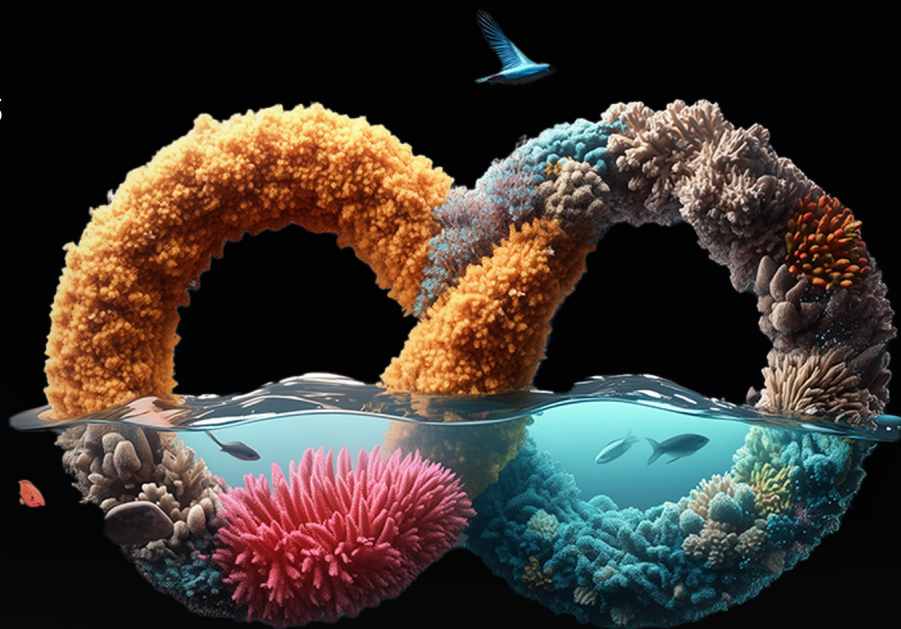




Beyond Legacy:

How AI and Agentic Platforms are Reimagining Telco SDLC and Operations

Powered by Amdocs Live Services and Services360

Executive Overview

In the age of AI-native transformation, the foundational assumptions underpinning traditional telecom SDLC models—such as rigid, phase-gated delivery cycles and static release processes—are rapidly evolving. As telcos confront the demands of real-time, digital-first experiences and cloud-native platforms, DevOps, agile methods, and CI/CD pipelines have become standard. Yet, these modern frameworks alone are no longer enough. The emergence of AI and Agentic AI technologies is accelerating a deeper shift—one that redefines how BSS/OSS systems are designed, deployed, and evolved.

Analysts from Gartner, Forrester, and TM Forum emphasize that embedded intelligence is no longer optional but essential. These technologies not only automate but also augment human decision-making across the entire SDLC and operational continuum. AI has emerged not just as a disruptor but as the core enabler of composable, intelligent, and continuously evolving BSS/OSS ecosystems.

This white paper explores the technological drivers of this shift and highlights how Amdocs Live Services—including the Services360 platform and the Autonomous Operations Center (AOC)—embody the next generation of product-led, AI-first, and telco-native service delivery.

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The SDLC Disruption in Telco

Gartner®

According to Gartner, “monolithic BSS/OSS architectures and waterfall delivery models are incompatible with the composable, cloud-native IT architectures needed to support evolving digital services”

(Gartner Market Guide for CSP BSS Solutions, 2023).

FORRESTER®

Forrester reinforces this with a 2024 analysis noting that “ticket-based workflows and siloed SDLC phases are broken,” especially for enterprises that require agility, cloud speed, and continuous innovation

(Forrester Wave: DevOps Platforms, Q2 2024).



TM Forum’s Open Digital Architecture (ODA) framework similarly advocates for the dismantling of traditional service silos, promoting a modular, component-based, API-driven model that enables dynamic orchestration and rapid change cycles.

In essence, while DevOps and CI/CD have modernized delivery mechanics, they now require an infusion of AI to meet the expectations of intelligent automation, real-time agility, and autonomous operations in telco BSS/OSS ecosystems.

