“Create new, innovative health support and wellbeing services for patients, including preventive care for all citizens, by putting together advanced digital solutions and all available technologies, bringing together all stakeholders within the health ecosystem, to form an unique cross functional team, that in a controlled and well-governed environment transforms Healthcare services towards its highest level of maturity, for the benefit of the whole society”
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EXECUTIVE SUMMARY

AS A HUMAN BODY SPINAL COLUMN ENSURE ALL SIGNAL FROM THE DIFFERENT BODY SEGMENTS TO REACH THE BRAIN, THE NETWORK INFRASTRUCTURE IS THE BACKBONE FOR THE COMMUNICATION OF ALL HEALTHY BUSINESS ACTIVITIES

In today modern times and especially after the recent COVID-19 pandemic, the healthcare industry, medical practices and wellbeing support services have been the main focus of all aspects of human society and ever expanding world digital economy. National states, global and regional organizations, politicians, public and private sectors, non-profits organizations, health care leaders, physicians, nurse leaders, and every citizen in her or his capacity are in same way or another considering how to enhance healthcare experience. This is either done by planning for appropriate investments to improve the working environment of operators, but also end user experience, healthcare processes and premises, all enabled by various kinds of digital technologies.

Although HealthCare digital service is becoming very complex and sophisticated due to a rapid use of advanced digital technology, it is still characterized by timeliness, convenience and efficiency of care delivered to actual patients.

By ensuring its effectiveness and fulfilment of these characteristics, health industry leaders and all stakeholders are driving successful healthcare transformation.

Smart Health in general and in particularly a Mission of Hospital digitalization based on wireless and fixed network infrastructure, includes adoption of healthcare service network platform, device connectivity, mobile tracking and remote monitoring, digital medical services, mobile hospital and patient support apps, mobile communities for collaboration, supervision and medical case management.

Huawei adheres to its mission of building a fully connected, intelligent world (Huawei’s company vision is “Building a Better Connected World”), is committed to developing a cutting-edge wireless healthcare infrastructure platform and helping medical providers and global industry leaders to construct a well-rounded healthcare ecosystem: a fully connected healthcare.

Hospital executives accompanied by Huawei Digital Enabling Consulting and solution experts are exploring options and developing ideas how to integrate digital technologies into new healthcare facilities, to better support patients and continuously satisfy both old and new, evolving needs. They have all jointly defined the right HealthCare strategy that builds the foundation for precise investments in human wellbeing and hospital service delivery, drives talent shift for health workers and people involved in their transformation, leads designing adequate intelligent data management and provide right access and monitoring solutions, as well as mandates robust cyber security and then finally a comprehensive requirement fulfilment.
ALTHOUGH HEALTHCARE DIGITAL SERVICE IS BECOMING VERY COMPLEX AND SOPHISTI-
CATED DUE TO A RAPID USE OF ADVANCED DIGITAL TECHNOLOGY, IT IS STILL CHAR-
ACTERIZED BY TIMELINESS, CONVENIENCE AND EFFICIENCY OF CARE DELIVERED TO 
PATIENTS.

BY ENSURING THE FULFILMENT OF THESE CHARACTERISTICS, HEALTH INDUSTRY LEADERS 
AND ALL STAKEHOLDERS ARE DRIVING SUCCESSFUL HEALTHCARE

This document examines all digital enabling tech-
nologies for the innovation of health care services. 
Huawei firmly believe that with a structured and 
systematic approach to innovation management we 
can ensure a successful launch of all new healthcare 
services.

A stepped approach in creating new healthcare services, requires first carefully selecting and 
deploying together all components of the technology, 
then correctly identifying and putting together 
needed counterparts to form a unique cross-fun-
cional team, and above all governing the whole 
eco-system that ultimately delivers its goal.
At the same time it has to ensure good governance 
for all Healthcare solutions that are being offered in 
a very dynamic, but fully controlled environment, 
with its innovation lifecycle going up through all 
levels of maturity.

