IT & Telecom Technology Industry News

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Meet me in the metaverse? By 2026, according to new insights from Gartner, at least 25 percent of us will be spending an hour a day shopping, working, and socializing in a new digital reality. This shift—and others—will drive us to new frontiers in customer experience, which is of course the focus of this month's issue. We've rounded up all the latest on CX to keep you current.

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.

Customer experience news

Survey says: despite digitalization, human touch in customer experience still wins out. According to new research from Amdocs, 85 percent of consumers still rate skilled and knowledgeable contact center and retail store agents as key to ensuring excellent CSP CX. In other CX-relevant research, Sandvine's 2022 Global Internet Phenomenon Report shows that people care more about how their favorite apps perform than the underlying networks. This makes it crucial that 5G and cloud service providers understand the application quality of experience they are delivering to customers.

Customer experience news this month featured an array of announcements of products and innovations intended to improve CX. In addition to releasing its research findings, Amdocs announced a new partnership with Vodacom Group on a multi-country African Center of Excellence to advance next-generation CX with new products and services in the market. Nokia launched two new managed services offerings to help communication service providers deliver better customer experience and realize faster returns on their 5G investments by better utilizing intelligence from their network data. Radisys unveiled the Radisys Engage Digital Platform, an open cloud communication platform with new programmable services including conversational AI applications, video-based customer care, hyper-personalized social engagements, and Industry 5.0 applications enabling human-machine collaboration. CSPs can tailor services for consumer and enterprise segments.

In standards development, Broadband Forum and the Wi-Fi Alliance have published a new suite of standards for managed services and connected device management to deliver enhanced customer experience. Operators can deploy interoperable customer Wi-Fi optimization and management services and help reduce customer churn and increase average revenue per user.

5G news

In 5G news, Nokia launched its new Intelligent RAN Operations solution, designed to manage the increasing complexity of 5G networks through machine learning. It's intended to boost 5G network quality, efficiency, and the subscriber experience while reducing operational costs, energy consumption, and CO_2 emissions.

AT&T joined Ericsson's Startup 5G program, an innovation collaboration to leverage insights to develop new 5G consumer technology. AT&T is the first U.S. service provider to join the global program.

In another partnership, Deutsche Telekom and Ericsson demonstrated global availability of 5G end-to-end network slicing with quality of service. Telekom and the BMW Group are working

together to enable 5G connectivity in vehicles, advancing the push to turn cars into another connected device in our smart ecosystems as how we move around rapidly changes.

It's not all roses though: new research from Nokia sounds the alarm that communication service providers are behind in having the right BSS software solutions in place to help them monetize their 5G networks with new services and network management tools.

Network evolution news

Field trials brought new advances in network news. ADVA announced that CSC-IT Center for Science, which operates the Finnish University and Research Network (FUNET) and the Swedish University Computer Network (SUNET), have conducted a world-first trial carrying data at 400 Gbps over more than 10,000 km. The trial shows how data-intensive applications can be connected over intercontinental distances using existing links. In Berlin, The Open Networking Foundation announced the release of its complete SD-RAN project to open source, further advancing the global open RAN movement.

In other world news, Vodafone Germany has expanded its Wi-Fi 6 offering with CommScope's Touchstone TG6442 DOCSIS 3.1 cable gateways to deliver enhanced in-home Wi-Fi performance to millions of subscribers. Parallel Wireless is collaborating with Turk Telekom and Juniper Networks on a multi-vendor Open RAN initiative to deliver 4G and 5G broadband in Turkey. In Brazil, Hughes is piloting a three-month Community LTE service at five villages in Brazil to serve people who live outside the reach of cable, fiber and cellular networks with a mobile hotspot that connects to the Internet via satellite.

Stateside, the U.S. Department of Homeland Security Federal Emergency Management Agency has tapped AT&T to modernize its communications capabilities, improving its ability to help people before, during, and after disasters.