Technological Shifts Reshaping Telco

AI-Powered Lifecycle Automation

AI and AIOps platforms are now embedded across the SDLC, enabling:

- Predictive incident resolution
- Anomaly detection and regression forecasting
- Synthetic data generation
- Continuous quality monitoring

These capabilities turn agile pipelines into self-optimizing loops, enhancing speed, accuracy, and resilience.

Rise of Agentic AI in Telco

Agentic AI marks a paradigm shift where autonomous agents:

- Execute SDLC tasks (e.g., generating test cases, resolving incidents, triggering deployments)
- Learn from context and adapt their actions
- Collaborate with human teams, closing the iteration gap between Dev and Ops

According to Forrester's 2025 "AppGen" report, agentic copilots are redefining software development by collapsing ideation, build, test, and deployment into a continuous, intent-driven flow.

Cloud-Native Orchestration

Modern telco BSS/OSS environments are built around composable architectures that require automated orchestration, observability, and service chaining that traditional toolchains alone can't manage.

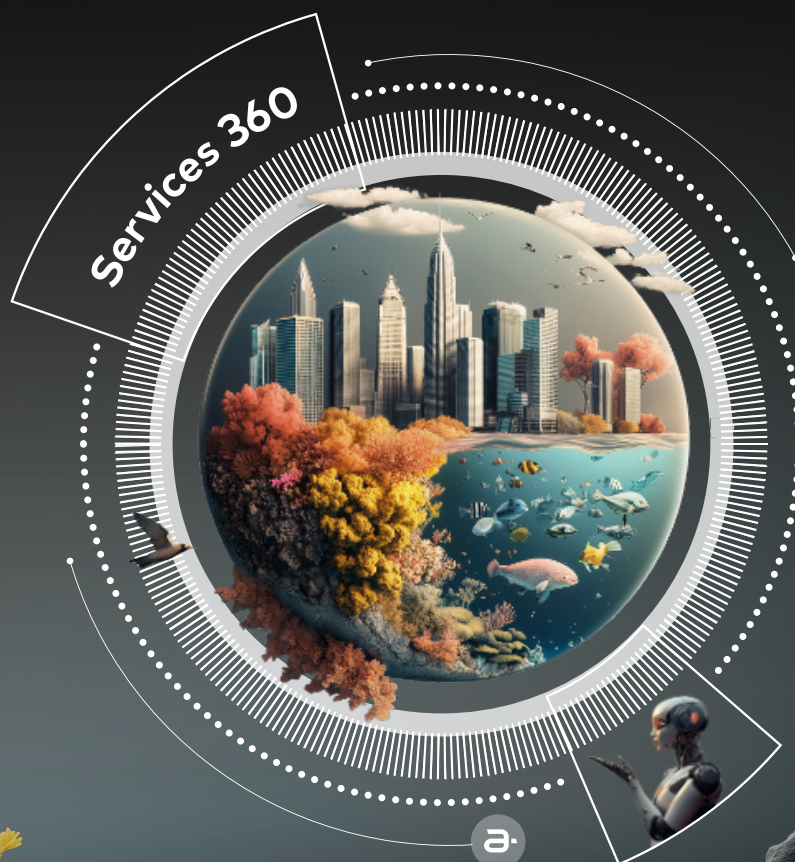
Amdocs Live Services: A Platform for Transformation

Services360: Orchestrating the Entire Lifecycle

Services360 is Amdocs' IP-driven, end-to-end services execution platform that unifies:

- Product-integrated SDLC delivery
- Continuous modernization and transformation
- Live service operations

It provides shared visibility across development and operations, governed by real-time KPIs, and business outcomes. Services360 enables a unified product lifecycle—from ideation to run—with AI embedded at every phase.



