

Agentic AI-Powered Application Modernization



When Applications Become the Limiting Factor

Many large traditional enterprises still rely on legacy applications built for a different era. Some of these applications run critical operations, but they're costly to maintain, difficult to change, and increasingly disconnected from modern business needs.

As expectations grow around speed, digital experience, and AI driven insight, the gap between what these systems can deliver and what the business expects continues to widen.



Why Modernization So Often Disappoints

Given the choice between buying new or modernizing existing systems, modernization normally wins out. Modernizing allows you to preserve complex customizations and tribal knowledge, while reducing the risk and trauma of more substantial change.

Modernization projects usually start with clear intent - migrate, modernize, simplify – but once work begins, unexpected complexities, hidden dependencies, fragile integrations and incomplete documentation often frustrate progress. Costs rise. Timelines slip. Teams end up stabilizing systems instead of transforming them.

Fundamental drawbacks of traditional modernization

Application modernization efforts struggle because they are often:



**Project based,
not continuous**



**Reactive instead
of adaptive**



**Manual and
human dependent**



**Focused on
technology tasks,
not business outcomes**

Modernization done this way rarely keeps pace with change.



Why AI changes conversation – From one time projects to continuous modernization

Agentic AI introduces a new way to think about modernization.

It enables goal driven intelligence across the modernization lifecycle — continuously analyzing systems, guiding decisions, and adapting as conditions change.

The shift is subtle but powerful:
**from managing projects
to managing progress.**



Amdocs' Agentic AI Powered Approach

Amdocs applies agentic AI to help enterprises move beyond episodic modernization.

By embedding intelligence across planning, execution, and optimization, modernization becomes repeatable, scalable, and far less reactive.

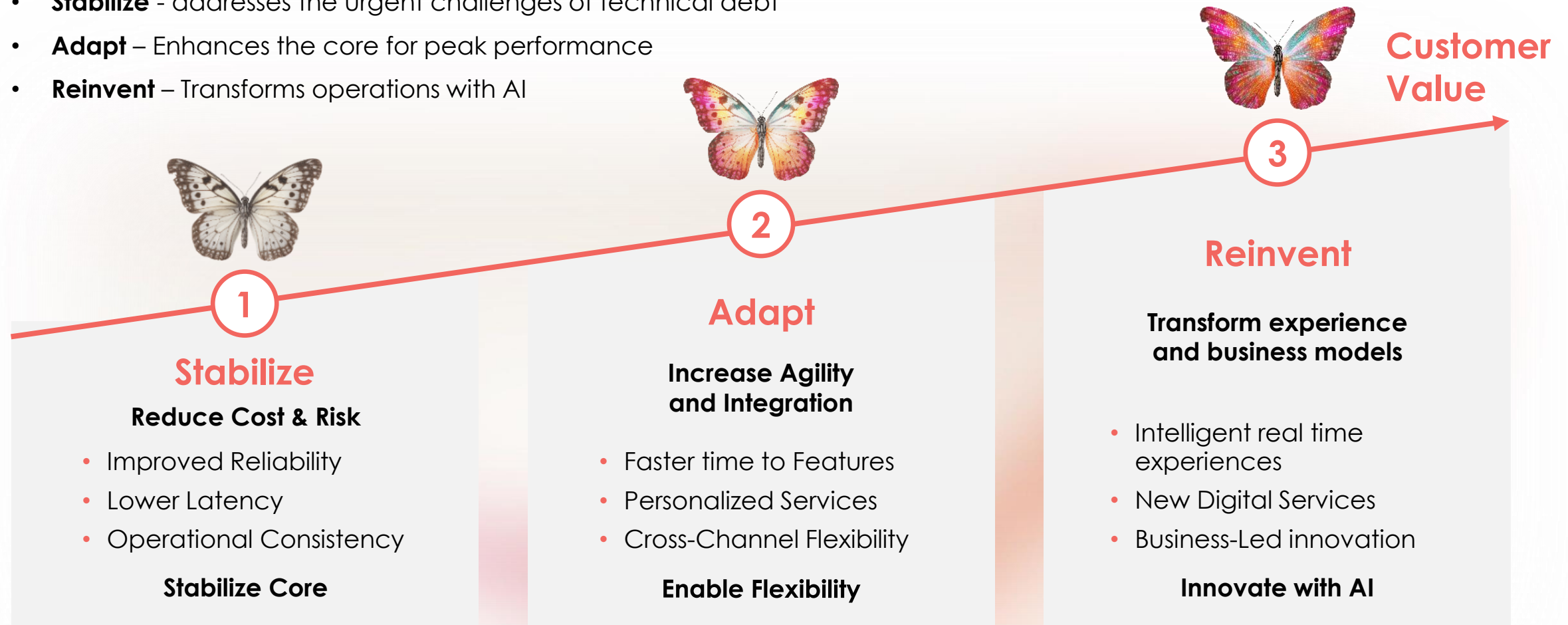
Value Led Application Modernization

The motivation for modernization is not technology; it is value and all modernization projects should be evaluated through this prism.

