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Dear Reader

Technology has many faces. That makes it so fascinating yet obviously difficult to describe. Our mandate at Swisscom Innovations is not to invent new technologies but to scan the whole world for new technologies, both of the promising and the threatening kind, to analyse and assess them and, where appropriate, help to turn them into innovations. Innovations are the visible effects in the market.

Description of technologies is therefore a key task in our work. We do that in many forms: Verbally, in slide presentations, in demonstrations, with linked information in the intranet and also with published texts. Publications help us to grow our professional networks, our sources of knowledge. We are fortunate to have a company magazine that focuses on technical aspects: "comtec". Swisscom Innovations has been a major contributor of articles over the past few years.

We are all familiar with the rapid pace of development in information and communication technologies, making quantitative statements obsolete in a matter of months. We have therefore made great efforts to describe the qualities and key aspects of technologies, thus making the articles of longer lasting value.

While we repeatedly use the articles ourselves in our work we also have received a lot of favourable feedback from outside readers. This led us to the decision to collect them in yearly physical volumes – a very conscious decision considering how much our daily work has become based on electronic means. What you have in hand is the collection of articles from the year 2003.

Physical browsing and reading on real paper has a very special quality of its own, which we, as electronic knowledge workers, like to savour on special occasions. We therefore wish you, dear reader, not only a useful sharing of insight, but also this special feeling of physically owning and enjoying a valuable piece of knowledge – and an appetite for more.

*Yours*

*Walter Steinlin*  
*Head of Swisscom Innovations*