed Services we work with you to minimise downtime and maximise reliable connectivity, taking care of:

- Device staging and configuration
- Device installation onsite
- Device lifecycle management of your Cradlepoint adaptors and routers
- Proactive and reactive end user support with incident monitoring, issue resolution, and help desk.

As an accredited Cradlepoint 5G partner Qolcom offers professional and managed services with a single point of contact.

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## > How 5G will impact different businesses

5G is set to make a major impact on businesses and transform just about every industry. During an opening address at CES 2020 - the Consumer Technology Association's annual technology and media trade show - its vice president of research Steve Koenig, said that 5G will be the first wireless generation to be led by enterprise applications.

#### Driving big change

5G's transformative power will change how the world does business, how consumers interact with technology, and how many workers work. 5G has the potential to drive big changes in many industries, though the degree to which your employees will feel the impact, largely depends on the specific work they do.







#### 5G impact on industries



#### Automotive

Autonomous cars are the poster child of the 5G revolution because of 5G's extra speed, ability to connect with many more devices at once, and a far lower latency. These features enable near instantaneous data to be sent between two 5G devices which is key to unlocking the potential of safe autonomous travel and the future of the automotive industry.



For the logistics and supply chain industry, implementing advanced technologies to take advantage of 5G networks will enable end-to-end continuous coverage for monitoring, tracking and theft detection. With increased visibility, fleet and cargo owners will benefit from fewer delays and losses, ultimately saving time and money, and protecting the workers involved in cargo transportation.



#### Agriculture

5G paves the way for increased farming productivity through a new agricultural ecosystem. With automated farming equipment including tractors and harvesters connected with drones surveying the land, specific fields or crops can be pinpointed, and automated robots deployed to water or fertilize crops. This ultimately gives farmers more opportunities to increase their yield and pricing.



#### Healthcare

Creating new opportunities for telehealth, 5G allows patients to connect virtually with doctors and other healthcare professionals, communicating via real-time video or live chat. As more mobile healthcare services and applications are introduced that depend on fast network speeds and low latency, we'll see traditional healthcare systems transformed into smart hospitals with remote healthcare services delivered to patients wherever they are.



#### Manufacturing

Adopting 5G technology in smart factories enhances the gamut of manufacturing processes. With connected cameras and sensors providing critical information, skilled staff will be able to control manufacturing remotely, resulting in increased efficiency, safety, productivity, and flexibility. 5G can also support predictive maintenance, analysing and predicting faults and potential failures before they occur.



#### Energy

For energy companies, 5G promises to unleash the next wave of smart grid features and deliver new efficiencies through low-cost connections, improved monitoring capabilities and better forecasting of energy needs. With sensors operating on a real-time basis, 5G is likely to maximise uptime and reduce the need for human intervention.



#### Finance

In banking and financial services, it's likely 5G will be used to improve the customer experience, providing new ways of delivering products and services to customers, enabling financial transactions to take place anytime, anywhere. 5G will also improve bank apps and infrastructure.

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# > It's time to get serious about 5G for enterprise

5G is expected to shape this decade and play a critical role in the digital economy for decades to come. And while it's easy to get excited about breakneck download speeds and killer apps, 5G offers so much more for the corporate world. The 5G network being rolled out in a location near you and right across the UK is giving every business the opportunity to undergo wholesale digital transformation and adopt end-to-end digital capabilities.







#### What is 5G?

To fully leverage the benefits of 5G for enterprise, it's important to understand what the next generation of mobile networks offers. Before jumping ahead to how 5G is set to revolutionize business capabilities, here's a brief reminder about the technology:

5G is the new broadband mobile network that will augment and replace existing 4G LTE connectivity. 5G promises dramatically faster download and upload speeds and will severely slash latency – the time it takes devices to communicate with wireless networks.

#### **5G** networks

Experts say we can expect to be living in a world of 25 billion IoT connections by 2050. Businesses, factories, and critical infrastructure will all rely on 5G data connectivity as smart devices with sensors monitor everything, everywhere, all of the time. Already, during the time of COVID-19 connected technologies have become acutely mission critical, supporting the huge pivot to remote working and studying, and enabling mainstream telehealth applications.

The shift to 5G for the enterprise promises speed, data capacity and device density on a whole new level, delivering rich, immersive digital experiences. Wireless WAN applications that are currently working with 4G will be far superior with 5G. Whereas applications that cannot run with 4G, such as immersive experiences including VR and AR, will be free-flowing in 5G through more uniform data rates, lower latency, and lower costper-bit. This means we can expect to see significant improvements in telemedicine, physical therapy via AR, precision surgery, and even remote surgery.

#### **5G** for enterprise

5G network expansion will allow all businesses to take advantage of enhanced mobility, flexibility, reliability and security and with it enable new services to transform entire industries. Thanks to ultra-reliable, available, low-latency, remote control of critical infrastructure and heavy machinery will become a reality. This will allow businesses to reduce risk in hazardous environments and allow technicians with specialised skills to control machinery from anywhere in the world.

With the opportunity 5G brings, simply buying into the new technology to improve current processes is likely to prove a short-sighted business move. Yes, it offers faster connectivity, vaster data capacity, and greater device density connecting to more endpoints, but the real value of 5G is transformational.

#### 5G technology and its future

With cloud computing and the IoT now being deployed to enhance business processes, 5G can build on this, helping organisations make end-to-end operational processes a reality with digital transformation.

Providing lean and low-cost connectivity solutions, 5G will make connecting a huge number of embedded sensors a reality. As an example, 5G integrated with the IoT paves the way for end-to-end supply-chains integrated with fulfilment and inventory management. With this, businesses can heighten demand forecasting accuracy, align supply with demand, respond faster to customer needs, and achieve more on-time deliveries satisfying more customers.

Of course, autonomous vehicles are likely to be a big part of end-to-end supply-chains. With 5G, vehicles will be able to communicate with other vehicles on the road, sharing information to other vehicles about road conditions, and even provide performance information to automakers and insurance providers. 5G enabling vehicle-to-vehicle communication could potentially save lives and make our roads safer.

As 5G becomes central to every overarching business strategy now and in the future, it's important to plan your move. Whether that's by focusing on business locations with poor performance, gearing up to adopt the types of applications your business could use if bandwidth wasn't an issue, investing in ruggedized solutions that operate in challenging environmental conditions, or expanding network diversity to mitigate risk when primary links fail, it's important for businesses to move ahead and transition to the new world of 5G.

#### Qolcom supports 5G for Enterprise

If you are ready to take advantage of the high speed, low latency, and network capacity that 5G delivers, Qolcom can help. We work with Cradlepoint, the leading providers of 5G for business solutions and have a range of capabilities to help companies heighten security, manageability, and reliability, ultimately maximising the vast potential of 5G.



