

# Fast Facts from Zebra Technologies' Workshop

Hosted at the TED World Theater

Today, enterprises are focused on intelligently connecting their assets, data and people in collaborative mobile workflows. Innovation is exploding at the “edge” where employees make real-time decisions and interact directly with the people they serve. With growing customer expectations fueling an on-demand economy, how can companies digitize their operations and improve their performance to stay relevant and compete in today’s marketplace? On Nov. 1, 2018, in partnership with TED, Zebra hosted about 50 business executives and technology leaders to learn, discuss and share best practices on how intelligence at the edge can improve front-line performance. Some of the key discussion findings are listed below.



## 5G is Coming—What Will Be Its Impact?

- Today, intelligence is mostly associated with the cloud. To scale, intelligence must be distributed to the wireless edge.
- 5G is a unifying connectivity fabric for future innovation—a platform for existing, emerging and unforeseen connected services.
- \$5+ trillion global economic output in 2035 will be enabled by 5G in the following: manufacturing, transport, construction, utilities and mining.



## Technology and the “Now” Economy—What’s Next?

- More than 22 million Americans are spending nearly \$58 billion per year on the on-demand economy compared to \$34 billion in 2017.
- By 2020, global e-commerce spending will total \$4 trillion or 14.6 percent of all consumer spending.
- \$4.8+ billion in capital has been invested in on-demand companies, with \$2.2 billion invested in the last 12 months.



## Retail Apocalypse—Fact or Fiction?

- Nearly 30% of all dollars spent on retail e-commerce transactions were done via mobile devices in 2018.
- The retail industry is in flux. Retailers must continue to evolve and stay ahead of consumer desire to stay relevant.
- Inventory accuracy is crucial to success, especially when it comes to click-and-collect. RFID can improve the accuracy level of what is in the store and help associates find product quickly.
- Cost-effective, online fulfillment remains challenging and open for innovation.

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Source: IHS Economics/IHS Technology

**22 million**  
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Source: Harvard Business Review

**~30% of all**  
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Source: Forrester



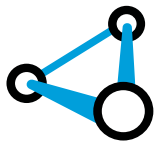
## Patient-Centric Healthcare—Can Technology Improve Outcomes?

- Telehealth is a whole new care model being pioneered by New York Presbyterian, Weill Cornell, and Columbia hospitals with an expected 250K visits in 2019.
- Telepsychiatry can take the process for a psychiatry consult from 24 hours to one hour.
- Over the next 5–10 years, the number of virtual encounters could exceed the number of physical encounters.

**250K**

telehealth visits are expected in 2019

Source: Dr. Peter Fleischut, SVP and Chief Transformation Officer, New York Presbyterian



## The Industry 4.0 Continuum—Evolution or Revolution?

- Scale, speed and solutions are needed to satisfy customers.
- Based on this demand, virtual encounters are expected to exceed the number of physical encounters over the next 5–10 years.
- A self-driving supply chain is on the horizon through artificial intelligence (AI), sensors, avoidance and predictive capabilities.
- Finding talent with the right level of AI development skills remains a challenge. Partnerships with other companies, developers and outside resources remain crucial.

**In 5–10 years**

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Find out more about how we can customize a retail solution for you at [www.zebra.com/thenextwave](http://www.zebra.com/thenextwave)



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