

# a·OS

Agentic Operating System **for Telco**

## The Intelligent Telco Era:

Powering genAI Adoption in Telco with amdocs aOS

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This presentation includes non-GAAP financial measures, including non-GAAP operating margin, free cash flow, revenue on a constant currency basis, non-GAAP net income, non-GAAP net income attributable to Amdocs Limited, and non-GAAP earnings per share. Free cash flow equals cash generated by operating activities less net capital expenditures. While in prior years Amdocs used normalized free cash flow, a measure of our operating performance, is further adjusted to exclude net capital expenditures related to the new campus development, payments for non-recurring and unusual charges (such as capital gains tax to be paid in relation to the divestiture of OpenMarket), and payments of acquisition related liabilities, Amdocs is no longer reporting normalized free cash flow. Normalized free cash flow is not comparable to free cash flow. These non-GAAP financial measures are not in accordance with, or an alternative for, generally accepted accounting principles and may be different from non-GAAP financial measures used by other companies. In addition, these non-GAAP financial measures are not based on any comprehensive set of accounting rules or principles. Amdocs believes that non-GAAP financial measures have limitations in that they do not reflect all of the amounts associated with Amdocs' results of operations as determined in accordance with GAAP and that these measures should only be used to evaluate Amdocs' results of operations in conjunction with the corresponding GAAP measures. Please refer to the appendix for a reconciliation of these metrics to the most comparable GAAP provision.

This presentation also includes pro forma metrics which exclude the financial impact of OpenMarket (divested on December 31, 2020) from fiscal year 2021. Please also review the information contained in Amdocs' press release dated February 3, 2026, with respect to earnings for fiscal Q1 2026. The press release contains additional information regarding Amdocs' outlook for fiscal year 2026 and certain non-GAAP metrics and their reconciliations.

# Welcome & Introductions

**Matthew Smith**



Head of  
Investor Relations

**Anthony Goonetilleke**



Group President,  
Technology and Head  
of Strategy

**Liliana Schwartz-Brunner**



General Manager,  
Strategic Partners

**Pilar Baltar Abalo**



Global Head of  
Consulting

# Agenda

**Welcome & Introductions**

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**aOS Intro & Overview**

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**GenAI-enhanced Outcomes**

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**Strategic Partner-powered Ecosystem**

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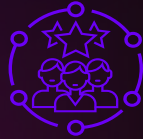
**Closing & Q&A**

# Amdocs by the Numbers



**\$4.53B**

Revenue in FY25



**3.1B**

People Impacted  
by Our Platforms



**1.7B+**

Daily digital journeys on  
Amdocs Commerce



**\$4.25B**

12-month backlog  
(as of Q1 '26)



Close to

**100%**

managed services  
contract renewals



**466B+**

Monthly usage events  
supported by Amdocs  
Cloud Ops



**~400**

Customers Globally



**95%+**

Successful  
Transformations



**170B+**

Events rated each day  
using Amdocs  
Monetization

# The GenAI Opportunity

## Enterprise Adoption is Mandatory

Enterprises are increasingly expanding access to genAI tools, **with 50% reported tool adoption growth YoY.**<sup>1</sup>

## GenAI Focus Shifts to ROI

Approximately **13% of executives** say their genAI investments have yielded measurable impact to-date – but a value gap still exists.<sup>2</sup>

## The Right Architecture is a Key Factor in Success

Nearly 50% of agentic AI adopters cite **data complexity** as a deployment barrier.<sup>3</sup>

## Governance, Organizational Readiness and Privacy are Taking Center Stage

Scaling genAI requires robust governance, including guardrails, observability and more. Today, **only 1 in 5 organizations have mature governance capabilities.**<sup>4</sup>

# The Amdocs Data/ML/AI Evolution

## Pre-genAI Era Automation at Scale

Prior to GenAI, Amdocs delivered automation solutions that materially reduced OPEX and improved customer experience, with AL/ML-driven workflows that powered intelligent customer engagement and network/service processes.

## Track Record of Large Data Modernizations

History of executing major enterprise data modernization programs, helping CSPs unify, govern, and operationalize their data across cloud-native architectures - supporting millions of daily transactions and accelerating time-to-insight by significant margins

## Early Cross- portfolio AI & ML Adoption

Long before genAI, incorporated diverse NLP, RPA, ML and AI technology, assets and expertise into our portfolio that helped our customers improve conversion rates, boost revenue, accelerate time-to-insight, and deliver measurable operational efficiencies.

## Decades of Telco-native Data Expertise

Long-standing recognition as a leader in cloud-native, open and dynamic data platforms for telecom, enabling CSPs to unify real-time data from disparate operational systems into standardized and highly governed data models that improve decision-making and operational efficiency.

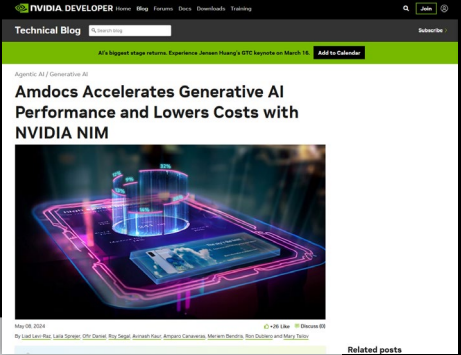
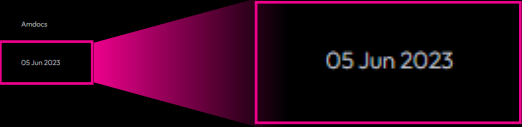
# Embracing the GenAI Opportunity

