

Amdocs Services360™ & Autonomous Operations Center (AOC)

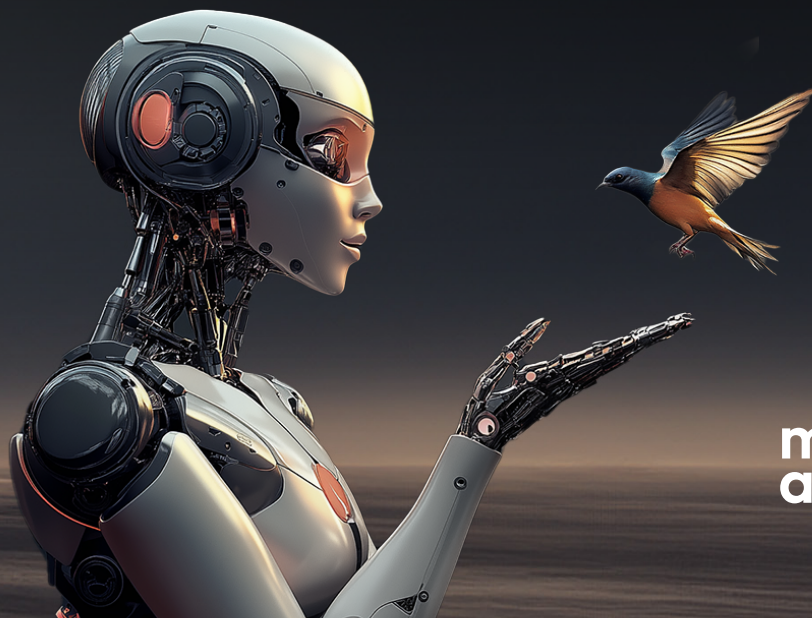
(Powered by Amdocs Live Services – Implementation, Operations, and Managed Services)

Executive Summary

Telecom enterprises today face increasing complexity across IT, BSS, and hybrid cloud landscapes. The need for agility, resilience, and continuous innovation exceeds the capacity of traditional managed services models that rely on static processes and human-intensive execution.

Amdocs Services360™, together with the **Autonomous Operations Center (AOC)**, transforms this paradigm.

Built on Amdocs Live Services, this next-generation managed services framework turns service execution into a software-defined, AI-native system. It continuously learns, adapts, and evolves – creating a live operational ecosystem that unifies implementation, operations, and managed services into one continuous, intelligent lifecycle.



make it
amazing

Services360™: The Agentic

Services360™ is the telco-native orchestration platform at the core of Amdocs' Live Services Model. It fuses design, engineering, operations, and assurance into a seamless continuum of live execution.

Key Characteristics:

- **Software-Defined Execution**

Service operations are codified and automated through a unified orchestration fabric.

- **AI-Native Foundation**

Embedded intelligence drives proactive decision-making and continuous optimization.

- **Outcome-Oriented Operation**

Performance and success are measured against dynamic, business-aligned KPIs – resilience, agility, and customer experience.

