



Enterprise Transformation in an Agentic World

A new paradigm for digital transformation
and value creation

Overview

Large-scale transformation is getting harder as enterprises contend with complex legacy estates and a rapidly evolving technology landscape. This paper looks at how Amdocs' Agentic Services platform offering delivers transformation more quickly, safely and cost-effectively via a platform that integrates seamlessly with existing enterprise technologies.

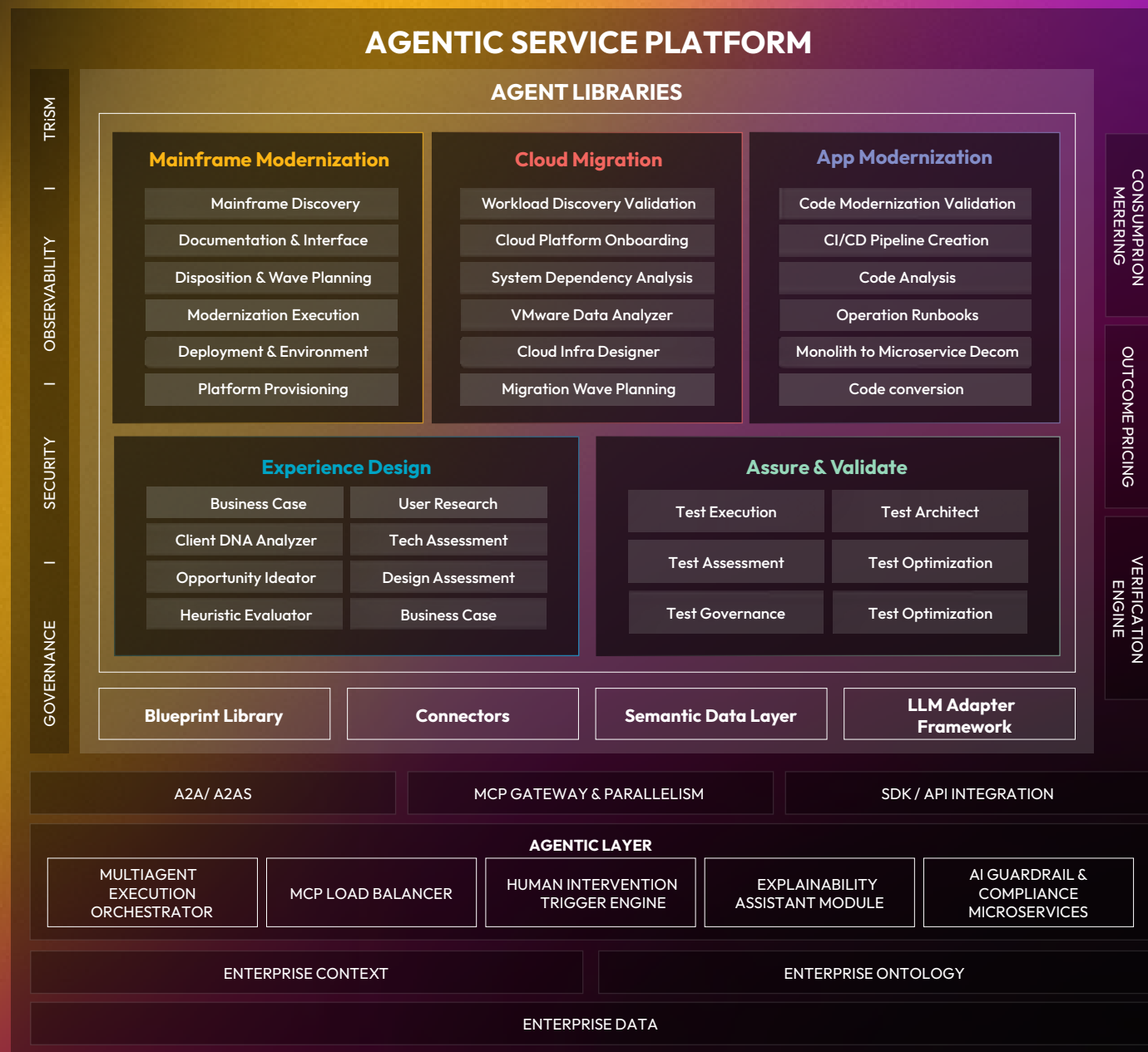
Transformation is now a permanent feature of enterprise life. Many organizations are simultaneously modernizing legacy systems, migrating workloads to the cloud, and optimizing cloud-based operations. The urgency is increasing as companies seek to establish the technical infrastructure required to scale their use of generative AI (GenAI).