- Jun '23** Launch of amAlz
- Nov '23** Strategic partnership with NVIDIA to accelerate genAI adoption
- Feb '24** Expanding amAlz with Azure partnership
- May '24** Announcement of genAI Benchmarks for speed, performance
- Sep '24** Highlighting real-world genAI impact on AHT, FCR
- Nov '24** Introduction of agents for care, sales and more
- Feb '25** Expansion of amAlz to include AI & Data Platform, CXI
- Mar '25** Introduction of network agents with NVIDIA, AWS
- Jul '25** Launch of dedicated GenAI business unit
- Mar '26** Introduction of aOS at MWC26

Press release AI Corporate

## Amdocs Launches amAlz, a Cutting-Edge Enterprise-Grade Generative AI Framework, Set to Propel the Telecom Industry into the GenAI era

Unleashing the power of the rapidly developing generative AI ecosystem, Amdocs' amAlz focuses on the transformation of telecommunications with unprecedented business agility, enhanced efficiency, and next-level customer experience through service differentiation across its products and services portfolio.



JERSEY CITY, NJ – June 5, 2023 – Amdocs (NASDAQ: DOX), a leading provider of software and services to communications and media companies, today announced Amdocs amAlz, a pioneering telco generative AI framework. Amdocs amAlz combines carrier-



# Intentional Decisions Yielded Early Momentum

## Market

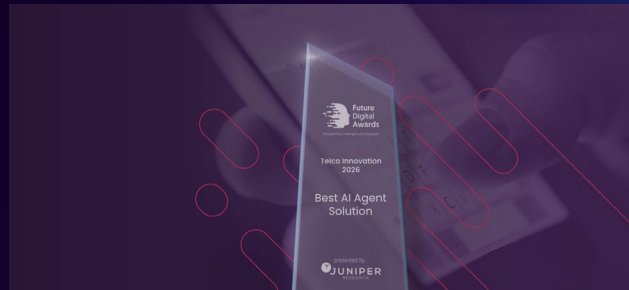
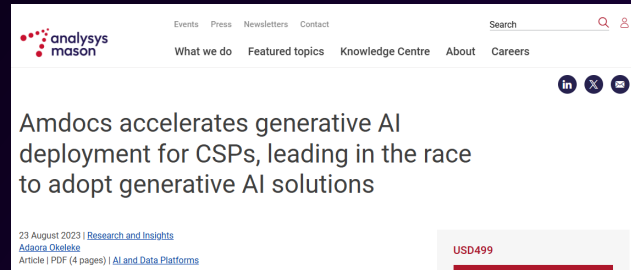


Amdocs wins the Network AI Award for the second consecutive year at FutureNet World 2025!

Light Reading has named amAlz as one of the industry's most innovative telecom software products



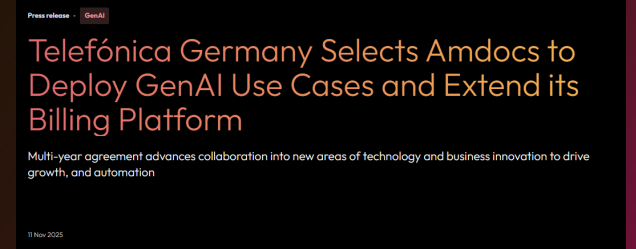
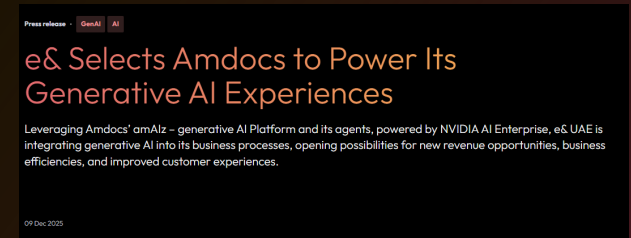
## Analysts



## Gartner

AI Vendor Race: Amdocs Is the Company to Beat for AI in CSP Business Support Systems

## Customers



Beyond the ceiling



Agentic Operating System

for Telco

# Verticalized AI Integration

## The Industry's Only End-to-End Agentic Operating System

### Cognitive Core

Telco-**verticalized GenAI foundation** that delivers Telco-specific agent libraries and actionable insights