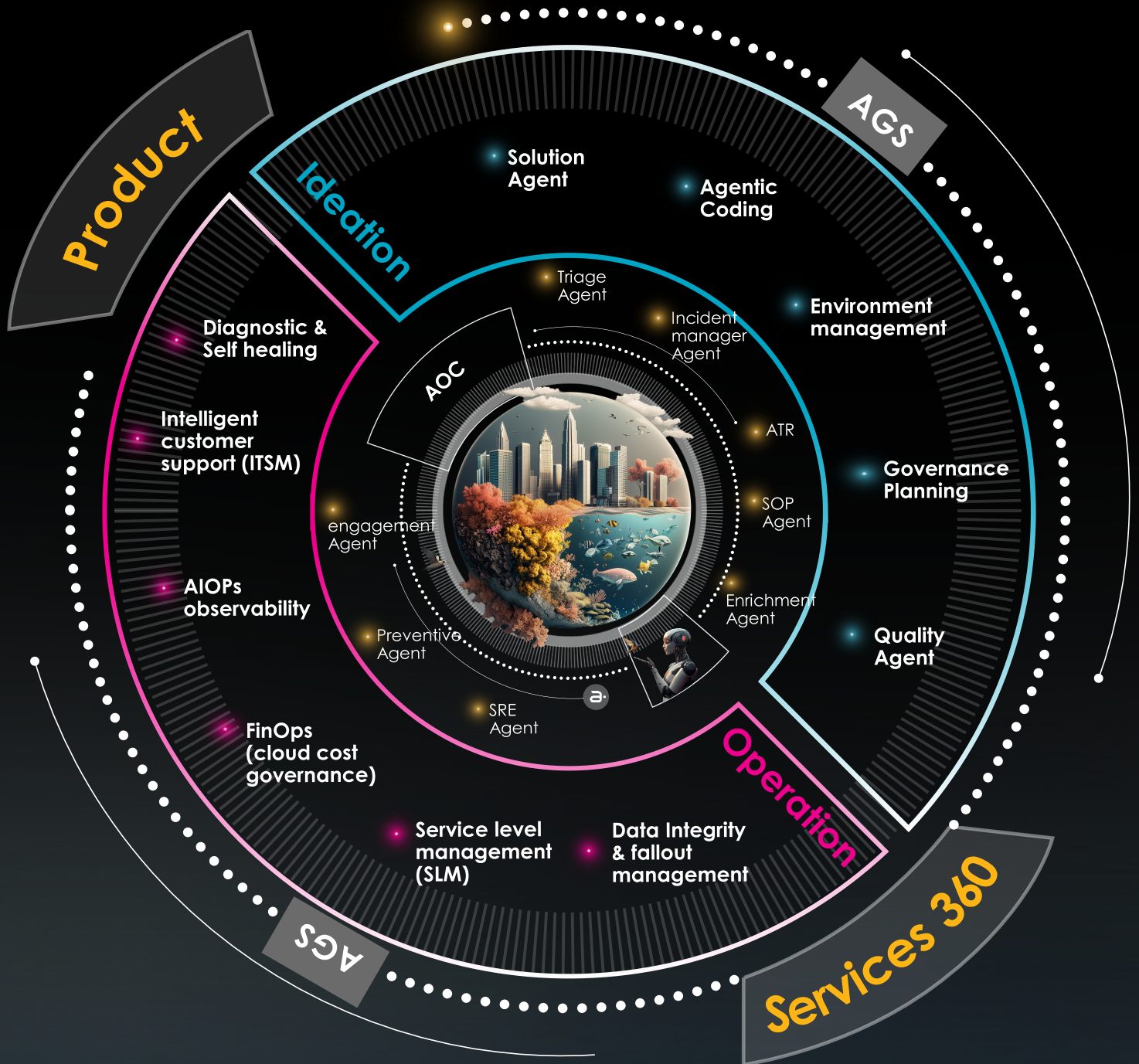
- **Live Feedback Fabric**

A continuous feedback loop across the full lifecycle ensures that every event and outcome informs future improvement.

By operationalizing intelligence and intent, Services360™ acts as the execution backbone of Amdocs' agentic transformation – collapsing SDLC, DevOps, and operations into a unified, adaptive intelligence loop.