Yet while the business case – to enhance resilience, agility and competitiveness – is well understood, execution presents challenges. As attention turns to more complex business-critical systems, these challenges are compounded. Traditional approaches often fall short or demand disproportionate levels of resource. And while individual agents can automate discrete tasks, delivering material benefit at scale requires groups of agents working cohesively within a well-governed framework.

“Expertise in product-led innovation and service delivery positions Amdocs to lead in the services-as-software market as organizations transform technology foundations to support GenAI. Our new offering encapsulates deep technical knowledge gained through decades working on complex enterprise projects and platforms. This knowledge is embedded in agentic workflows constructed and orchestrated with policies baked in to maximize trust and assurance.”



Riki Efraim-Lederman,
President of Amdocs Studios



Amdocs' Agentic Services platform achieves this with orchestrated agentic workflows that accelerate and optimize enterprise-scale transformation.

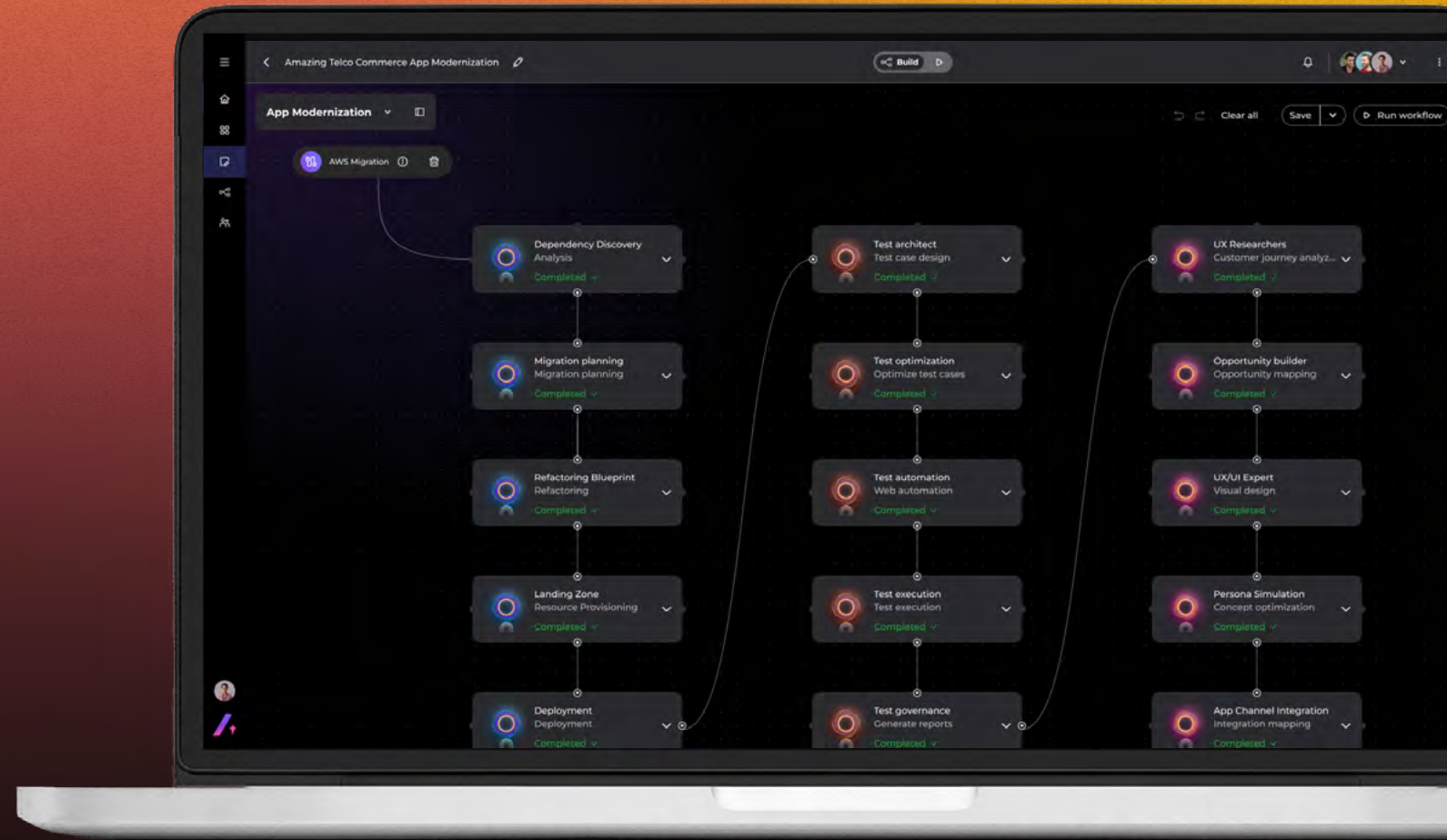
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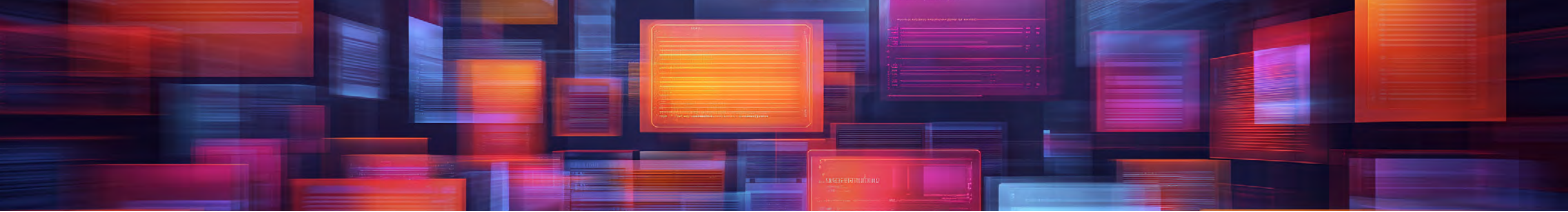
Yesterday's methods won't meet today's demands

It's widely acknowledged that around 30% of enterprise workloads are still not hosted in the cloud. They are often embedded in complex environments that are hard to modernize due to obstacles such as impenetrable legacy code and lack of documentation. Furthermore, enterprise workloads that have been migrated are not always optimized for cloud, leading to ongoing concerns around governance and cost management.

Enterprises that execute transformation more quickly and effectively than their peers have an opportunity to pull ahead. Amdocs enables this by accelerating progress without sacrificing control.

As this image on the right illustrates, natural language prompts are used to create workflows based on our reusable agents and templates. Every workflow is governed to ensure compliance with organizational standards and applicable regulatory requirements.





