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IT & Telecom Industry News

By: [Thomas Board - Pipeline](#)

This month's top stories highlight major advancements across telecom, AI, security, and cloud technologies, with our monthly topic being CX. These developments underscore key innovations and partnerships that are shaping the future of enterprise communications and technology.

The month's top industry news stories are summarized below. To view current breaking news in real-time, visit [Pipeline's News Center](#), follow Pipeline on [social media](#), or [subscribe](#) to receive our weekly industry enterprise and communications technology news summary.



Customer Experience News

Ericsson announced a major advancement in telecoms that will greatly enhance mobile operators' ability to manage subscribers' [connection experience in different environments](#). CommScope's OneCell radio solution, and Corning's 5G Enterprise Radio Access Network have been integrated with the Ericsson Intelligent Automation Platform, facilitated by the O1 interface as defined by O-RAN Alliance, marking a significant step towards greater openness and interoperability in the telecom industry. Nokia has signed a four-year contract extension with Orange France to upgrade its 5G radio infrastructure with Nokia's energy-efficient AirScale portfolio. The new deal will deliver an [enhanced customer experience](#) with best-in-class speeds, capacity, and performance across Orange's footprint in Southeastern and Western France. Orange will also trial Nokia's 5G Cloud RA solutions to assess the transition of its network towards Cloud RAN technology.

Deutsche Telekom and Google Cloud formed a new partnership to improve [Radio Access Network operations](#) through the development of a network AI agent. Built using Gemini 2.0 in Vertex AI from Google Cloud, the agent can analyze network behavior, detect performance issues, and implement corrective actions to improve network reliability, reduce operational costs, and enhance customer

experiences. Amdocs shared a pivotal milestone in the readiness of Beeline Kazakhstan's next-generation [digital monetization system](#). Following a system demo showing the system's intermediate technical readiness, the project is now ready for its next critical implementation phase, empowering Beeline Kazakhstan to deliver an enhanced customer experience to its end users. ISC-CX has been appointed as the Shell Global Customer Experience Partner in 2025. This long-term partnership underscores ISC-CX's commitment to delivering cutting-edge measurement technologies and actionable insights that drive [outstanding customer experiences](#) across Shell's extensive global operations.

Yep AI launched its latest [innovation AI chatbot](#), redefining the future of customer interaction and digital engagement. Unlike traditional AI chatbots, Yep AI's avatar takes a significant leap forward in human touch to engage users more effectively. ServiceNow unveiled a series of new [agentic AI innovations](#) to autonomously solve the most complex enterprise challenges. This latest breakthrough on the ServiceNow Platform acts as the AI agent control tower, one central location to analyze, manage, and govern the rapidly evolving world of agentic AI across every corner of a business. Ericsson and Batelco expanded Batelco's mobile broadband network to enhance its 4G and 5G capabilities by strengthening its network coverage and capacity across Bahrain. This expansion highlights the commitment of both companies to providing advanced digital services to consumers and enterprises, ensuring a [boosted connectivity user experience](#).

Network and Mobile News

Oracle is now using [connectivity from Starlink](#), the world's first and largest satellite constellation using a low Earth orbit to deliver broadband internet, to enable high-speed communications for the Enterprise Communications Platform. Vodafone has successfully made the world's first space video call using normal 4G/5G smartphones and satellites that will allow multiple users in areas of no mobile coverage to make and receive video calls, access the Internet and use online messaging services. It is the [only satellite technology of its kind](#) built to offer a full mobile broadband experience and paves the way for universal digital connectivity and the closure of mobile coverage gaps.

Nokia and DE-CIX upgraded the backbone network for DE-CIX New York, the largest IX in NY and in the US Northeast region. The DE-CIX backbone will be upgraded to [400 Gigabit Ethernet](#) using Nokia optical technology and redesigned in a ring topology, redundantly interconnecting the 10 data center facilities where DE-CIX infrastructure is housed and enhancing the resiliency of the platform for all participants. Keysight and the University of Malaga have opened a [6G research and innovation Lab](#). The facility is dedicated to advancing 6G technology through comprehensive solutions that address key use cases and technological challenges.