amdocs
Live Services



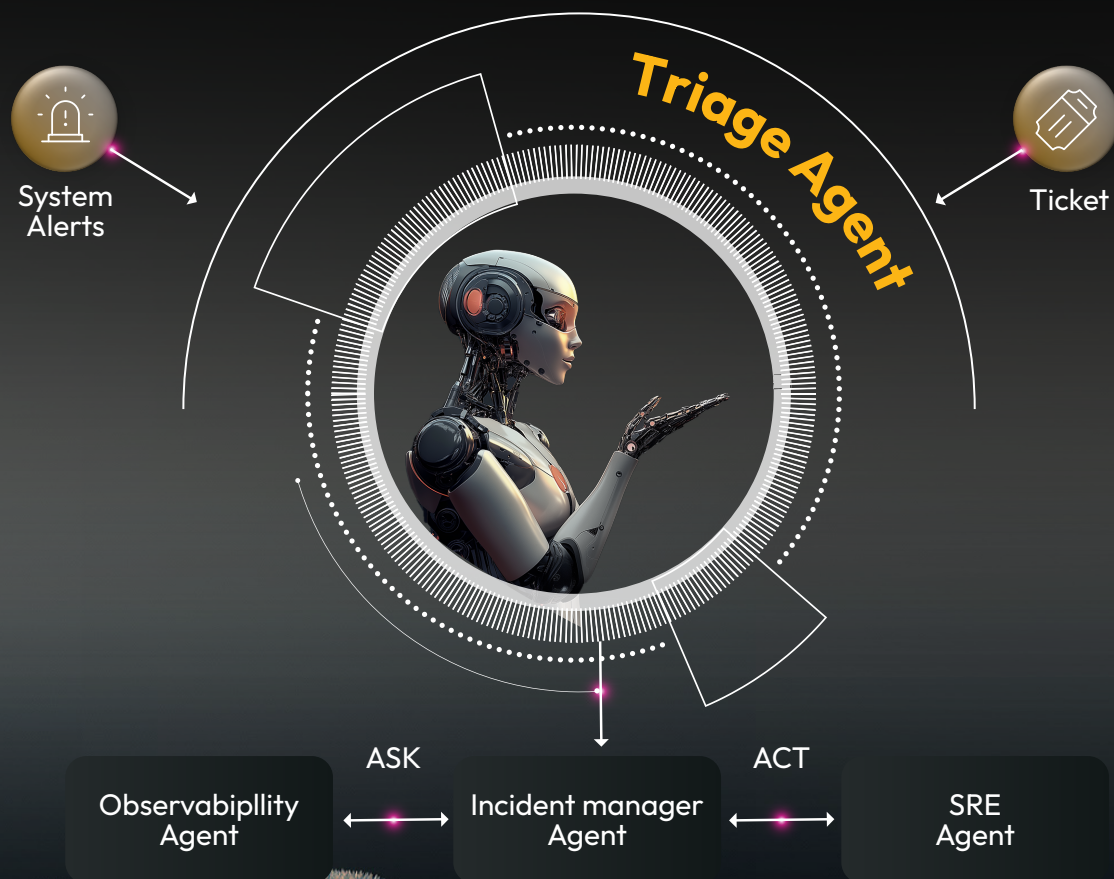
make it
amazing

Autonomous Operations Center (AOC)

The Amdocs Autonomous Operations Center is the intelligent hub of Services360™, designed to enable zero-touch operations across complex multi-domain environments. It consolidates observability, incident management, and automation into a single adaptive system. Through embedded AIOps and explainable AI, AOC proactively detects anomalies, self-heals

Key Capabilities:

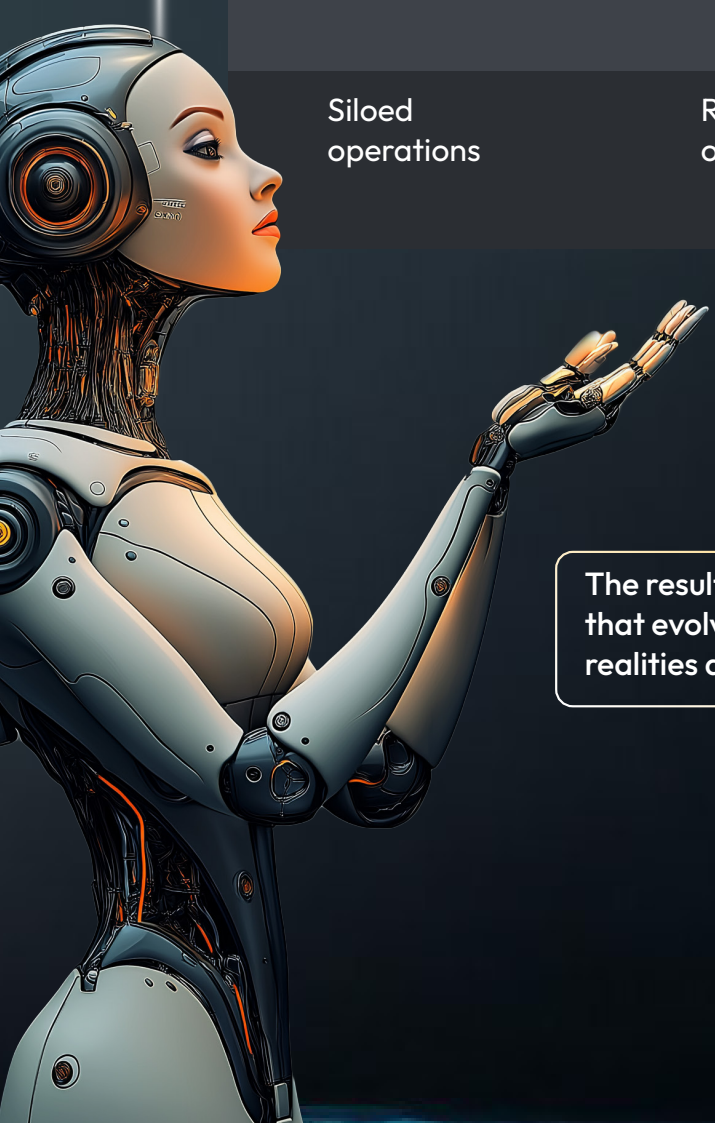
- **Autonomous Remediation**
Reduces manual intervention through self-learning and predictive response.
- **Adaptive Assurance**
Live monitoring of KPIs and SLAs enables real-time service optimization.
- **Integrated Observability**
Provides unified visibility across BSS and IT layers.
- **Continuous Learning**
Each operational event enriches the intelligence fabric, enhancing future performance.