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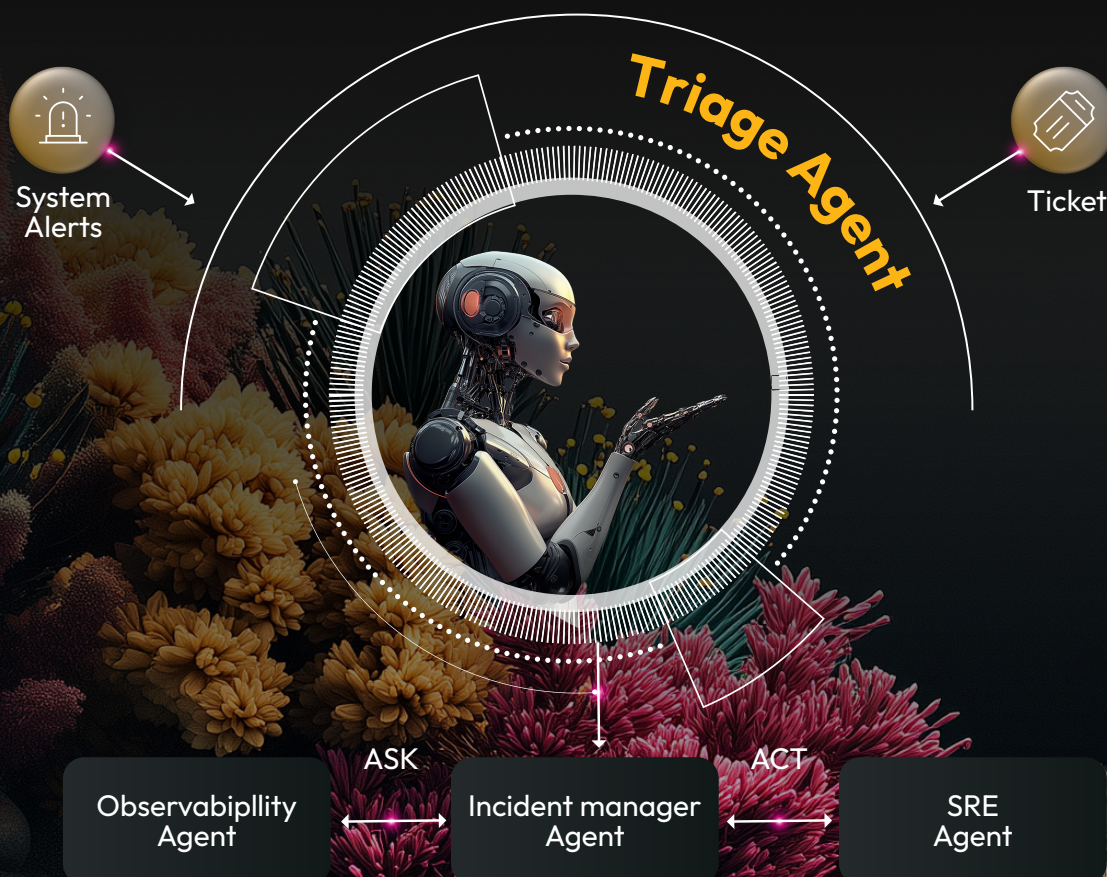
Amdocs Live Services: A Platform for Transformation

Autonomous Operations Center (AOC)

The AOC, a core component of Services360, is a blueprint for intelligent operations. It fuses:

- **Observability and service health monitoring**
- **AIOps-driven root cause analysis and auto-remediation**
- **Agentic AI taskforces that perform RCA, impact analysis, change validation, and live service management**

The AOC enables CSPs to move from reactive support to live, co-owned operations, where AI and agents orchestrate real-time outcomes.



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Strategic Business Impact

• Accelerated Time-to-Market

Agentic SDLC models and CI/CD pipelines reduce release cycles by 40–60%, enabling CSPs to capture market opportunities more rapidly.

