

Gartner Announces Winners of the 2022 Eye on Innovation Award for Communication Service Providers for the Americas

Gartner Recognizes Communication Service Provider Organizations for Innovative Use of Digital Technology

February 14, 2023 — Gartner, Inc. has announced the winners of the 2022 Gartner Eye on Innovation Award for Communication Service Providers in the Americas region. The award recognizes innovative use of digital technology-enabled capabilities, products, or services to highlight “best-in-class” communication service providers’ industry initiatives launched within the past 12 months.

The finalists presented their innovations live during Gartner’s online webinar on February 7, 2023. Data Marketplace from Lumen was selected as the 2022 Gartner Eye on Innovation Award for the Americas winner by online voting of industry peers. Spectrum Enterprise and T-Mobile were named runners-up.

Winner:

Lumen – Data Marketplace addresses the need for a new way of working where data is exchanged and leveraged between teams in real-time according to its value and context, supporting a data-centric culture. Lumen created a distributed, domain-driven architecture for a common data domain where everyone can come to find fresh, trusted data. The approach centered on easily consumable data through APIs, analytics and data visualization tools, enabling innovation through data “shopping” in a self-service platform and creating a foundation for AI, RPA, and business-driven actions. Lumen delivers a Data Marketplace “storefront UI experience” where its employees, based on role or identity, can log in and search for data by keyword, relationship, or source. Results delivered to date include a group innovating using “mastered” and “unmastered” data to grow their new revenue contribution, the customer success team using virtual data sets to rapidly innovate and drive increase in NPS, AI Ops in their internal IT operations with automation using predictive models to avoid critical outages, and over 200% improvement in retention agreements as business functions accessed a single source of truth.

Additional Award Recipients:

Spectrum Enterprise – Enterprise Network Edge is a managed networking platform that provides security, SD-WAN and LAN switch options that can simplify an organization’s IT operations, making the network more secure, reliable, scalable and efficient. This innovation project focuses on helping enterprises enhance digital service experiences without adding complexity. Spectrum Enterprise offers its Enterprise Network Edge as a fully or co-managed service supporting streamlined operations, simplifying its enterprise customers’ transition to a hybrid SD-WAN architecture and enabling secure connections for hybrid workforces and multi-cloud environments. Spectrum Enterprise has focused on the digital experience, with interactive portals that provide visibility at both the network and application levels, consolidating SD-WAN with enterprise-grade security and advanced routing into a single platform.

T-Mobile – 5G Advanced Network Solutions is a flexible portfolio of 5G-based solutions to address the needs of any size of business with flexibility and scalability in their transformation journey. 5G ANS includes 5G connectivity options, including T-Mobile's 5G public network with 5G Standalone core and mid-band spectrum performance as well as private and hybrid options, edge computing and end-to-end smart solutions optimized for specific industries. T-Mobile focuses on partnership with its customers to co-create a right-sized solution for each business, delivering the required performance based on an operating expense model to reduce customers' risk and capital outlay by enabling them to start small and scale up as needed.

Finalists:

Comcast– Distributed Cloud Network Architecture uses Disaggregated Distributed Chassis (DDC) and Disaggregated Distributed Backbone Router (DDBR) solutions based on open-source specifications to solve operational challenges faced when building and scaling IP backbone/aggregation networks. The distributed architecture provides resiliency to maintain uninterrupted connectivity to the mobile, broadband, and business customers, and has allowed for seamless integration into the existing network while maintaining small failure domains. The approach has delivered high availability at all levels: control processing, switching fabric, cooling, and power, and compared to previous solutions has enabled nearly 50% power reduction savings and increased port density by 2.5 times.

T-Mobile – DevEdge is a new developer platform aimed at removing friction from the developer experience by enabling developers of all kinds to create connected solutions faster and easier. DevEdge is focused on stimulating more wireless innovation, with a self-service developer platform that includes access to T-Mobile experts, developer tools and resources and a developer community, along with streamlined processes such as simpler certification. It offers a range of APIs so developers can tap into T-Mobile's network to innovate with IoT connectivity, programmable calling and messaging, device management, network customization, edge computing, and more.

T-Mobile – Network Pass is a solution designed to simplify the switching process by giving individuals, families and businesses the opportunity to try out T-Mobile's network with free unlimited 5G data for three months using their own unlocked, eSIM compatible phones. This creates a risk-free way for potential customers to assess for themselves through a simple process the quality and coverage of T-Mobile's network where they use it the most, before they make a commitment. In addition, the T-Mobile Easy Switch solution creates a quick, simple digital process for consumers to switch up to five lines using an app. T-Mobile has seen an increase in app engagement and conversion from trial to customer from previous programs, with over 1 billion impressions across Network Pass and Easy Switch.

The Eye on Innovation Award Process

Award submissions were assessed using a robust and dynamic framework to ensure that the assessment process is pertinent and objective. The Gartner Awards Framework (GAF) is used as a structured model of assessment that enables participating organizations to be benchmarked against world-class performance standards. The GAF consists of specialized assessment modules pertaining to the evaluation criteria for each of the submissions.

The identification of a Gartner award winner or finalist is not an endorsement by Gartner of any company, vendor, product or service.