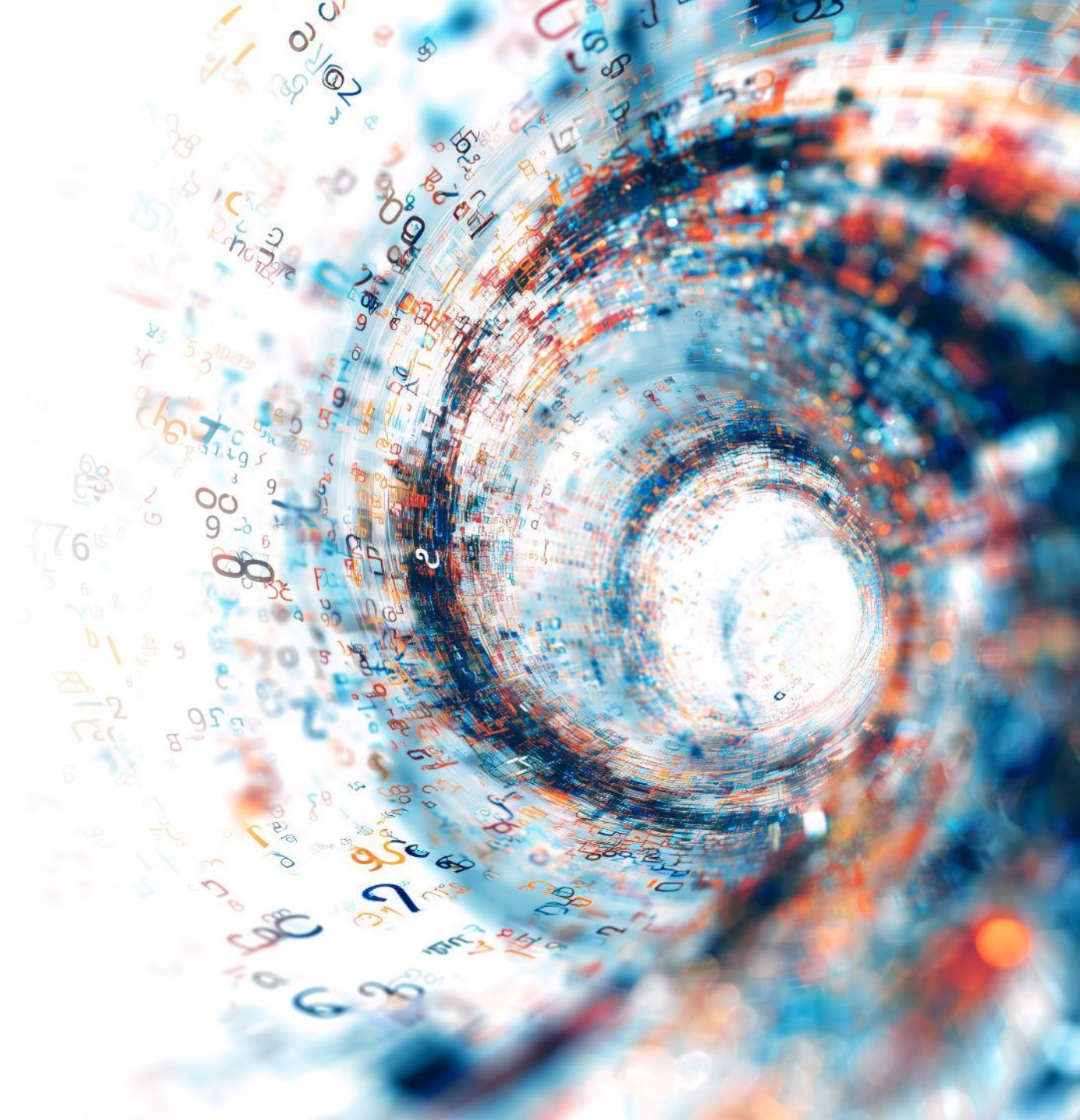


Agentic Cloud

From **automated** to
agentic cloud operations



Automation is No Longer Enough

Most CSPs today operate across multiple public clouds, hybrid platforms, and deeply integrated legacy environments. As a result, cloud operations have become inherently complex.

Automation has long been the proven response to this complexity, but it can only go so far. Automation struggles with exceptions, cross-domain dependencies, and situations that require judgment rather than rules.

AI agents change the equation.

By deploying AI agents for cloud operations, organizations move beyond the limits of automation, enabling faster, more consistent, and increasingly autonomous execution across their cloud estates.

Agentic Cloud: The Evolution of Cloud Operations

Amdocs coined the term “Agentic Cloud” to describe the next generation of cloud operations where AI agents are embedded directly into cloud execution.

In an Agentic Cloud, agents with varying levels of autonomy orchestrate workflows across cloud platforms, data environments, applications, infrastructure, and operations. All activity runs within enterprise guardrails, with built-in controls and human oversight.

These AI agents go well beyond traditional automation. They interpret context and intent, handle exceptions and variability, make informed decisions, and continuously learn and adapt as conditions evolve.



Industry Momentum Toward Agentic Cloud

Research by Coleman Parkes commissioned by Amdocs shows the accelerating adoption of agentic AI in cloud environments:



3X

**projected
growth**

in agentic AI penetration
for cloud operations in 2026

By Q4 2026, over

70%

of enterprises
are expected to have
cloud AI agents
in production

56%

report agentic-ready
cloud and
data platforms

68%

see agentic AI in
cloud environments
as a competitive
advantage



Agents at Work Across the Cloud Lifecycle.

Amdocs is developing and successfully deploying AI agents across the full spectrum of cloud activities including discovery, assessment, migration, modernization, security, FinOps, and operations, and their range of capabilities and skill sets continues to expand.

Impact of AI Agents in Live Projects


67%
reduction
in delivery timelines

20%
decrease
in application discovery effort

25%
increase
in productivity

60-70%
improvement
in modernization accuracy

30-40%
reduction
in modernization costs

The Measurable Benefits of Agentic Cloud Operations

Organizations adopting Agentic Cloud realize tangible, operational results:

Faster execution

Shorter decision cycles as agents handle analysis, coordination, and action

Continuous cost optimization

Real-time agentic resource adjustments instead of delayed, periodic reviews

Higher operational reliability

Early pattern detection and proactive intervention



Greater team productivity

Engineers focus on innovation rather than repetitive operational decisions

Predictable delivery

Reusable agentic patterns that reduce variability across programs

Built-in governance

Policies, controls, and auditability embedded directly into execution

The Power of Agentic Cloud - Success Story

A Tier-1 N. American CSP modernized cloud operations using Agentic AI and achieved:



faster migration cycles
with reduced
manual effort



cost reduction
across infrastructure
and operations



fewer errors during
complex cloud execution
activities

Amdocs Agentic Cloud Offerings

Amdocs Cloud Studio's agentic-powered services include:



Agentic-Powered
Cloud Migration



Agentic-Powered
Cloud Modernization



Agentic-Driven
VMware Modernization



Mainframe Modernization
Accelerated by
GenAI



Legacy Application Modernization with
Agentic AI



AI-Orchestrated
Data Migration

Move Beyond Automation

To explore how Amdocs' Agentic AI-driven services can elevate your cloud operations, contact cloud@amdocs.com

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software product and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and enterprise customers. Our employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.53 billion in fiscal 2025.

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