• Reduced TCO

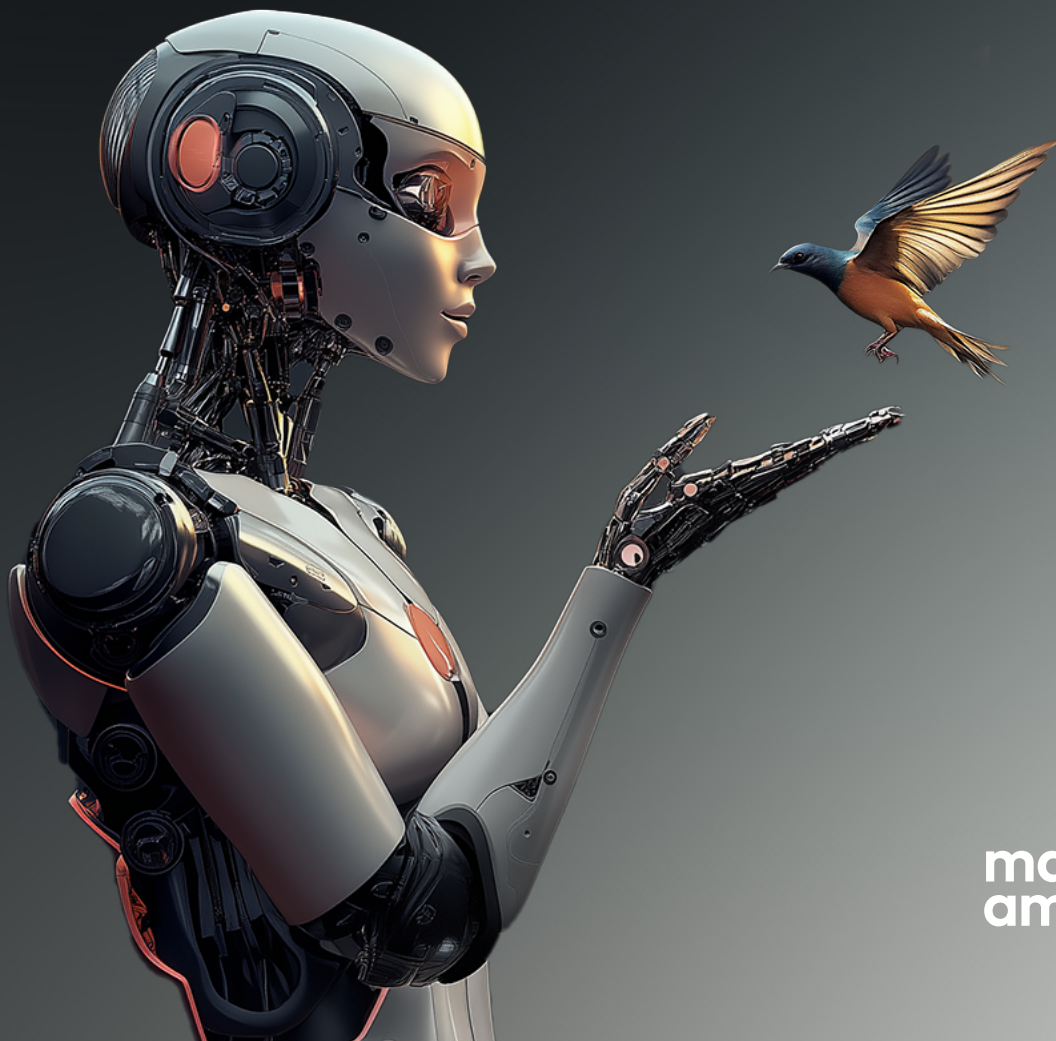
AI-driven triage, self-healing, and proactive incident prevention lower operational overhead and cut support costs by up to 30%.

• SLA-Driven Service Experience

By integrating observability and automation, Services360 ensures continuous alignment to SLAs and business KPIs.

• Competitive Differentiation

As Gartner forecasts a shift to AI-infused BSS/OSS by 2026 (Gartner, CSP Service Design and Orchestration Solutions, 2024), Amdocs' early leadership in agentic, live service models offers clear differentiation.



Conclusion

A New Telco Operating Model

Telcos that rely solely on DevOps and CI/CD without AI augmentation risk falling behind in an industry moving toward autonomous operations. AI and agentic platforms are no longer optional—they are the architectural foundation of BSS/OSS modernization.

Amdocs Live Services, Services360, and the AOC offer telcos a ready-made path to this future: product-led, AI-native, and built for continuous evolution.

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