### CES26 and any BSS/OSS Stack

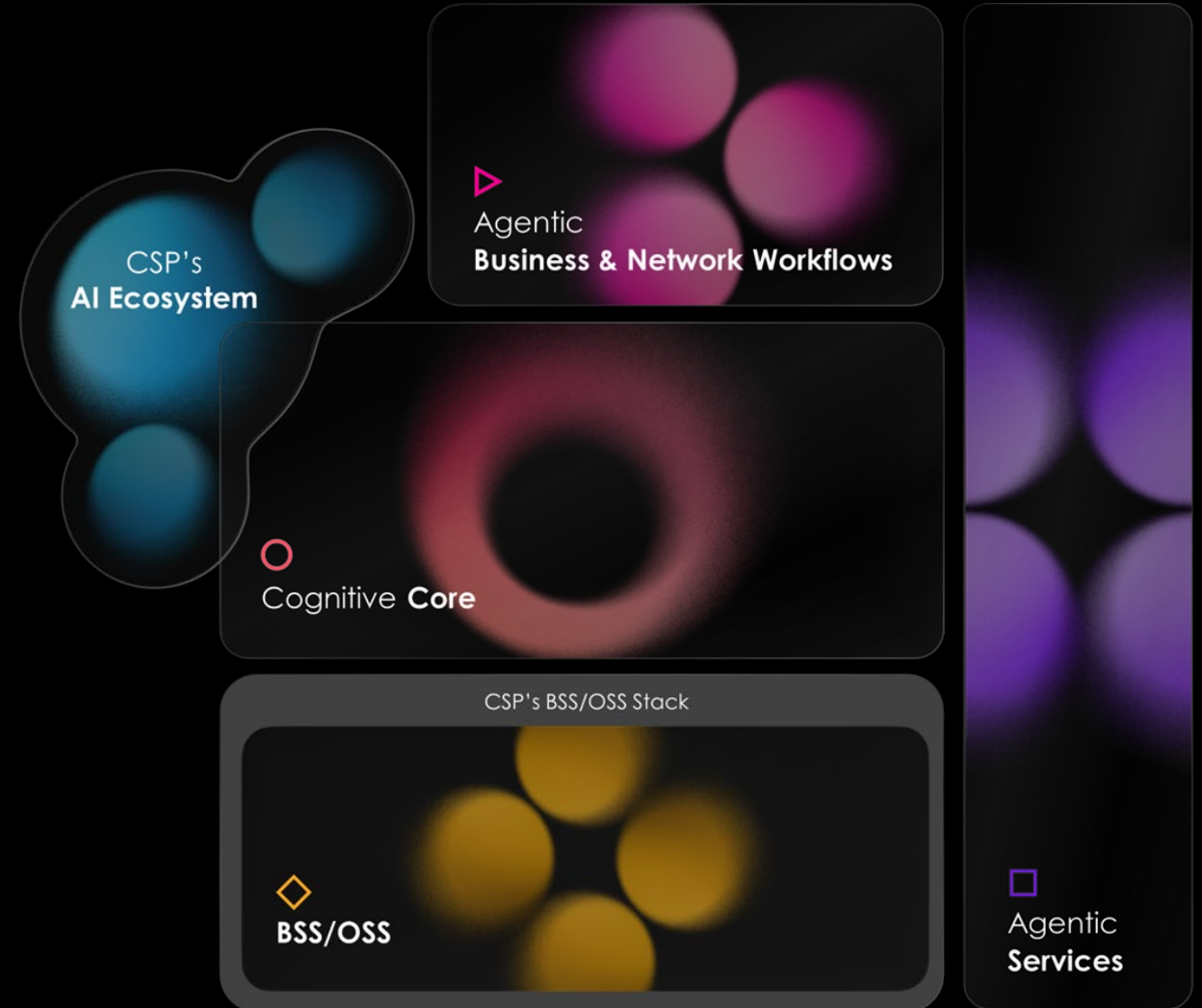
Telco's operational backbone, **supercharged with Cognitive Core agents** that autonomously run, fix, orchestrate and optimize BSS/OSS capabilities

### Agentic Business & Network Workflows

Cross-domain business and network workflows **transformed into autonomous, orchestrated agentic workflows** powered by Cognitive Core agents

### Agentic Services

Traditional services re-imagined as 'service-as-software' where **expert agents perform testing, design, AI & data, cloud, and IT operations** tasks with speed and consistency