This HealthCare transformation starts from the 
defined digital vision and follows design of all 
integral components and concepts of the service, 
then deployment of its prototype before finally 
realization and scaling of the scoped solution 
across all healthcare units that deliver such services. 
The health service, together with its partners, 
represents a complex ecosystem that only by 
following a scenario based approach can get 
necessary innovation, introduce required improve-
ments and achieve benefits needed.

Within the Health organization structure, people 
targeted by this document are executives of those 
companies investing in this industry, but also the 
ecosystem innovation stakeholders, such as rese-
archers and universities, civil society members 
engaged in any healthcare projects, various 
start-ups or research and development institutions.

In human body the spinal column, composed of 
vertebrae, is the axis of the skeleton, used as a 
channel for transferring all signals which allow 
different segments of the body to communicate 
with the brain.

In the HealthCare industries the network infra-
structure is the backbone, or foundation, for com-
munication of all health business activities, from 
administration to employee productivity, and up 
to patient experience satisfaction. HealthCare 
industry partners can easily access or enrich the 
data circulating in the internet backbone, link 
health devices, improve health operation proces-
ses, and finally adopt a safe and reliable network 
while satisfying all security constraints.
In Telco Industry more recently the digital disruption 
is leading all operators to adopt 5G as a key
enabling technology for delivering critical low latency services and connect massive number of devices, while at the same time capable to ensure significantly higher communication bandwidth.

Telco Industry partners can deploy fixed and mobile network to enable HealthCare services, such as telemedicine between health institutions (B2B), giving easier access to health services to consumers (B2C). New market segments and new service models would certainly also generate new financial benefits to enable growth in healthcare enterprises, as well as revenues for a stagnant telecommunication industry.

The right implementation of new digital technologies plus a rapid-pace deployment of new innovations and successful end-to-end management is the formula that Huawei has packed for the Health industry leaders who are interested in investing efforts and funds for creating new HealthCare solutions.

It would simply connect a massive number of wearable or smart devices with the platform, ensure full inter-working between different locations where a centre of excellence delivers clinical best practice, enable communication between decision makers, provide real-time support tools, therefore to help every clinician, health consultant or any other centre of healthcare making quicker diagnosis or operational decisions.
HEALTHCARE DIGITAL SOLUTION LAYOUT

“Harnessing innovative ICT solutions to revolutionize healthcare” is the playoff sentence of Huawei for Fully Connected Healthcare solutions. “Transforming Digital Hospitals and Enabling Mobile Medical Services” it is the main target [1].

Huawei embraced a Public Health Service approach or so called “Hub & Spokes” Model in its Healthcare solutions, as illustrated in Figure 1. This model provides a form of transport topology optimization in which traffic planners organize routes as a series of “spokes” that connect outlying points to a central “hub” [2]. The hub-spoke architecture simplifies the network connectivity, improves Operations and Maintenance (O&M) efficiency, provides future-oriented evolution capabilities, and protects enterprise investment.

[3] ICT is reinventing healthcare, starting from fully-connected eHospitals level that can deliver services to more and more people and then integrating into Regional Health/Medical networks that help reducing costs, cutting errors and improving the overall health support and

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Figure 1. Public Hospital Service Model

- RHIN - Regional Hospital Information Network
- HIS - Hospital Information System
- DC - Data Centre
- ECG - Electrocardiogram
- EMR - Electronic Medical Records
- LIS - Laboratory Information System
- PACS - Picture Archiving and Communication System

---
Finally, Huawei’s fully Connected Care solutions provide medical professionals and health organizations with the advanced collaborative infrastructure that has enough capacity and right digital capabilities to securely share, process and use healthcare data, all with only one goal, to provide more effectively healthcare for their patients.

Elsewhere, Huawei advanced, people-oriented medical services and digital healthcare solutions use a variety of latest datacenter products, wireless/WiFi6 solutions, collaboration tools, high-definition 3D video streaming, virtual desktop environment, Virtual Reality-capable and AI-enabled systems and telemedicine applications to enable remote HD video, teleconsultation, remote surgical demonstrations, medical video-on-demand and remote doctors’ visits.