Digital transformation news

A new analysis from Frost & Sullivan finds that the limitations of 4G networks are enabling 5G technology to become a key catalyst for Industry 4.0, driving process industries to seek partnership with 5G providers. New research from Infosys Knowledge Institute reveals that digital adoption alone is no longer enough to meet business objectives and drive profits; companies must use digital to differentiate beyond traditional IT metrics. ABB released the findings of a new global study of international business and technology leaders on industrial transformation, looking at the intersection of digitalization and sustainability. The upshot is that nearly 75 percent of companies are increasing Industrial IoT investments and DT initiatives specifically to drive sustainability goals. What's holding up the rate of digital transformation? A 2nd Watch survey found it is legacy applications: 80 percent of enterprises continue to run at least one-quarter of their business workloads and applications on-premises, holding them back from realizing key transformation benefits like lower TCO and better agility.

Digital transformation is not only reshaping industries, but also how and where we interact. According to Gartner, by 2026, at least one-quarter of us will spend at least an hour a day in the metaverse for work, shopping, education, socializing, and entertainment. Vendors are already building ways for users to replicate their lives in the digital world, creating new business models in the process. But not everyone is ready: according to Advokate Group, metaverse data is already a lightning-rod topic for 77 percent of consumers, setting up a new battleground over privacy vs. applications and experiences.

We also must address access barriers, which is why the Federal Communications Commission has formed a cross-agency task force to create rules and policies to combat digital discrimination and to promote equal access to broadband across the country, regardless of zip code, income level, ethnicity, race, religion, or national origin.

Leaderboard and innovation news

Quantinuum and IBM have agreed to collaborate to grow the quantum ecosystem. Together they will expand the IBM Quantum Hub with Cambridge Quantum Computing Limited, providing clients with greater access to IBM's quantum computing systems, including IBM's recently announced 127 qubit processor, 'Eagle.' Nokia and Kyndryl announced a global network and edge computing alliance to help enterprise customers accelerate their digital transformations with industrial-grade reliable and secure LTE and 5G private wireless networking.

Verizon and the Los Angeles Times are working to change how news is gathered, shared, and consumed. They've accelerated deployment of advanced robotics and technology from Verizon and are integrating 4G-connected drones, 5G-connected ground robots, and 3D-modeled data to redefine digital media and add dimension to news reporting and storytelling.

Atos unveiled its new exascale-class supercomputer, the BullSequana XH3000, a hybrid computing platform to enable top scientists and researchers to advance research in sectors such as weather forecasting and climate change, new drug discovery, and genomics. Viasat is teaming up with Arctic Space Technologies to establish and host Viasat's first high-latitude Real-Time Earth facility in Ojebyn, Sweden to provide polar coverage with integrated high-speed data capabilities. Closer to home, BT and BAI Communications are working with Transport for London to enable high-speed mobile and Wi-Fi coverage on the London Underground.

IoT news

Ericsson announced the launch of its IoT Accelerator Connect, a plug-and-play cellular IoT platform to enable CSPs and enterprises to scale their businesses across multiple devices and for projects of all sizes. T-Mobile and Deutsche Telekom launched T-IoT, a comprehensive enterprise solution for global IoT connectivity, platform management and support, available across 188 destinations on 383 networks worldwide. Radisys debuted its Connect RAN 5G IoT software stack, which supports diverse IoT use cases from ultra-low-cost, low-battery device-driven deployments

like metering and asset tracking to mission-critical, ultra-low latency, time-sensitive industrial deployments, and XR, video surveillance, and wearables deployments.

Security news

In industry security news, AdaptiveMobile Security published a paper that highlights how vulnerabilities in mobile network infrastructure could be weaponized in offensive military operations. Setting out how the combination of military and mobile telecom-enabled targeting capabilities can create a battlefield advantage, the paper illustrates the consistency of such a model with the concept of hybrid warfare.

MATRIXX is teaming up with Google Cloud to maximize customer privacy for public cloud-based IT infrastructure; their initiative will enable faster deployment of consumer and enterprise services worldwide.

NetSTAR released its next-gen URL categorization and reputation technology, designed to provide OEM partners with a revolutionary new way to categorize encrypted URL traffic and retrieve categorization, threat intelligence, and key metadata from that encrypted traffic.

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