Three Phases of Modernization: Stabilize; Adapt: Reinvent.

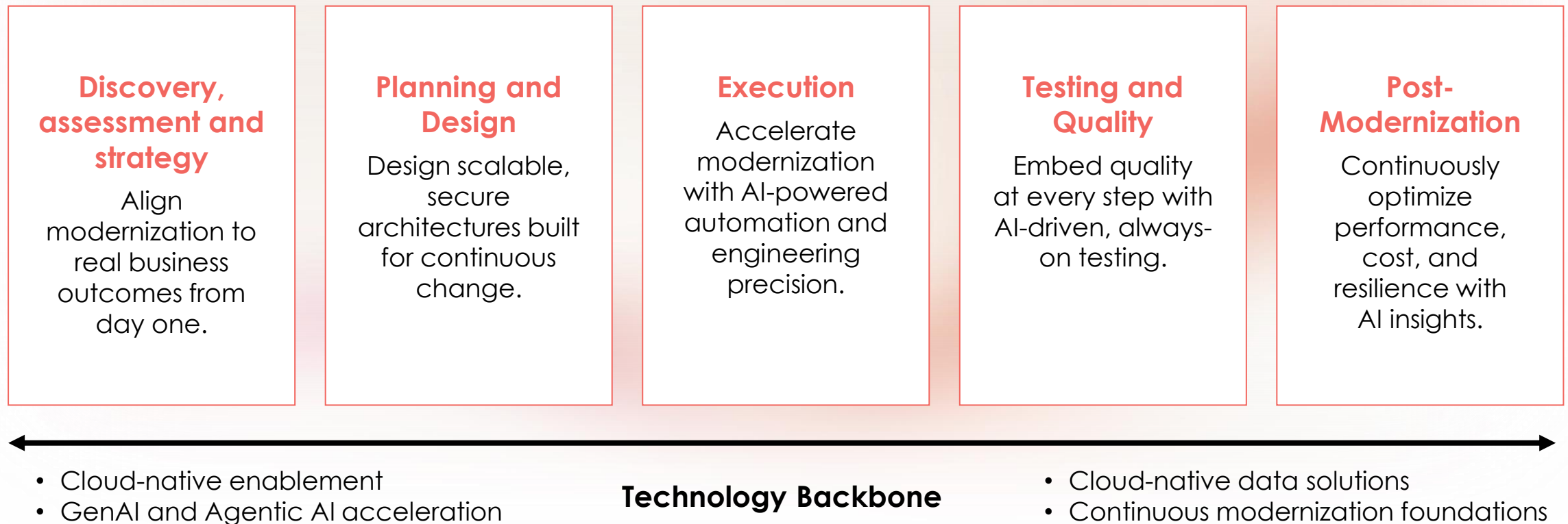
Amdocs' three-phase approach to modernization achieves measurable customer value at each stage, ensuring buy-in and budget for future phases.

- **Stabilize** - addresses the urgent challenges of technical debt
- **Adapt** – Enhances the core for peak performance
- **Reinvent** – Transforms operations with AI



Amdocs' Five Pillar Application Modernization Framework

Amdocs App Modernization frame is applied at all phases of the modernization journey to set strategy based on knowledge overcome challenges around complexity, scale, and risk.



Success Stories

Tier-1 Telco, Asia-Pacific Accelerating application modernization at scale

A major Asia-Pacific telco was sitting on a sprawling application estate with limited visibility into dependencies and no clear modernization starting point. Amdocs deployed an agentic assessment to map dependencies, complexity, and business value across the full portfolio and then grouped applications into prioritized rehost, replatform, and refactor paths. The result: dramatically faster performance, leaner cloud spend, and fully automated deployments across modernized applications.

Value Delivered



50% faster application
response times



30% reduction in cloud
compute consumption



Automated deployments
across modernized applications

Success Stories

A leading Financial Services Institution, North America Modernizing data and analytics applications

Legacy data platforms and on-premises infrastructure were holding back scalability, inflating costs, and blocking AI adoption. Amdocs delivered agentic-led data and application modernization, migrating core workloads to a cloud-native analytics platform with automated governance and optimization baked in. The engagement unlocked significant TCO savings, accelerated data migration and code modernization, and established an AI-ready foundation for advanced analytics and GenAI.

Value Delivered



\$7M in **TCO savings**



Faster data migration and
code modernization



AI ready foundation for
advanced analytics and GenAI

Start with an AI Led Modernization Assessment

Every modernization journey is unique. Every customer and every system begins with different constraints and opportunities. A consultative assessment is key to establishing clarity across application readiness, risk, and value potential.

Contact us to hear more
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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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