**Infrastructure for eHospital**

Traditional campus networks are costly and difficult to manage, yet the digital era requires continuous network growth and expansion. Enterprise customers always choose cost-effective infrastructure network construction and upgrades that support energy saving and easy to implement Operation & Maintenance (O&M) services. Simultaneously, these networks should at the same time meet increasing high-bandwidth demands, security and reliability requirements of those new services.

To cope with these challenges, forward-looking enterprises are beginning to tap into the passive optical LAN (POL) solution, which is based on the passive optical network (PON) technology.

Huawei Campus OptiX Network Solution adopts cutting-edge technologies - such as: Passive Optical Network (PON) access, a simplified PON architecture, multi-service transmission, passive long-haul transmission, and converged Ethernet - to tackle the ever-growing requirements of a modern campus. The solution delivers high network bandwidth and low latency, improves O&M efficiency, supports future evolution and protects existing investments for enterprises in education, hotel industry, transportation, as well as airport and healthcare sectors.

OptiX Solution not only brings great values to their customers and causes no changes to current service planning and user terminal network connection, but also supports all functions provided in the traditional LAN network.

OptiX offers a Layer 2 transmission network and employs the PON technology to provide Gigabit access for users. It carries multiple services (such as video, data, wireless, and voice) over one fiber. Here, in the Figure 2 below, Huawei Optix Solution is depicted based on its POL architecture:
Huawei OptiX Solution brings to eHospital the following solution advantages:

- Advanced POL architecture: The POL architecture uses single-mode fibres, which enable smooth bandwidth upgrades based on requirements, therefore presenting a great potential.

- High reliability: All optical transmission avoids probing as well as electromagnetic interference, very important in medical operating room. PON devices have super-strong anti-DoS capabilities and hence can resist many network attacks.

- Integrated bearing: The OptiX solution supports multiple services (such as data, voice, video, and serial port services) carried over one network. In addition, comprehensive cabling and weak current network elements are perfectly re-integrated.

Figure 2. OptiX Solution Overview based on POL architecture
• Space saving: The OptiX solution supports super-strong convergence. That is, a campus requires only one central equipment room.

• Wide coverage: The coverage distance exceeds 20 km, meeting requirements of super-high buildings and super-large campuses.

• Energy saving: The OptiX solution replaces convergence devices on the traditional network with passive optical splitters. Moreover, equipment rooms require no air conditioners, reducing power consumption.

• Easy maintenance: Unlike the traditional solution that uses decentralized management, the OptiX solution uses centralized management to reduce O&M difficulties.

• Cost saving: In the OptiX solution, access terminals are closer to their users. In this way, many copper line resources are saved and construction costs are cut sharply.

Another solution, WiFi 6 has attracted a huge interest in all industries, including healthcare. Wireless hospital and over-the-air connectivity around campuses is must to have in today world, hence WiFi 6 is the solution for building future-proof high-quality Wi-Fi infrastructure.

Huawei AirEngine Wi-Fi 6 products, compliant with Wi-Fi 6 standards, stand out for their remarkable innovations in antenna, baseband, and radio algorithm technologies. By deploying these products, any hospital building or large campuses can experience lightning speed (> 10 Gbps), smooth mobile operations with zero packet loss, and 100 Mbps network access anytime, anywhere.

**Regional HealthCare Information Network**

As per air traffic control analogy, the implementation of a Regional Healthcare Information Network (RHIN) will be similar to a command centre that centralize decision makers adopting real-time support tools to make diagnosis and make quicker clinical and operation decisions.

RHIN is the way to share information electronically between physicians geographically distributed, it is an efficient way to control healthcare costs, reduce errors, and improve overall service quality. Lifecycle management of Electronic Health Records (EHRs), virtualized cloud platforms, unified Operations and Maintenance (O&M), healthcare service disaster recovery and their Tier 3 security protection for data and platforms — all are very real benefits of deploying an RHIN.

And Huawei’s integrated RHIN system uses a cloud platform to provide a range of additional benefits. Modular installation and deployment of application software enables users to install software with a single mouse click.