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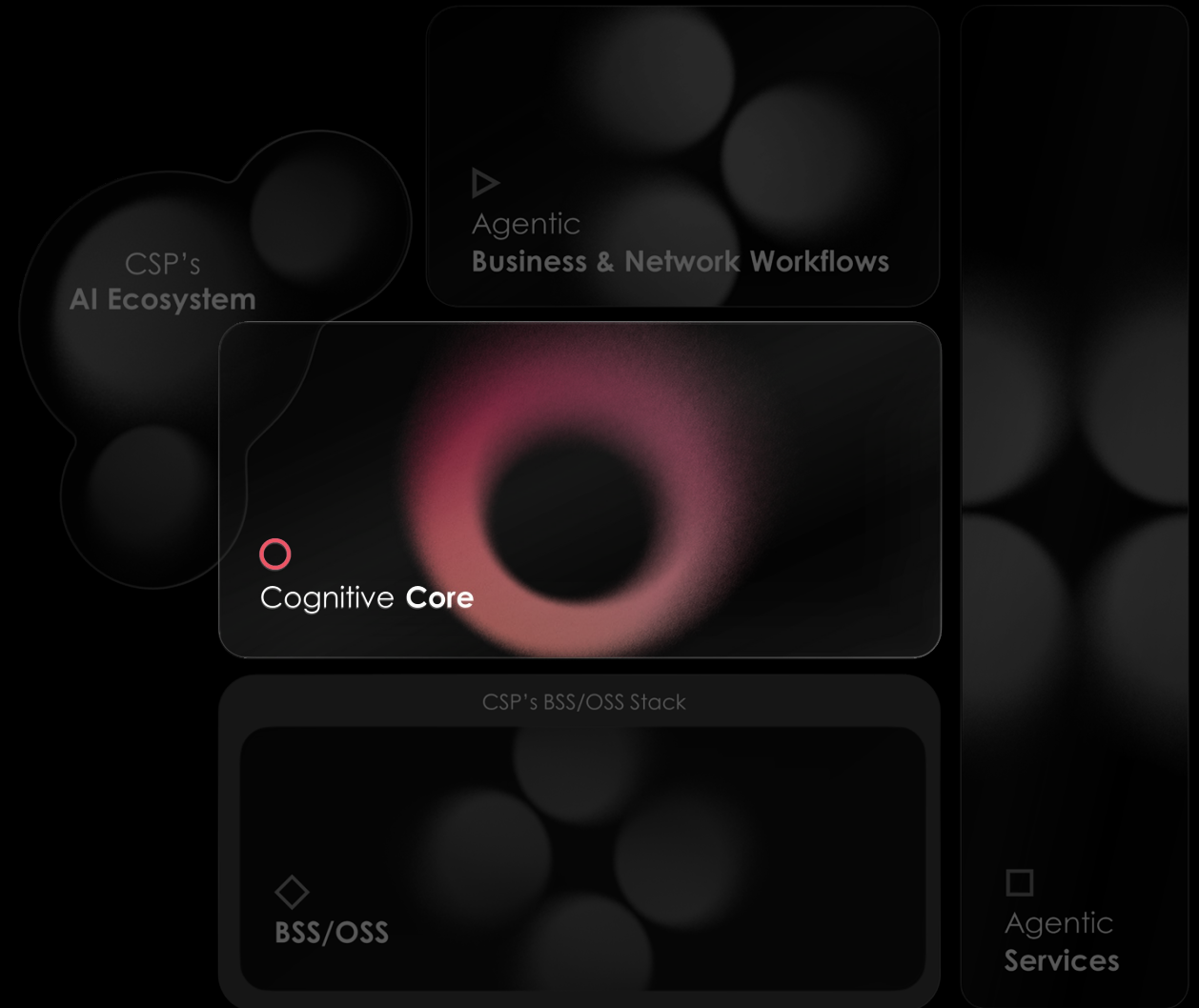
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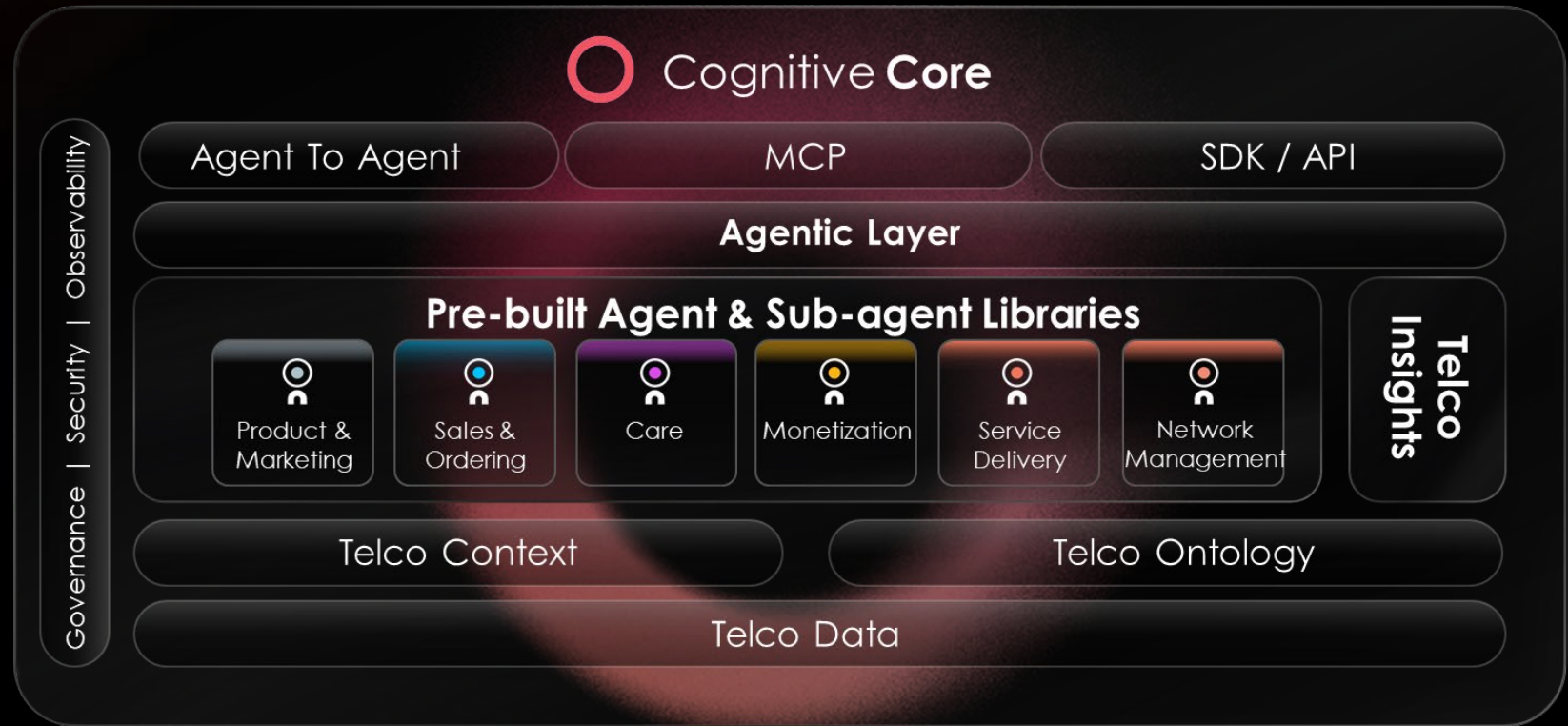
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# Cognitive Core: The 'Beating Heart' of aOS

- Modular and Open
- Pre-built skill and agent libraries
- Agent analysis, evaluation & deployment
- Fully interoperable agent consumption capabilities
- End-to-end observability and traceability
- Engineered for any System of Record



# The Evolution from amAlz to Cognitive core

The best of amAlz, expanded and amplified

## Generative AI 1.0



- **Domain specialized AI Agents** (e.g., Sales & Care)
- **Standard APIs** for back-end integration
- **Telco Taxonomy**
- **Pre-integrated** with Amdocs **BSS/OSS**

Evolution

## Generative AI 2.0

### a-OS Cognitive Core

Agentic Operating System for Telco

- **Modular and Open**  
Designed to work within a business process or an external primary agent and exposed via MCP, A2A
- **Embedded telco ontology**  
Domain-specific agents, sub-agents and insights , configurable to execute complex telco business process
- **Insight-native framework**  
Unlock proactive, contextual and hyper-personalized experiences
- **Open and seamless governance**  
Deploy anywhere while keeping full observability and control



Faster TTM with ready-to-deploy with prebuilt agentic libraries and insights



Domain-specialized and configurable to execute complex



Operate at scale with end-to-end traceability to the system of record

2023

2024

2025

2026

# Demo

a-OS | Agentic Operating System for Telco

End User Experience

### Agentic Care & Commerce

9 Steps | 14 Sub Tasks | 4 Agents | 8 BSS/OSS

Process Completion: 7%

Agentic Business & Network Workflows

Customer Contact Initiation

Care session proactively initiated via push notification.