High-level overview of the Amdocs Agentic Services workforce – individual agents are developed by domain experts then orchestrated as a system to deliver target outcomes linked to specific functions

FUNCTION	AGENTIC ENTITIES	PURPOSE / TASKS	BENEFITS
Migration & validation	Discovery agents	Build understanding of current estate	Processes are quicker, less error-prone, easier to scale
	Validation agents	Provide assurance that migrated assets are complete and compliant	
	Orchestration agents	Coordinate complex, multi-step activities	
	Data consistency agents	Check for data accuracy during and after migration	
	Knowledge agents	Capture and preserve key information to support audits and future change	
Application & mainframe modernization	Code conversion agents	Accelerate translation from legacy codebases to modern equivalents	Code is analyzed, translated, and refactored more quickly and consistently
	Refactoring agents	Ensure code aligns with modern architecture and security patterns, eliminate technical debt	
	Documentation agents	Maintain system understanding to ensure transparency	
	Impact analysis agents	Visualize consequences of change to enable well-informed decisions	
	Architecture advisor agents	Evaluate options to support informed architectural decisions	

FUNCTION	AGENTIC ENTITIES	PURPOSE / TASKS	BENEFITS
Quality engineering	Test generation agents	Provide broader, more systematic test coverage	Quality assessment cycles are shorter; issue detection is proactive rather than reactive
	Quality validation agents	Assess systems continuously against defined quality benchmarks	
	Anomaly detection agents	Identify risk signals before they escalate	
	Release certification agents	Support consistent release decisions based on set policies and criteria	
	Continuous quality assessment agents	Embed quality into the system as an ongoing discipline	
Digital experience	Experience insight agents	Analyze user behaviors to identify friction points and unmet needs	User behaviour is used to pinpoint friction and opportunities.
	Benchmarking agents	Track changes over time against relevant baselines	
	Persona simulation agents	Reveal unintended consequences of design changes	
	Adoption agents	Monitor and support use of new features	
	Transformation tracker agents	Maintain visibility of progress against KPIs	



Shifting to an evolving technology mindset

Rapid technological change can result in a fragmented approach to transformation. But Amdocs' Agentic Services offering is designed to work with the evolving ecosystem rather than being tightly coupled to specific technologies.

The platform acts as a unifying layer, harnessing the most relevant hyperscaler, GenAI, and opensource capabilities as technologies emerge and evolve.

Hyperscaler, third-party, and Amdocs agents are harmonized according to need, and customer-provided agents can be integrated too. It's about assembling teams of agents that collaborate in coherent end-to-end workflows configured around the customer's target outcome.

“The platform is designed for change; evolution is an input not a distraction.”

“In traditional software delivery, each new release increases complexity and cost. In AI-driven lifecycles, agent capabilities are reused and behavior improves through feedback. As this learning accumulates, the relative cost of change decreases and value grows.”



**Dror Avrilingi, CTO of
Amdocs Studios and Head
Quality Engineering**

Supervised autonomy

In an enterprise context, flexibility and control must be closely aligned. For this reason, Amdocs' agents are not designed with complete, open autonomy.

Each agent is tightly defined by domain experts and operates with other agents in structured workflows within specified guardrails.

We call this **supervised autonomy**. Crucially, humans are both **in the loop** and **on the loop**: the platform ensures human interaction, review, or approval happens whenever necessary for compliance or assurance purposes.

Every agent decision can be observed, audited, and – if necessary – reversed, supporting regulatory compliance and operational confidence. At the same time, the system learns from outcomes and feedback, so each implementation is more effective than the one before. The result is sustained optimization, combining strong operational control with continuous improvement.

AMDOCS AGENTIC SERVICES - THE RESULTS

67%

Reduction
in Delivery Timelines

20%

Decrease
in application discovery

25%

Increase
in productivity gain

X4

Automation
Dev Script creation



Outcome-led execution

Amdocs Agentic Services embraces a new mindset, focused on target outcomes rather than processes. By combining supervised autonomy, adaptive design, and outcome-led workflows we enable confident execution of complex, large-scale transformation programs.

A new commercial model

The Agentic Services platform offering is delivered through outcome-based modules, rather than being priced on time and labor. This gives procurement teams greater transparency and predictability. It also enables clearer comparison and planning across complex enterprise transformation initiatives.

To take a deeper look at the technical foundations and how we ensure observability, compliance, and evaluation, [download the Agentic Services Platform paper](#)