The Brazilian National Observatory has integrated Adtran's OSA 3300 Super High-Performance optical cesium atomic clock into its timekeeping infrastructure. The deployment marks the first use of an [optical pumping cesium clock](#) at the observatory, enabling it to maintain and distribute legal Brazilian time with unmatched performance. Keysight and Alea S.r.l. have validated the first mission-critical 3GPP Evolved Universal Terrestrial Radio Access test case for [mission-critical-push-to-talk](#) at the recent Global Certification Forum Conformance Agreement Group meeting. The validation was conducted using the Keysight S8704A Protocol Conformance Toolset. Spirent released its sixth annual 5G Outlook Report, based on analysis and takeaways from 415 new 5G engagements globally in 2024. With the 5G era now at its midpoint, the latest [Spirent report](#) also looks at progress made during the first five years of 5G, and highlights some of the key tactics being prioritized to grow revenues and opportunities in the second half of 5G's implementation. Rohde & Schwarz has launched the [R&S ADD507 compact DF antenna](#). This innovative direction finding antenna is designed to meet the evolving needs of spectrum regulators and military spectrum managers, offering unparalleled performance and versatility. RANsemi has partnered with Antevia Networks for its [5G](#)

[SHIFT](#) enterprise private 5G platform. 5G SHIFT employs Open RAN fronthaul technology in its Radio Units running on RANsemi 5G PHY SoCs to enhance in-building wireless coverage. The Antevia 5G SHIFT platform, based on a virtualized radio access network architecture that deploys a "shared cell" topology, is currently running in live public trials in multiple locations across the United Kingdom. Nokia, NTT, and Anritsu Corporation successfully conducted a first-of-its-kind [Proof of Concept](#) to demonstrate the effectiveness of Elastic networking in bringing down energy usage in mobile networks.

AI & Analytics News

NEC has utilized its [video analysis and generative AI](#) to develop a technology that provides advice for improving worker performance by identifying differences between model actions and actual movements. Optiva's BSS platform and charging engine now incorporate agentic AI using [advanced generative AI technology](#) powered by Google's Gemini models. Amdocs released its amAlz Suite, a comprehensive, modular, pluggable offering designed to break down data silos, predict customer needs, and proactively and autonomously act upon them, [redefining Generative AI](#) for communications service providers regardless of where they are in their data journey. Scientists everywhere can now access [NVIDIA's Evo 2](#), a powerful new foundation model that understands the genetic code for all domains of life. Unveiled as the largest publicly available AI model for genomic data, it was built on the NVIDIA DGX Cloud platform in a collaboration led by nonprofit biomedical research organization Arc Institute and Stanford University. NVIDIA also announced that they have expanded their partnership with Cisco to provide AI technology solutions to enterprises that recognize [AI is essential to growth](#) but remain early in their adoption as they navigate the unique technical complexity and security demands of operating AI-ready data centers.

Juniper Networks has embarked on a new round of innovations for its routing portfolio that expedite deployment and enhance routing troubleshooting at scale. By [leveraging Mist AI](#), Juniper's industry-leading platform for AI-native operations, Juniper's WAN routing solution has been enhanced with even more automation and insight for end-to-end routing observability and control. Rohde & Schwarz has successfully validated machine learning-based channel-state information feedback compression for 5G-Advanced networks with support from Qualcomm, demonstrating a significant increase in throughput compared to conventional methods. This breakthrough confirms the feasibility of [cross-vendor AI implementation](#) in wireless communications with the aim of enhancing network performance.

Security & Assurance News

CrowdStrike announced the general availability of Charlotte AI Detection Triage, a [major breakthrough in agentic AI-driven security operations](#). Operating with customer-defined bounded autonomy, Charlotte AI triages security detections with over 98 percent accuracy, eliminating more than 40 hours of manual work per week on average to scale SOC operations and accelerate response times to the most critical threats. In other CrowdStrike news, the CrowdStrike Falcon cybersecurity platform achieved 100 percent detection, 100 percent protection, and 100 percent accuracy in the 2024 SE Labs Enterprise Advanced [Security Ransomware Test](#). Fortinet made significant enhancements to FortiAnalyzer, reinforcing its role in driving faster, smarter [security operations](#) all from a single, turnkey hybrid platform tailored for midsize enterprises and teams impacted by the cyber skills shortage. CrowdStrike has selected 36 startups for the second annual AWS and CrowdStrike Cybersecurity Startup Accelerator, in collaboration with the NVIDIA Inception program for startups. The program powers the next generation of [artificial intelligence and cloud security startups](#) across the U.S., Israel, and Europe. Cisco has received Federal Risk and Authorization Management Program authorization at the Moderate Impact Level for its Cisco

Meraki for Government solutions under the sponsorship of the [U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency](#).