Domain Agents

Cognitive Core

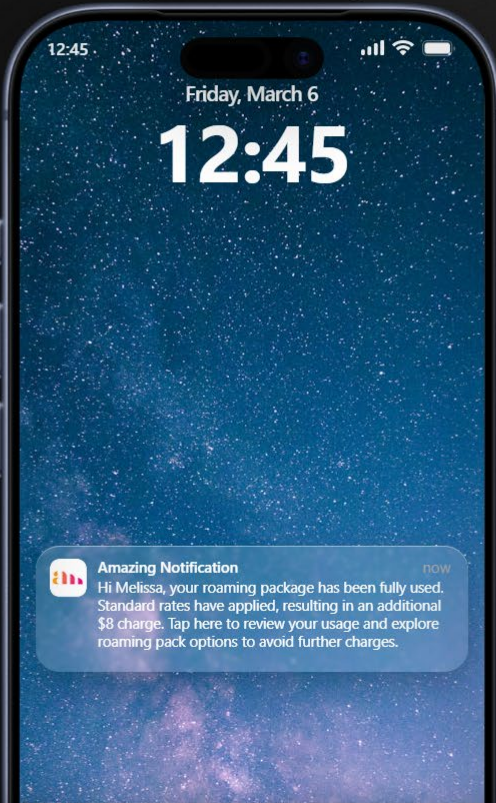
Care Agent

Credit Check

Sub Agents

BSS/OSS

CPQ Pricing And Promotions



Business Outcomes

Manage customer interactions autonomously at scale. Meet financial targets, streamline operations, and boost satisfaction.

|                              |                            |                                 |                       |
|------------------------------|----------------------------|---------------------------------|-----------------------|
| Daily Number of Interactions | Autonomous Resolution Rate | Daily Upsell & Cross-Sell Value | Customer Satisfaction |
| 46535                        | 94.8%                      | \$62454                         | 89.4%                 |

Process Log

A new care business process starts as the system predicts a roaming overage bill shock scenario. A push notification is sent to the customers, instantiating a chat interaction via the CPQ mobile. Speaking...



## Time-to-Value

**Accelerates** speed to to production with **prebuilt** agentic libraries and insights deployable on top of **any BSS/OSS**



## Telco Specialized

Built on telco ontology, we deliver telco-specific **agents**, **sub-agents**, and **insights** – **configurable** to execute complex telco business processes



## Open & Modular

Deploy anywhere with an **open, modular, cloud-agnostic** platform that keeps agentic experiences fully **observable** and under CSP control



## Governance & Control

Operate at telco scale with **optimized TCO**, built-in **governance**, and **end-to-end traceability** into existing systems of record



Agentic Operating System **for Telco**

## Cognitive Core

Telco-verticalized GenAI foundation that delivers Telco-specific agent libraries and actionable insights

## CES26 and any BSS/OSS Stack

BSS/OSS stack supercharged with Cognitive Core agents that autonomously run, fix, orchestrate and optimize BSS/OSS capabilities

## Agentic Business & Network Workflows

Cross-domain business and network workflows transformed into autonomous, orchestrated agentic workflows powered by Cognitive Core agents

## Agentic Services

Expert Service agents perform testing, design, AI & data, cloud, and IT operations tasks with speed and consistency



Evolution of our market-leading BSS/OSS suite

Enhanced by Cognitive Core agentic capabilities

Embeds GenAI agents spanning all key telecom domains

GenAI-enhanced monetization and billing operations

Next-generation telco-grade ordering

AI-native OSS and network operations





### Billing Transparency, Predictability & Proactive Care

**Agent-driven billing ops** for anomaly detection, fallout prevention & resolution

Revenue optimization strategies, dynamic pricing and convergent connectivity bundles



### Accelerating Revenue Growth via Flexible Monetization

**Configuration-driven** Charging & Policy with **ultra-scalability**

**Monetize any service** – Connectivity, QoS, APIs, Slices, GenAI Usage



### Faster Delivery & Higher Order Success Rate

**Agent-driven CPQ** – Proposal builder, Contract renewal, P&L

**Real-time visibility** into order delivery, **in-flight agility with agent-driven self-healing**



### Accelerated Journey toward Autonomous Network Ops

**Unified Service & Network Orchestration** for multi-domain actions

Agentic assurance, closed-loop automation, digital twins for **real-time insight and simulation**



### Technology Edge Agent-driven Operations, Security & Engineering

Context-aware Monitoring, AI-driven Self-Recovering Operations, Policy-guided Automation, Cloud-agnostic, API-first, Enterprise-grade Security, Cost-efficient



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# Agentic Business Workflows

## ▶ Agentic Business & Network Workflows

### Agentic Process Catalog

#### Business Workflows

Product Planning

Marketing

Sales

Order-to-activation

Finance Operations

Customer Care

#### Network Workflows

Network Problem Resolution

Preventive Operations

Network Change Management

Network Planning

Rollout And Deploy

Optimization

### Business Outcome Analyzer

### Process Orchestration

Process Studio

Automation Tools

Human-in-the-loop

Governance

Command & Control

An autonomous, agentic system that continuously detects, analyzes, and resolves issues.