Dynamic scalability management and inter-application resource multiplexing refines resource management. And dynamic resource dispatching and power supply management utilize Virtual Machines (VMs) to expand and shrink capacity.
Open application and development interfaces for the RHIN and the resident EHR system provide further benefits: improved healthcare data management, high platform performance and system fault prevention, and EHRs for cross-organizational healthcare information-sharing and data mining.

Open application and development interfaces also enable independent software vendors to develop RHIN applications for mobile and other healthcare fields, such as prescription drugs, insurance, and health management.

Huawei, in collaboration with its partners, work with regional medical institutions and government healthcare departments to ensure hospitals and ultimately, patients, receive the best support and healthcare they deserve.

**Healthcare Innovative Services**

In addition to the above solutions, Huawei continues exploring for further improvements and innovative services to offer healthcare providers and hospitals, like Multi-Channel HD Telemedicine, Wi-Fi Seamless Coverage, RFID Tracking and many more. All these innovations have a common goal, to introduce certain benefits that would become easily available to any health organization choosing to work with Huawei.

The following Figure 3 shows an overview of Huawei Smart Hospital Solutions and how they can support so called hospital “informatization”. These innovative services are enabled by the network infrastructure such as a network backbone, for rapidly improving communication of all health business activities, hence bolstering employee productivity, delighting patients and certainly excelling their experience satisfaction.
For example, Multi-Channel HD Telemedicine services enable teleconsultation and remote surgical demonstrations, distance medical education, outdoor first aid and mobile ward rounds, all healthcare use cases very much in demand today and will be even more needed in the future.
Board for Both Video Conference and Collaboration

Font-weight of strokes differ in different writing intensity and writing speed, delivering an experience as writing on paper

Email forwarding Meeting Content

Figure 4. Virtual Board for both Video Conference and Collaboration Illustration
Figure 5. Wi-Fi Seamless Coverage for supporting Mobile Healthcare Use Cases
Where digitalization is only just a buzzword and above solutions not yet used or still not fully implemented, Hospital functional units tend to work in siloes, with a lot of inefficiencies, organizational waste and technical debt, despite generating massive amount of data, which could be collected and used to make automated and just-in-time decisions. Huawei uses big data analytics for e-Hospital to reduce network complexity and eliminate data silos, ultimately improving hospitals’ overall performance.

**Figure 6. Wi-Fi & RFID Tracking for Hospital Solution Overview**

Where digitalization is only just a buzzword and above solutions not yet used or still not fully implemented, Hospital functional units tend to work in siloes, with a lot of inefficiencies, organizational waste and technical debt, despite generating massive amount of data, which could be collected and used to make automated and just-in-time decisions. Huawei uses big data analytics for e-Hospital to reduce network complexity and eliminate data silos, ultimately improving hospitals’ overall performance.
03 HEALTHCARE TRANSFORMATION SERVICE
Healthcare Transformation

Healthcare digital service is certainly becoming very complex and sophisticated due to a rapid use of advanced digital technology, but its key goal is the same, to treat people and improve their wellbeing, hence is still measured by timeliness, convenience and efficiency of care delivered to patients.

By ensuring fulfilment of these main characteristics, health industry leaders and all stakeholders are successfully driving healthcare transformation.

While the healthcare providers have been continuously trying to find how to unlock new potential healthcare service and applications, we still identify following repetitive obstacles during any transformation:

1) Lack of a systematic and practical methods in order to develop and build a new service while creating a win-win ecosystem.

2) Lack of good user-centric thinking and agile mechanisms while transforming ICT network and operational capabilities into healthcare competitiveness.

3) Lack of, or not well established cross-functional teams to master new methods and skills, and good ways to promote organizational collaboration, as those are absolutely required when launching new healthcare services.

Digital transformation Practice Centre (DTPC) is a Huawei service designed to offer digital transformation enabling service via ‘consulting + planning & design + prototyping + deployment guidance’ that fits customer needs and as such, closely tailored to solve various business challenges in different industries and market environments.

DTPC Overview

DTPC is a Huawei’s important initiative for digital business transformation [4], which aims to explore the transformation path needed by players within industry verticals.

In the case of health industry and health providers, DTPC enables developing digital capability with a goal to help them build a more sustainable business, discover new service opportunities and turn its operation capabilities into competitiveness in providing health services.