Continuous, Live Execution

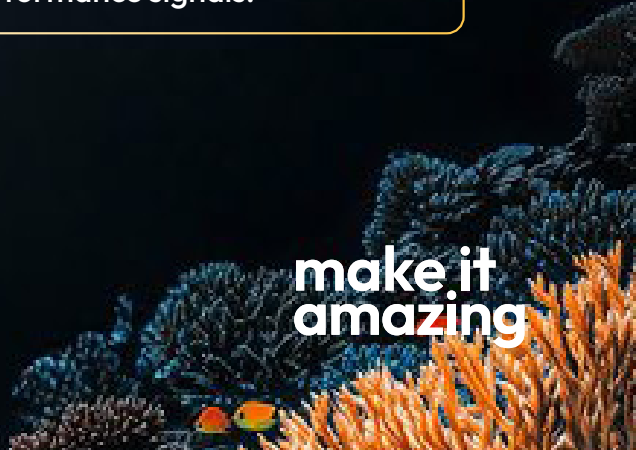
Services360™ + AOC replaces static handoffs and periodic rollouts with live, adaptive execution. R&D, engineering, operations, and IT functions operate as one synchronized ecosystem.

Traditional Model	Services360™ Live Execution
Sequential SDLC	Continuous, unified lifecycle
Testing in isolation	Testing within live, adaptive environments
Manual updates	Continuous live evolution
Siloed operations	Real-time convergence of design and execution

A futuristic female robot with a large circular sensor on its head, looking upwards and gesturing with its hands.

The result is a living - cognitive services model – a system that evolves continuously, informed by operational realities and real-time performance signals.

**make it
amazing**

A close-up of a coral reef with vibrant orange and blue corals.

Outcome-Based Managed Services

Amdocs redefines managed services from labor-based delivery to outcome-based orchestration. Services are not measured by tasks or tickets, but by business impact.

Key Outcomes:

- **Operational Resilience**
Predictive intelligence minimizes downtime and accelerates recovery.
- **Agility & Speed**
Continuous live change execution without disruption.
- **Cost Efficiency**
Intelligent optimization lowers total cost of ownership (TCO).
- **Enhanced Experience**
KPIs aligned to customer satisfaction and service quality.

This shift ensures that Amdocs operates not as an external support function, but as a **strategic transformation partner**, aligning every operation with the customer's business outcomes.

Platform Differentiators

What sets Services360™ + AOC apart is not automation alone – but the integration of AI-native, telco-specific intelligence across the entire lifecycle.

- **Telco-Native Architecture**
Designed for complex BSS/IT and hybrid cloud environments.
- **IP-Driven Service Blueprints**
Proprietary Amdocs frameworks accelerate intelligent service orchestration.
- **Agentic Intelligence**
Adaptive AI continuously enhances performance and decision-making.
- **Human-AI Collaboration**
Explainable, auditable AI supports engineers, ensuring trust and transparency.
- **Live, Self-Improving Model**
Services evolve in real time, ensuring continuous alignment with business goals.



make it
amazing

Key Benefits for CSPs

- **Operational Resilience**
Predictive and self-healing operations reduce mean time to repair (MTTR).
- **Reduced TCO**
AI-driven optimization and automation lower total cost of ownership.
- **Agility at Scale**
Live execution enables continuous change with minimal disruption.
- **Proactive Assurance**
Real-time performance management prevents incidents before they occur.
- **Empowered Workforce**
Engineers focus on innovation while intelligence handles repetitive operational tasks.

The New Standard for Live Managed Services

Amdocs Services360™ + AOC represents a fundamental redefinition of managed services for the telco era.

By treating services as software, it creates a live, continuously evolving ecosystem that drives performance, resilience, and innovation at scale.