Outcome-driven orchestration

Autonomously operating agents

Agentic workflows that remediate autonomously

Predictable, outcome-connected results

# Agentic Network Workflows

Differentiated in the market through deep capability integration with aOS

Vendor-agnostic, ROI-driven

Telco-native, software- and IP-led

AI-driven path to L4 Autonomy

Predictive, closed-loop automation

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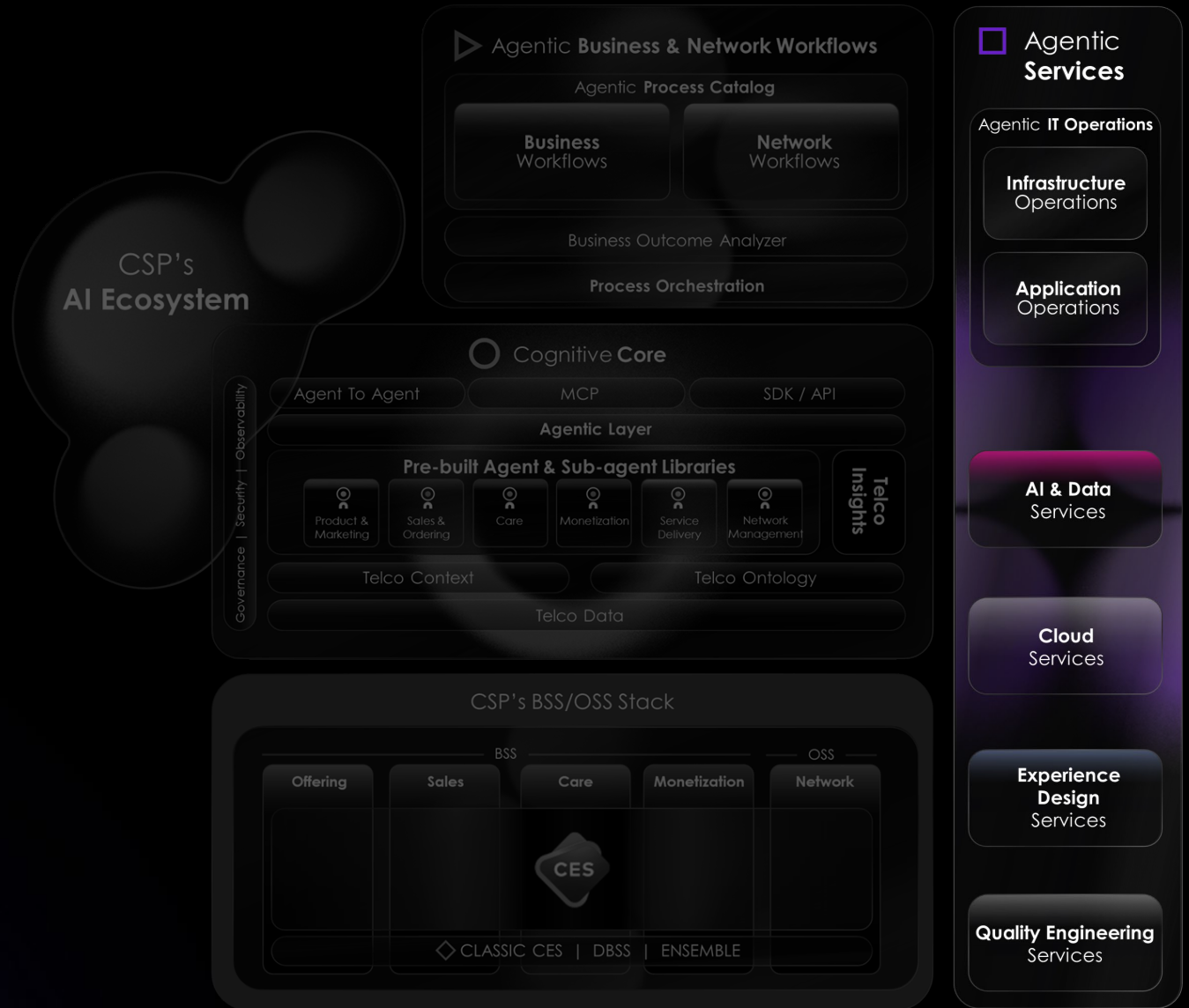
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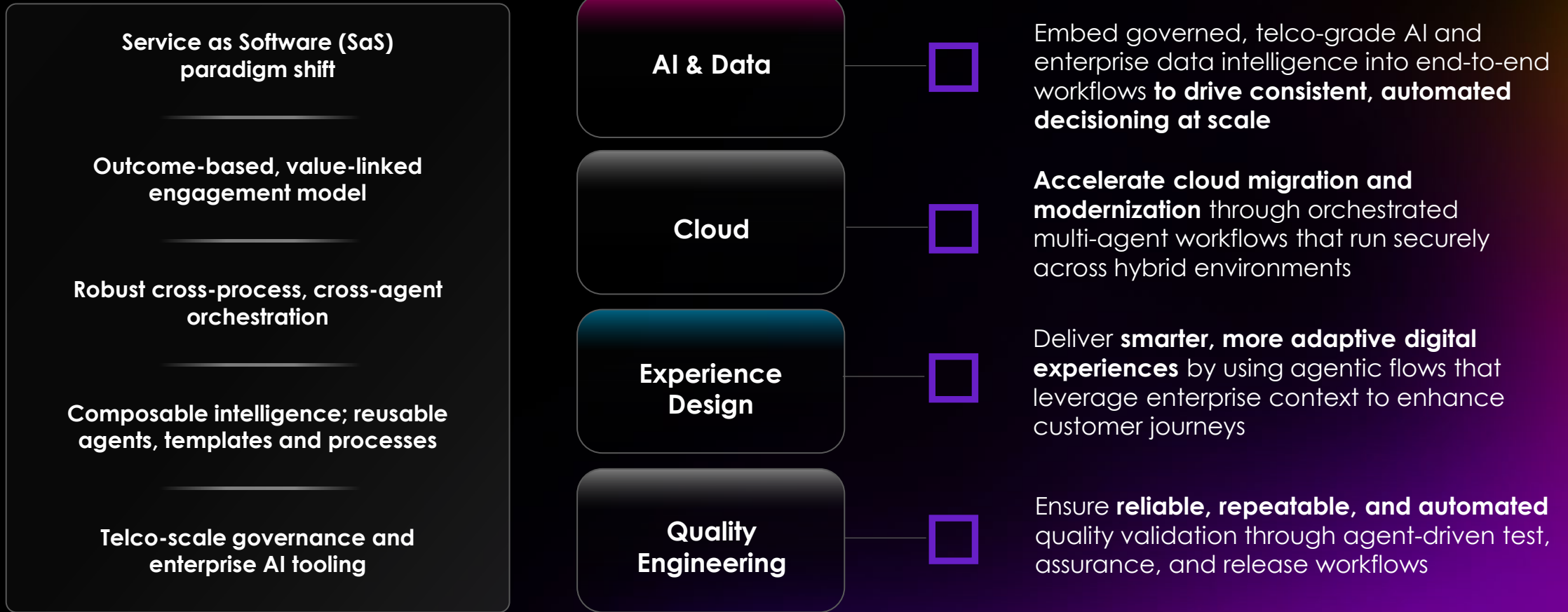
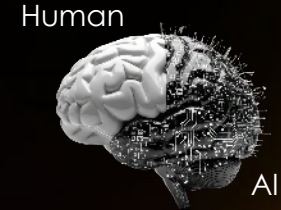
## Agentic Services

