

Letter from the Editor

By: Scott St. John

In the [last issue of Pipeline](#), we explored *why* enriching the customer experience—through the application of technology—is critical to success. This month we look at *how* it can be accomplished. "Digital transformation" is a term that has been thrown around for the [last few years](#), but it wasn't tied to anything specifically. That is, until now.

Today digital transformation means something real and tangible. Actual methodologies and technologies are being deployed to help companies transform. The value of transformation has now become quantifiable. Standards have been created, metrics are in place, and measurements have begun. Just in time too, as 5G and IoT have now become both a reality and critical component to service offerings, today and for the foreseeable future.



While it's certainly not a one-size-fits-all model, certain fundamental principles apply universally. And each technical component can be applied individually to achieve a specific, desired business outcome. Understanding which of these components is important to your business is the impetus behind this issue.

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In this issue of *Pipeline*, we explore many aspects of digital transformation. We hear from Liberty Global, an international telecommunications and cable provider, on how to drive business value from digital transformation initiatives. Federos explores the combined value and relationship between automation and transformation. Panviva walks us through key transformation methodologies to ensure success. And we hear from Sandvine on how digital transformation can be applied to improve Quality of Experience (QoE); Comarch on the impact of the Internet of Things (IoT); DC BLOX on how multi-tenant data centers can be leveraged to overcome cloud challenges; and VoltDB on how The 5G Revolution is effecting digital transformation efforts. All this, and the latest summary of industry news is included to boot.

We hope you enjoy this and every issue of *Pipeline*,

Scott St. John
Managing Editor
Pipeline