This is not incremental modernization – it is the operational realization of the agentic, intelligence-driven disruption shaping the future of software and services.

Disruptive Vision

“The Ticket is Dead”

Incidents are anticipated, prevented, and resolved autonomously.

“Service is Software”

Operations and intelligence encoded into a living software fabric.

“No More Rollouts”

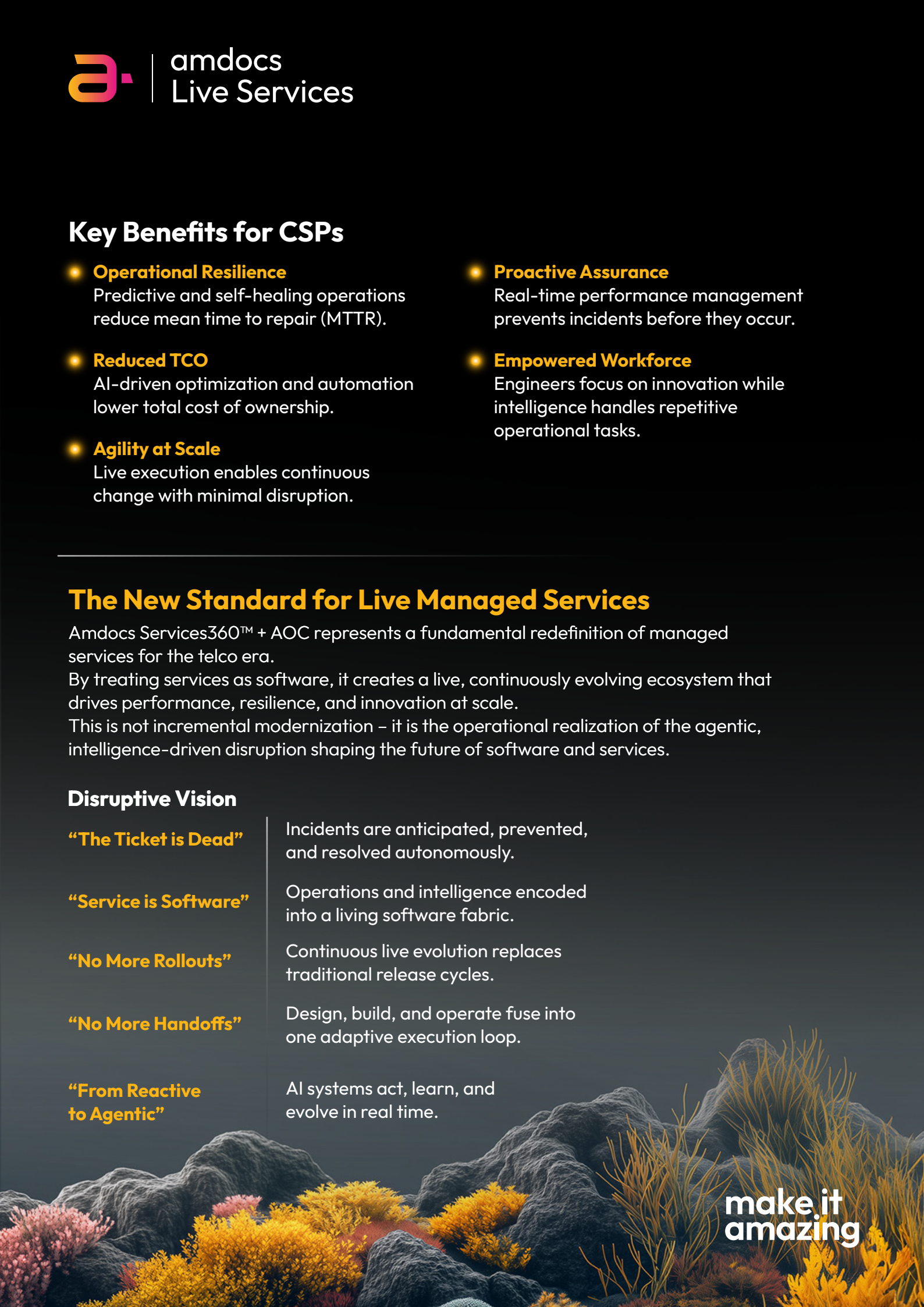
Continuous live evolution replaces traditional release cycles.

“No More Handoffs”

Design, build, and operate fuse into one adaptive execution loop.

“From Reactive to Agentic”

AI systems act, learn, and evolve in real time.



make it
amazing