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Technology Forecast: 2001–2003

Mobile Internet: Unleashing the Power of Wireless

Companion CD-ROM Included

April 2001

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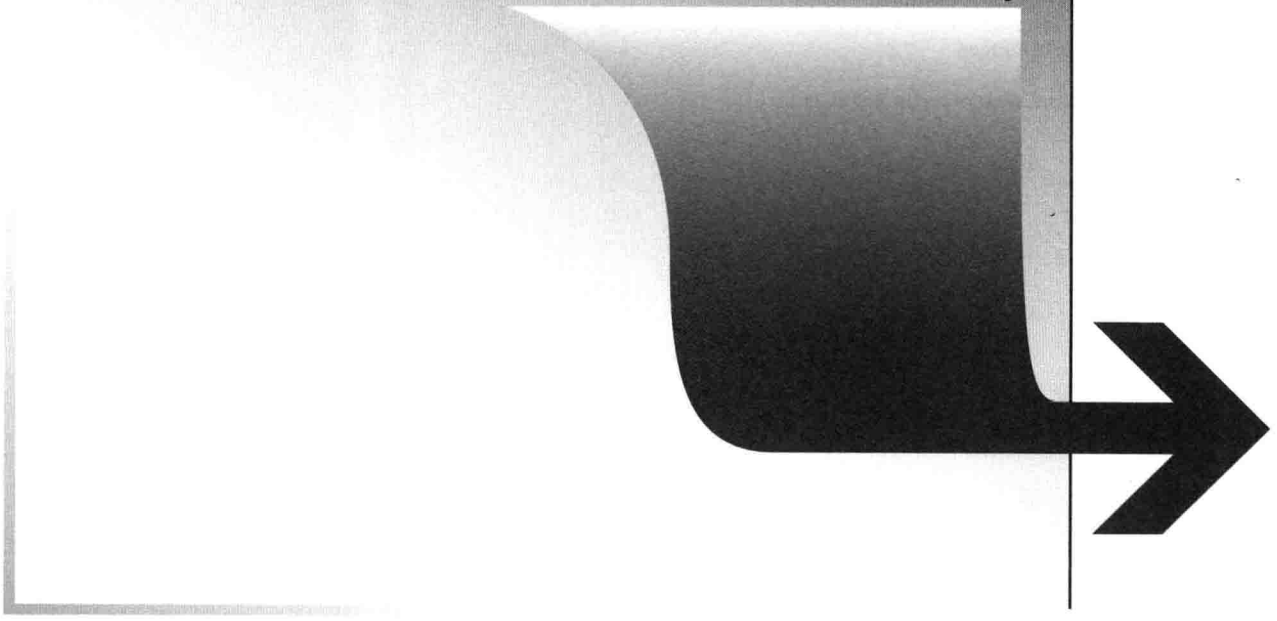

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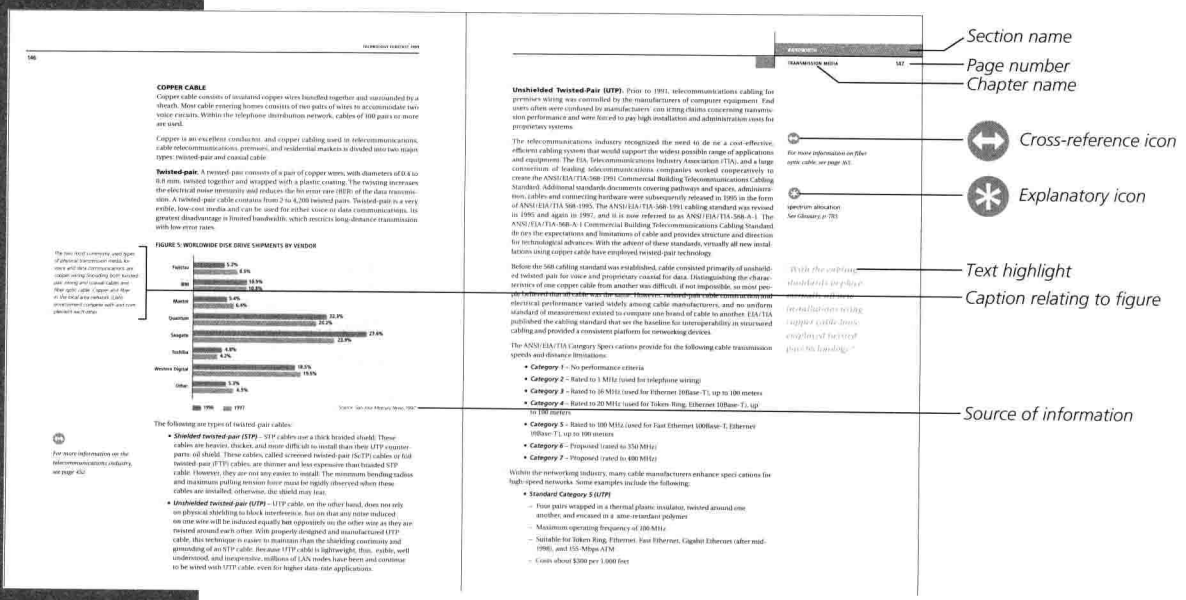
How to Use This Book

Welcome to *Technology Forecast: 2001–2003.*

Technology Forecast is a publication of the PricewaterhouseCoopers Technology Centre. It is prepared with the assistance of a variety of subject-matter experts. Working from authors' drafts, PricewaterhouseCoopers practice units worldwide collaborate in an extensive editorial review process to produce the final text. Our contributors are recognized in the Acknowledgments section.