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# □ Agentic Services

# Enterprise-scale Agentic Services, Delivered at the Pace of Customer Readiness



# Demo

## a-OS | Agentic Operating System for Telco

### Intelligent App Modernization

6 Steps | 8 Sub Tasks | 3 Agents | 9 BSS/OSS

Process Completion: 25%

Workflow: Debt Hotspot Discovery and Scoping

Domain Orchestrator Agent: Cloud

Sub Agents: Dependency Discovery Agent, Migration Planning Agent

BSS/OSS: Real Time Billing, Customer Care

### Business Outcomes

Autonomously modernize legacy bottlenecks to accelerate new business implementations and enable elastic deployment at scale.

- Delivery Acceleration: +67%
- Productivity Gain: +25%
- Automation Scale: X4

### Process Log

is isolated within the campaign engine, with no impact on surrounding systems. Based on that analysis, the Migration Planning Agent recommends a targeted refactor to improve...

Speaking...

### End User Experience

| Project Name                | Progress | Next Best Action  |
|-----------------------------|----------|---|
| Campaign Management Mod...  | 38%      | Consult AI to improve conversion and reduce checkout failures |
| Digital Self-Service App v2 | 70%      | Increase digital adoption & NPS                               |
| Advisor Desktop Experience  | 30%      | Improve sales productivity & ADRU                             |

# Ushering in The [New] Outcome Era

# Case Study: NA Tier-1 Operator

## GenAI Customer Care

*Generative-AI-powered intelligence that analyzes telecom billing data and customer account information to interpret charges and support customer service interactions*

### Solutions

- Framework built for telecom data and workflows
- NVIDIA DGX Cloud, AI Enterprise, and NIM microservices for training and inference
- Supports multiple LLMs (e.g., Llama, Mixtral) and custom telecom models
- Fine-tuned on telecom datasets such as billing and support transcripts

### Customer Value

- 20 – 30% improvement in response accuracy
- 4 – 6x faster inference with ~80% lower latency
- Automates high-volume billing inquiries
- Pre-optimized microservices accelerate production rollout
- Enables expansion to additional telecom use cases (support, operations, network)

**63%** reduction in Avg. Handling Time (AHT)

**50%** improvement in First Call Resolution (FCR)

**49%** Improvement in Transactional Net Promoter Score (TNPS)

**60%+** Less Token Consumption

# Strategic Partner- powered Ecosystems

# Amdocs Partnerships: Strategic by design. The Telecom partner of choice.

## Vision



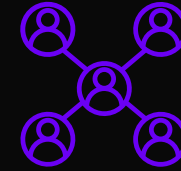
Combine Amdocs' **deep Telco expertise & offerings** with the **latest technologies from our Strategic Partners to lead the Telecom Industry** into the agentic era with unique cross-domain solutions

## Strategic Importance



Our deep partner collaborations are driving **market share, technology co-innovation, stronger market positioning and internal Cloud & AI transformation** for Amdocs