To support effective and efficient HealthCare transformation, Huawei DTPC is designed to leverage a formation of cross-domain, cross-function team with key hospital stakeholders, and going together with all collaborating partners, suppliers and even some end-users, jointly achieve desired business outcomes through its five stages; Envisioning,
Ideating, Prototyping, Realizing and Scaling. Huawei Digital Enabling Consulting team is absolutely competent and experienced to drive this transformation and help hospitals and any involved parties to focus on enabling their digital product and respective offering innovation.

At the same time, DTPC is holistically enabling hospital operations transformation, stakeholders’ ways of working and indeed building a sustainable digital ecosystem and supporting digital talent development. Huawei main focus is on effective skimming and criteria-based prioritization of HealthCare scenarios, right enablement of those through a backbone ICT infrastructure using a mix of the pre-defined solution family of services and applications.

Riding on the formation of cross-domain function teams of Hospital different departments together with collaborating ecosystem partners, Huawei and end-users, HealthCare service innovation will be the planned and designed for the one specific application at the time. The Huawei DTPC delivery approach is illustrated in the Figure 7. Below, by showing how its key concepts are moving throughout the transformational stages and hence enable creating desired outcomes.

THE TECHNOLOGY IS AN ENABLER BUT IT ISN’T THE SOLUTION BECAUSE PEOPLE ADOPTION AND ACCEPTANCE OF ANY CHANGE IS THE MOST IMPORTANT DRIVER FOR HEALTHCARE TRANSFORMATION SUCCESS

**Figure 7.** Digital Transformation Practice Centre (DTPC) De Laval nozzle for the Healthcare
Achieving Win-Win situation between Technology and Healthcare

Assist Hospitals to define their Healthcare services and application, one by one, explore new ideas to feed Healthcare innovative services, leveraging on Healthcare digital solutions layout / operation capabilities, increase investment performance (ROI).

Value creation of digital HealthCare achieved by Huawei DTPC engagement is always multidimensional and reflects various technologies that enable digital hospital operations for running digital health models and level-up wellbeing experience. In general every transformational path in some way or another would include a mix of the following improvements:

1. **Mindset Rejuvenating:** Driving new healthcare products and offering innovative ideas tailored to particular health practice, hospital environment or patient-centric thinking and at the same time adopting the way of ‘Learn by Doing’ that would match specific needs of each project.

2. **Capability Reshaping:** Developing new digital capabilities that could better solve either existing challenges or address newly identified requirements, while at the same time cultivating T-shaped talents with cross-domain and professional capabilities to sustain new digital business and stimulate any hospital or health organization vitality.

3. **New Mode:** Transforming from the old, waterfall-like operational processes to a new, three-dimensional process-led environment, with cross-functional team collaboration and full adoption of agile iteration model in order to allow fast, effective and efficient healthcare.

4. **Process Optimisation:** A multidimensional and end-to-end review (As-Is Analysis) and an overall improvement (To-Be State) of Hospital ways of working and any scoped operations, which includes first to analyse and resolve problems and then build new outputs from the perspective of desired HealthCare end-to-end services and their full lifecycle, all in line with the highest industry standards, industry best practice and professional methodologies.
Huawei DTPC service incubates new Healthcare services

Every healthcare provider or digital ecosystem player has specific transformational goals and requires a different level of Huawei DTPC support and/or customized service delivery, hence it can select one or choose a combination of the following digital transformational services:

1. DTPC Strategic Visit (0.5 day)
   Optional, but warmly suggested to create executives awareness and commitment
   Targeting healthcare provider CXOs, with a 0.5-day of immersive experience in the DTPC approach and methods, to stimulate the resonance of transformation.
   Value Proposition: Through a sharing session on Digital Transformation Practice, CXOs will get to know what DTPC can do to them, finding certainty in uncertainty.
   • SOW: Provides a panoramic overview of DTPC and successful case sharing.
   Delivery Mode: Strategic communication.