The content of each of the technology chapters is organized into the following sections:

- ***Executive Summary***—A brief overview of the chapter's contents.
- ***Technology***—Basic background information covering how the technology evolved, how it works, and basic terminology. Recent major events and trends are also discussed.
- ***Market Overview***—A summary of market growth, including projections for the forecast period, and of key vendors and their market shares.
- ***Forecast***—Forecasts for the progress of the technology over the next one to three years (the "forecast period").

As an additional reference aid, the index makes it easy to locate discussions of specific topics, products, and companies. It also defines all the acronyms used in the text. Comprehensive lists of all figures, tables, and sidebars in the book follow the opening table of contents.

In addition, each of the four sections of the *Forecast* begins with a table of contents for the chapters in that section. These can easily be identified by the color stripe along the edge of the page.

We have chosen the following usage for the *Technology Forecast*:

- All monetary amounts are expressed in U.S. dollars ($).
- Units of measure are expressed in either the metric or the U.S. Customary system, depending upon common industry usage.
- A billion is 1,000 million (1,000,000,000 or 10^9).

■ Commentary and Questions

The editors and authors of *Technology Forecast: 2001–2003* welcome your comments. We also want to hear how you are using the *Technology Forecast* in your work, and how you might use it in the future. A self-addressed reader survey card is included at the back of the *Forecast*. You can also complete an online version of the survey card on our Web site www.pwcglobal.com/tech-forecast.

An e-mail address has been established for readers to use in submitting comments and questions about, or suggestions for, *Technology Forecast* publications. Internet users can send comments to technology.forecast.editors@pwcglobal.com. Partners and staff of PricewaterhouseCoopers can reach the editors by means of Lotus Notes at Technology Forecast Editors@Americas-US.

■ About the Cover

Ulli Michel describes his photograph, *Lightning over Johannesburg*, taken in July 1989, in these words:

> Southern Africa experiences some of the most violent thunderstorms in the world, and it was one of these storms I witnessed from my house in Johannesburg.
>
> While sitting in my garden late on a Sunday afternoon, I could see dark clouds gathering over the city's Hillbrow district. I quickly got out my camera and started to take long exposure pictures of this breathtaking natural display....I could not believe my luck when I discovered this frame, with the fork of lightning cutting across the Hillbrow skyline and hitting the big TV tower.

Michel is Reuters' global news picture editor. His photograph was included in *The Art of Seeing: The Best of Reuters Photography*, published by Pearson Education (London) in 2000. The tower shown is Hillbrow Tower, also known as Post Office Tower. With a height of 269 meters, it is the tallest building in Johannesburg.

How to Order

Technology Forecast: 2001–2003 is available both in print and in electronic formats. Clients of PricewaterhouseCoopers are invited to request copies from their engagement contact.

Technology Forecast: 2001–2003 (document #TC-01-11) can be purchased for US$450 by calling +1-800-654-3387 (U.S. calls only) or +1-314-997-2540, or by sending a fax request to +1-314-997-1351. To place an order for the publication through the Web, please go to www.pwcglobal.com/tech-forecast. The price of the book includes shipping and handling. American Express, MasterCard, and Visa are accepted, and payment by check can be arranged.

The CD-ROM enclosed with this book contains the text in Adobe Acrobat format and includes an index for full-text search. It is licensed for use by a single user only. Multiuser licenses for the electronic version of *Technology Forecast: 2001–2003* are also available; organizations that are interested should call the *Technology Forecast* information line at +1-650-470-6730.

E-Business Technology Forecast: 2002–2004 (document #TC-04-02) will be available in late 2001 by calling the phone numbers listed above or accessing our Web site. The latest information about the availability of new *Technology Forecast* publications can be obtained by calling the *Technology Forecast* information line at +1-650-470-6730.

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PricewaterhouseCoopers partners and staff will be able to request copies of the forthcoming *E-Business Technology Forecast: 2002–2004* in the same manner as above (request document #TC-04-02) once it is published.

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About PricewaterhouseCoopers Technology Centre

The PricewaterhouseCoopers Technology Centre, located in Menlo Park, California, provides PricewaterhouseCoopers engagement teams and their clients with analysis and evaluation of current and emerging information technologies.

The Centre has a staff of researchers, technology analysts, and consultants with extensive experience in advanced applications of existing technologies and knowledge of the potential uses of emerging technologies.

Using the *Technology Forecast* and other original thought-leadership publications as references, Technology Centre staff deliver on-site presentations on technology trends to PricewaterhouseCoopers clients around the world. These presentations supplement our general consulting services, which focus on information technology and business strategy issues.

The Centre also provides fee-based custom research, technology due diligence, and competitive analysis of information, computer, and communications technologies and industry trends. This research is used to give the firm and its clients a competitive edge in the marketplace.

The Technology Centre engages in research and software development designed to maintain PricewaterhouseCoopers' leadership in delivering professional services. For example, Technology Centre knowledge management initiatives are incorporated into a wide range of audit, business advisory, tax, and consulting services.

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