

# About this report

This report analyses the demand for telecoms and ICT services by micro, small and medium-sized enterprises (MSMEs) and large enterprises, expressed in terms of revenue, the number of connections or users and the average revenue per user (ARPU).<sup>1</sup>

The report highlights that operator business revenue in Singapore is expected to grow between 2022 and 2027 and identifies the key drivers behind this trend.

It quantifies the market for fixed and mobile voice and data services, IoT connectivity services and ICT services including security, co-location and hosting, SaaS and IaaS/PaaS.

The report is based on several sources, including the Singapore Department of Statistics, the Info-communications Media Development Authority, operator reporting and other third-party reports, as well as Analysys Mason's surveys on businesses' telecoms and ICT usage.



# WHO SHOULD READ THIS REPORT

- Operators that want to identify key areas for revenue growth, both in terms of business segments and individual services.
- Vendors that are considering targeting the business market.
- Third-party service providers that are seeking to collaborate with operators.



### REPORT COVERAGE

# <sup>J</sup> GEOGRAPHICAL

Country modelled individually:

Singapore

#### **BUSINESS SIZES**

- Micro (0-9 employees)
- Small (10-49 employees)
- Medium-sized (50-249 employees)
- Large (250+ employees)

#### Mobile

- Handset voice
- Handset messaging
- Handset data
- Mobile broadband
- IoT connectivity

#### Fixed

- Narrowband voice
- VoBB
- ADSL/SDSL, vDSL, FTTP/B, cable, FWA, other fixed broadband
- Dedicated connections: below 100Mbit/s, 100Mbit/s and up to 1Gbit/s and at least 1Gbit/s

# ICT

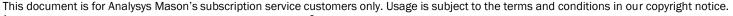
- Unified communications (UC) and hosted voice
- Security

**SERVICES<sup>2</sup>** 

- Co-location and hosting
- Software-as-aservice (SaaS)
- Infrastructure-asa-service and platform-as-aservice (laaS/PaaS)
- Enterprise mobility
- Desktop management



This report presents commentary on the data available at the time of writing. However, we constantly refine and refresh our data, so please visit the Analysys Mason DataHub to view the latest data associated with this report.



<sup>1</sup> For the complete data set, see Analysys Mason's <u>DataHub</u>. <sup>2</sup> See service taxonomy in the 'Forecast methodology and assumptions' section of this report.







# **Executive summary**

Forecast results

Operator profiles

Forecast methodology and assumptions

About the author and Analysys Mason



# Our research services



#### Consumer Services

Fixed Broadband Services
Mobile Services
Fixed-Mobile Convergence
Smart Devices
Future Comms
Video, Gaming and Entertainment
Digital Services



#### Networks

Next-Generation Wireless Networks Wireless Infrastructure Strategies Fibre Infrastructure Strategies Operator Investment Strategies Telecoms Strategy and Forecast Transport Network Strategies



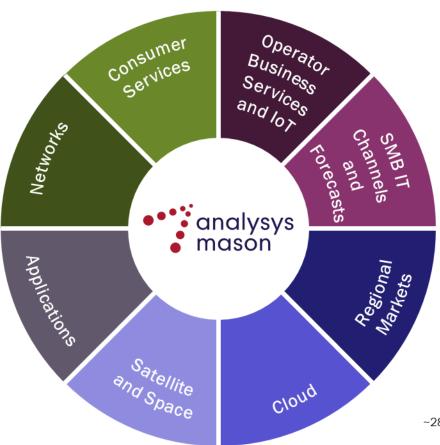
#### **Applications**

Network Automation and Orchestration Customer Engagement Monetisation Platforms Digital Experience Automated Assurance Service Design and Orchestration Telecoms Software Market Shares



## Satellite and Space

Satellite Communications Space Applications and Infrastructure



# analysysmason.com/what-we-do/practices/research

## Operator Business Services and IoT



Enterprise Services SME Services IoT Services Private Networks

#### SMB IT Channels and Forecasts



Cyber Security SMB Technology Forecaster

# Regional Markets



Global Telecoms Data and Financial KPIs Americas Asia-Pacific Middle East and Africa European Core Forecasts European Telecoms Market Matrix European Country Reports

#### Cloud



Cloud Infrastructure Strategies
Data, Al and Development Platforms
Edge and Media Platforms
Multi-Cloud Networking





~2800 forecast and 280+ historical metrics Regional results and worldwide totals Operator historical data



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