

## November Newswatch

By: Scott St. John

This month, Mobile World Congress Americas provided a global stage for new partnership announcements, product launches, and platform demonstrations. Technology to accelerate 5G network deployments and harness new data from factory floors to the IoT made headlines. New research and industry reports on productivity, password security, and profanity in customer service calls also made splashes.



The top telecom industry news stories from the month are summarized below. To view all the news as it breaks, check out *Pipeline's* [News Center](#) or [subscribe](#) to receive our telecom industry news summary.

## Innovation and Leaderboard News

New research, reports, survey insights, and partnerships peppered October's industry news. Analysys Mason's annual report on the telecom software market has named [Nokia](#) the top telecom software provider by market share for the second year in a row. The global telecom software and services market grew by about one percent to \$66.1 billion in 2018, with Nokia's share coming in at \$4.8 billion.

The Wireless Broadband Alliance (WBA) announced the winners of the [2019 WBA Industry Awards](#), which honor the most significant innovations and achievements from across the Wi-Fi ecosystem. KT Corporation, Deutsche Telekom, SK Telecom, Panasonic, Cambium Networks, and Samsung were among the winners.

An advertisement for Pipeline Innovation Awards. It features a collage of images: a Pipeline Innovation Awards logo, an award ceremony with people on a red carpet, and several award trophies. The text reads: 'Be Recognized as a Top Industry Innovator', 'ENTER THE AWARDS TODAY', and 'CLICK HERE'. At the bottom, there is a link: 'Click this ad for more information'.

A new study from [Juniper Research](#) found that the total transaction value of the MFS (Mobile Financial Services) market will exceed \$1 trillion by 2024; rising from \$580 billion in 2019. This is a growth of 70 percent. The research identified a range of untapped opportunities in Latin America for services such as microfinance, microloans and money transfer, as a key driver of MFS growth over the next five years.

[Sage](#) released findings of its We Power the Nation survey, which revealed that poor productivity cost the U.S. economy \$346 billion over the past 12 months. The survey, which polled 3,000 small and medium business owners around the world, investigates productivity loss and how future investment in technology and digitization impact

trade, people and productivity—three success factors at the core of business today. In related workplace news, [Nextthink](#), a global leader in Digital Employee Experience Management, launched the first-ever analysis from its Digital Experience Score data, showing how hundreds of organizations are faring with the digital experience they provide to employees in the workplace. The data shows that many businesses are struggling with the basics, with device issuance standing out as the biggest problem area for organizations when it comes to the impact on employees' IT experiences.

Partnership news included several interesting developments. [Cybera](#) has announced a new partnership with Toshiba, the global leader in retail store technology. Toshiba will extend the capabilities of its Toshiba TCx™ Elevate digital commerce platform to the cloud with Cybera as its preferred SD-WAN partner for the Asia Pacific region. [Nuance and Microsoft](#) have announced a partnership to bring together leading technologies from both companies to transform the doctor-patient experience, shift more of the administrative and clinical tasks to AI workflows and tools, and to help reduce physician burnout while enhancing patient outcomes.

## Network Evolution News

Network news this month included a major partnership announcement as well. [Microsoft and SAP](#) have entered into an extensive go-to-market agreement to accelerate cloud migrations and customer adoption. The partnership will bring together the two companies along with a global network of system integrators to provide customers with bundled solutions, including unified reference architectures, road maps and market-approved journeys to illuminate a clear path toward the cloud.

New developments intended for operators made headlines. [Nokia](#) has introduced several new additions to its Fixed Wireless Access (FWA) portfolio that bring greater flexibility to FWA deployments: the new FastMile 5G indoor gateway to expand regional coverage for operators, and the new FastMile 4G indoor gateway for immediate rollouts in areas with 4G networks. [Harmonic](#) has launched CableOS™ Central, a new AI-enabled service that features data analytics, 24/7 operational support and engagement tools for operators, to enable network diagnostics and capacity planning.

Efforts to close the digital divide continue. In the UK, [Vodafone](#) will share unused 4G spectrum with StrattoOpencell to extend high-speed mobile broadband to rural areas without fiber connectivity. Vodafone will continue to use the 2600MHz spectrum to boost mobile capacity for customers in busier areas, such as stadiums and city centers. The spectrum-sharing agreement between the companies is part of a three-year deal.