2. DTPC Applied Immersion (1 week)
   Mandatory, to ramp-up a cross-functional team - normally execution in Huawei Innovation Centres team.
   Targeting healthcare provider or chosen health organization department with a 5-days of immersive training that are completely closed-door and off-the-job to get a preliminary impression of how DTPC framework and methods stimulate the new momentum of digital Healthcare transformation.
   Value Proposition: Provide an overview of the Digital Transformation enabling services in order to assist any health organization in its transformation journey by switching to patient-centric thinking in new digital-enabled environment: “technology changes, humans don’t [5]”. It is done through mastering the methods of tapping health industry partners or patients’ potential Needs & Wants, help building capability to discover new healthcare service opportunities, identifying potential to re-create, acquire and allocate value so as to enable the client to further transform its symbiotic innovation capability to an endogenous capacity.
   • SOW: - Provides a panoramic overview of DTPC, mind-set transformation, DTPC framework, tools & methods immersive experience with hands-on practices (stakeholder research / user research / user journey / service design / innovative thinking and methods).
   - Participants will experience cross-function team collaboration and receive guidance for business scenario practice in the health industry from the Huawei DTPC coaches.
   Delivery Mode: Completely closed, off from daily routine work.

3. DTPC Practice Sprint (3~4 Weeks)
   - To ramp-up a cross-functional execution in Huawei Innovation Centre and/or Client location.
   The actual delivery period is subject to the complexity of the predefined topic and need further discussion.
   Targeting healthcare provider or any health organization department heads and backbones.
   Based on a pre-selected transformation focus, participants will be offered a short-cycle hands-on-practice opportunity to carry out digital
transformation exploration and capability building. Value Proposition: Provide an overview of the Digital Transformation enabling services through working with the selected hospital or health department to rethink, re-organize and re-design their real business scenario based on DTPC approach, so as to clarify business direction & achieve tailored digital transformation consensus.

• SOW: - Provides a panoramic overview of DTPC, mindset transformation, DTPC framework, tools & methods immersive experience with hands-on practices (stakeholder research / user research / user journey / service design / innovative thinking and methods).
  - The participants will experience cross-function team collaboration and conduct fast and customized practice with real healthcare service scenario in the health industry under the guidance of Huawei DTPC coaches.
Delivery Mode: Completely closed-door, off from daily routine work

4. DTPC Deep Dive (DTPC deep diving practice, 3~4mths) - Compared to DTPC practice sprint, add MVP (minimum viable product) design and realization, live network verification – execution in Huawei Innovation Centres and Client premises. The actual delivery period is subject to the complexity of the predefined topic and need further discussion. Establish a cross-function team from Huawei and key members from a Healthcare provider or different health organization departments. This is to help the client to discover the market opportunity and build an effective and efficient healthcare and transform its logistics, supply chain and operational capabilities to fit new digital health environment.
Value Proposition: Provide enabling services for healthcare provider or any hospital department by focusing on a real business scenario based on DTPC Approach so as to discover the market opportunity, design a specific healthcare product or optimize the existing operational processes, and become a sustainable healthcare provider in future.

• SOW: provides inspiration for healthcare provider or health organization’s digital transformation, panoramic overview of DTPC, hands-on practices including stakeholder, user research, analogous & competition analysis in order to achieve digital transformation vision. During the project, a joint team will also develop user journey, service blueprint, conduct assessments on user desirability / business viability / technical feasibility develop MDE / MVP, run live network impact assessment, seed user identification and support on business verification.
Delivery Mode: Healthcare provider or hospital department members 70% focused
Conclusion

To conclude, Huawei offers multitude of digital solutions and the industry unique Digital Transformation Practice Centre support to transform hospitals and health organizations towards delivering a future-ready, fully connected and intelligent Healthcare. Jointly with health industry leaders and following the DTPC holistic transformation approach, any healthcare provider could become significantly more effective and efficient, while delivering high quality service with a precision and best use of available resources.

At the same time, it would allow the hospital leadership and all health workers with more opportunities to show their full professional potential, strong dedication while treating patients and an enthusiastic determination in helping people, so everyone can deliver their mission in the industry where no mistakes are ever allowed.

References

Here the list of referenced documents and links used to feed this whitepaper:

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