Anzena unveiled its Winter Product Release, introducing the first [agentic AI security platform](#) that delivers pinpoint-accurate risk identification and real-time, automated remediation across an organization's existing security ecosystem. Unlike traditional security tools that focus on perimeter or endpoint protection, Anzena zeroes in on the most critical and overlooked security element: human behavior. New global research from the IBM Institute for Business Value and Palo Alto Networks, found that surveyed organizations are facing [security complexity challenges](#) as they juggle an average of 83 different security solutions from 29 vendors. It also shows 7 out of 10 surveyed companies with a high degree of security platformization report their cybersecurity investments have helped business outcomes such as operational efficiencies and revenue generation.

Cloud News

Oracle and Google Cloud plan to add [eight new regions](#), as well as powerful new capabilities for Oracle Database@Google Cloud that will help customers fortify database instances, optimize costs, and achieve greater flexibility and resiliency. Amdocs has been selected by Crnogorski Telekom, a Deutsche Telekom subsidiary in Montenegro, to upgrade its existing Amdocs monetization engines and [migrate them to the cloud](#). In other Amdocs news, Tusass has selected Amdocs to modernize its convergent charging and billing platform. This strategic upgrade marks a milestone in Tusass' digital transformation journey, paving the way for improved scalability, flexibility, and operational efficiency. As part of this transformation, Tusass will transition to a [fully virtualized environment](#), equipping it to meet the growing demand for advanced services.

Microsoft and Anduril expanded their partnership to drive the next phase of the U.S. Army's Integrated Visual Augmentation System program. Through this partnership agreement, and pending Department of Defense approval, Anduril will assume oversight of production, future development of hardware and software, and delivery timelines. This agreement also establishes Microsoft Azure as Anduril's [preferred hyperscale cloud](#) for all workloads related to IVAS and Anduril AI technologies. Snowflake expanded its AI Data Cloud with support for Microsoft Azure Mexico. As global data regulations continue to evolve, Snowflake is focused on providing customers with a platform that meets their data residency and sovereignty requirements without compromising on performance. Through support of Microsoft Azure Mexico, organizations in Mexico and across LATAM will be able to more effectively leverage the built-in security and governance of the Snowflake platform while [enabling cross-cloud flexibility and collaboration](#).

Market News

VoIP-Pal.com announced that it has filed an amended complaint in its ongoing Class Action lawsuit (CIVIL ACTION NO. 1:24-cv-03054-RDM) [against major telecommunications providers](#), including AT&T, Verizon, and T-Mobile. The amended filing expands the scope of claims and includes additional defendants, highlighting significant new allegations and proposed remedies. AT&T is extending its voice core relationship with Nokia in a [multi-year expansion deal](#) that will support the U.S. operator in delivering on its vision of securely providing customer-focused networks and automation that drive new services, faster deployment times, and operational efficiencies. Samsung made a [\\$1 million commitment](#) in product donations to support relief and recovery efforts for communities impacted by the devastating wildfires in Los Angeles.

Accenture has agreed to [acquire Staufen AG](#), a Germany-based management consulting firm, and its subsidiaries. The acquisition will expand Accenture's capabilities to drive operational excellence

and competitiveness in manufacturing and supply chains, particularly for clients in discrete manufacturing industries including automotive, aerospace and defense, industrial goods, and medical equipment. IBM intends to acquire DataStax, an AI and data solution provider. DataStax's technology will [enhance IBM's watsonx portfolio](#) of products, accelerating the use of generative AI and helping companies unlock value from vast amounts of unstructured data.

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