## 5G News

Mobile World Congress 2019 in Los Angeles bubbled with announcements related to 5G. At the conference, [NVIDIA](#) announced the NVIDIA EGX Edge Supercomputing Platform – a high-performance, cloud-native platform that lets organizations harness rapidly streaming data from factory floors, manufacturing inspection lines and city streets to securely deliver next-generation AI, IoT and 5G-based services at scale, with low latency.

[Ericsson and NVIDIA](#) announced at MWC 2019 that they will collaborate on technologies that can allow telco operators to build high-performing, efficient and completely virtualized 5G radio access networks to enable faster and more flexible introduction of new AI and IoT services.

[Altran](#) has created an industry-first disaggregated fronthaul framework based on Intel field programmable gate arrays (FPGAs) that will enable wireless carriers and network equipment manufacturers (NEMs) to accelerate large-scale 5G fronthaul deployment in a scalable manner. The framework was demoed October 22-24 at MWC.

## Security News

In the US, November is National Cybersecurity Awareness Month, so many

announcements referenced awareness, new product developments, and other related topics. Security software company [Segasec](#) announced new capabilities to help online brands protect themselves and their customers from fraud and phishing attacks. The primary capability is an early detection feature that allows Segasec to spot potential account takeovers before consumer accounts have been taken over, and without alerting attackers. [Forescout Technologies](#) has introduced new innovations to its industrial control system security solution Silent Defense. The Asset Risk Framework will help organizations aggregate and prioritize risks targeting OT and IoT devices.

[CentralSquare](#), the market leader in public safety software, has teamed up with Genetec, a leader in video surveillance technology, to enable first responders to use public and private video cameras for real-time visibility during 911 emergencies.

Security-related news and insights also made industry news. The third annual [Global Password Security Report](#) from LastPass by LogMeIn reports that widespread password reuse is the key obstacle to businesses' security, despite increased investment in such security tools as multifactor identification. Cybersecurity solution provider [Check Point](#) has issued its top cybersecurity trends predictions for 2020, which include anticipation of a new cyber 'cold war' in light of rising international tensions between Eastern and Western countries. [Altran](#) released research from a new global survey of cybersecurity and risk leaders. More than 80 percent say 5G and AI technologies could make enterprises more vulnerable to attack.

## IoT News

With new innovations and industry partnerships in the offing, IoT industry news was busy this month. [Ericsson and its partner Brighter](#), a Swedish health-tech company focused on improving chronic disease management, have introduced Actiste®, the world's first complete IoT-health solution for monitoring and treating insulin-dependent diabetes.

[AT&T and Vodafone](#) have entered a commercial intercarrier arrangement for NB-IoT roaming across the US and Europe. Both carriers will open up access to their respective NB-IoT networks to make it easier for customers to create massive IoT deployments that work. The roaming agreement between the two carriers creates the largest NB-IoT footprint in the world.

In another Vodafone partnership announcement, [Vodafone Business and América Móvil](#) have announced an IoT collaboration that makes it easier than ever for customers to connect devices globally. Combining their respective IoT platforms will enable Vodafone Business customers to connect IoT devices across Latin America and give América Móvil IoT clients access to one of the largest global networks via Vodafone.

[Microsoft](#) has announced new capabilities for a seamless, smart and secure IoT world with new innovations from cloud to edge. IoT Central is a fully managed IoT app platform that provides solution builders with built-in security, scale and extensibility needed to develop enterprise-grade IoT solutions. It offers 11 new industry-focused applications.

## Cloud News

Nokia announced that its [Nuage Networks SD-WAN 2.0](#) solution has been implemented by OmniClouds to improve and optimize cloud connectivity for enterprise customers throughout the Europe, Middle East and Africa region. The deal will be a boost for enterprises in the region, as they are currently held back by a shortage of native cloud service providers and a challenging reach to public cloud data centers.

## Customer Experience News

[CallMiner](#), which provides speech and customer engagement analytics solutions, unveiled the findings of a new data analysis on customers' use of profanity when they

call the contact center. The analysis is based on more than 82 million calls and indicates that customer experience is suffering when customers use increased profanity.

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