



KS&R's DIGITAL DISPATCH

Week Ending: March 16, 2018

Top Stories This Week

[5 Ways AI Is Changing CRM](#)

It has become crucial to raise the bar on customer service as consumers resort to different channels to research more on product, ask questions or raise complaints. ([martechadvisor.com](#))

[France To Take Legal Action Against U.S. Tech Giants](#)

France is threatening to fine Alphabet Inc.'s Google and Apple Inc. for abusive commercial practices through their app stores, further complicating the relationship with the very companies the country seeks to attract. ([bloomberg.com](#))

[Telia, Intel And Ericsson Demonstrate Augmented Reality Over A Live 5G Network](#)

At a Telia event in Stockholm, Sweden, the partners displayed how 5G-capabilities such as low latency and high data rates, combined with augmented reality (AR), can enable new and innovative real-time applications and services. ([4rfv.com](#))

Products & Services

[Disney Creates Streaming Video Unit For Digital Future](#)

Walt Disney Co said on Wednesday it had created a new unit for its streaming video and international businesses as the company retools its traditional media operation for a world rapidly embracing online video. ([reuters.com](#))

[Juniper Expands Multicloud Portfolio](#)

Juniper Networks has introduced an expanded portfolio of offerings that aimed at bringing businesses closer to a secure and automated multicloud environment. ([telecomasia.net](#))

Emerging Technology

[Kitty Hawk, A Self-Flying-Taxi Company, Launches With Backing From Google's Larry Page](#)

A new venture from Larry Page, the founder of Google and current CEO of Alphabet, officially launched this week in the race to build a commercially viable autonomous air taxi. ([forbes.com](#))

[Fujitsu Tools To Assess Risks Associated With Smart Contracts](#)

Fujitsu Laboratories Ltd and Fujitsu Research and Development Center Co, Ltd (Fujitsu) have announced the development of technology that can verify, in advance, risks associated with smart contracts. ([enterprisetimes.co.uk](#))

Mergers & Acquisitions

[IBM Partners With Cloudflare To Launch New Security And DDoS Protection Features](#)

Over the course of the last few years, Cloudflare built a global network of data center locations and partnerships to expand its DDoS protection, security tools and website acceleration services.

([techcrunch.com](#))

Industry Reports

[Balancing Act: Chip Giant Qualcomm Caught Between Washington And Beijing](#)

U.S. chipmaker Qualcomm Inc, blocked this week from a takeover bid amid national security fears, was already walking a Pacific tightrope: it has government and defense contracts in America, but two-thirds of its revenue comes from China. ([msn.com](#))

[Microsoft Expands Windows Security Updates To Protect Customers](#)

Microsoft has earlier confirmed that it is working on providing protection to customers against the recent Spectre and Meltdown vulnerabilities. ([windowslatest.com](#))

[The Nexus Linking IBM, California Wine, And Climate Modeling](#)

This month, IBM announced the creation of a cloud-based geospatial information and analytics service.

([spectrum.ieee.org](#))