## Partnership Domains

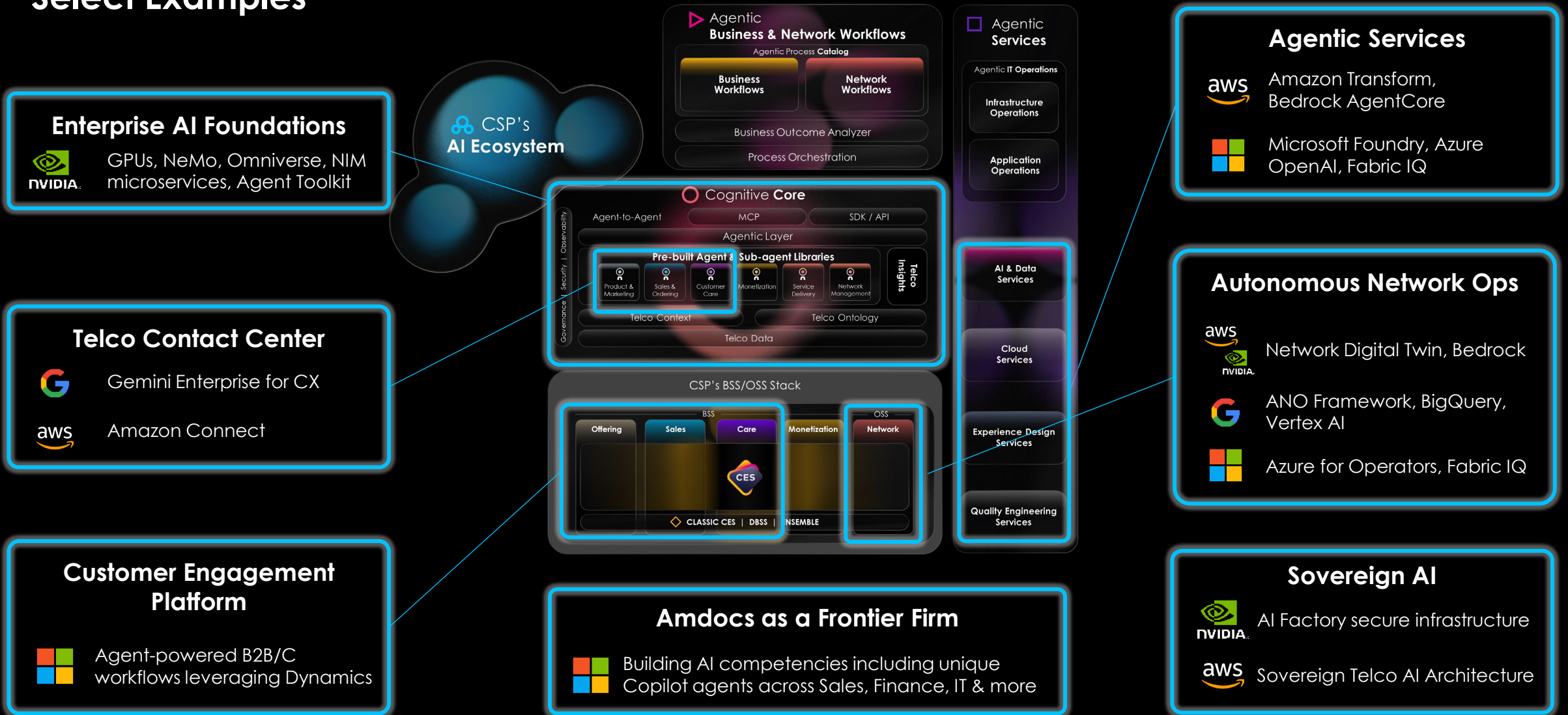


Joint offerings that **extend the αOS suite** across Agent-powered CX, Agentic Services and Cloud modernization, Network AIOps, cloud infrastructure and tooling, and cross-domain GenAI innovation



# How Partners Enhance our aOS Value Proposition

## Select Examples



**Enterprise AI Foundations**

GPUs, NeMo, Omniverse, NIM microservices, Agent Toolkit

**Telco Contact Center**

Gemini Enterprise for CX

Amazon Connect

**Customer Engagement Platform**

Agent-powered B2B/C workflows leveraging Dynamics

**Agentic Services**

Amazon Transform, Bedrock AgentCore

Microsoft Foundry, Azure OpenAI, Fabric IQ

**Autonomous Network Ops**

Network Digital Twin, Bedrock

ANO Framework, BigQuery, Vertex AI

Azure for Operators, Fabric IQ

**Amdocs as a Frontier Firm**

Building AI competencies including unique Copilot agents across Sales, Finance, IT & more

**Sovereign AI**

AI Factory secure infrastructure

Sovereign Telco AI Architecture

# Case Study: APAC Tier 1

## AI-Driven Customer Engagement Transformation

*Cloud-native AI platform modernizing their customer service with faster launches, automated case management, and network integration*

### Solution

- Deployment of Amdocs Customer Engagement Platform in collaboration with Microsoft
- Cloud-native, AI-powered platform unifying customer journeys across channels
- Integration with network operations systems to connect customer service with real-time network performance

### Customer Value

- Reduced customer service handling times and improved case resolution efficiency
- Higher agent productivity and employee satisfaction
- Improved customer experience and loyalty
- Established a future-ready digital foundation for next-generation customer engagement

**30-50%** reduction in case handling time

Up to **30%** FCR improvement

**+27 NPS** in 6 weeks

Scaled to **>4,000 agents** serving **~65M customers**

# Demo

**a-OS** | Agentic Operating System **for Telco**

### Autonomous Network Operations

8 Steps

12 Sub Tasks

3 Agents

9 BSS/OSS

Process Completion: 8%

**Acquire**

Comprehensive data is collected to establish network digital twin

**Problem Triage**

**Data Ingest**

### Business Outcomes

Manage problem resolution autonomously with trust. Detects, mitigates, and resolves network issues, protecting SLAs, avoiding customer impact, and reducing operational effort through agentic operations.

|              |             |                       |              |
|--------------|-------------|-----------------------|--------------|
| Quicker MTTI | Faster MTTR | Customer Satisfaction | SLA Breaches |
| 64%          | 47%         | +26%                  | -39%         |

### End User Experience

### Process Log

The Data Ingest sub-agent **consolidates** data from topology, assurance, telemetry, and non-telco sources into the Network Digital Twin. The operational **plans** to establish a **Spoken**...

# Closing

# Q&A



**Thank  
you!**