Agentic AI in telco networks: Solving the data challenge

Thursday 18th June

In partnership with:

OCIENT VOLTACTIVE DATA

STL PARTNERS

Agenda

1	**Introduction and housekeeping**	15:00 – 15:05
2	**STL presentation**	15:05 – 15:15
3	**Volt & Ocient presentation**	15:15 – 15:30
4	**Panel discussion**	15:30 – 16:00
5	**Wrap up**	

Our speakers for today's session



DARIUS SINGH

Consulting Director & Enterprise Platforms Lead

STL Partners



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Senior Consultant

STL Partners



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Head of APAC & MEA Communication Service Providers

Ocient



ANDREW KEENE

VP of Product Management

Volt Active Data



DARWIN JANZ

Senior Planner - Technology Strategy

Sasktel

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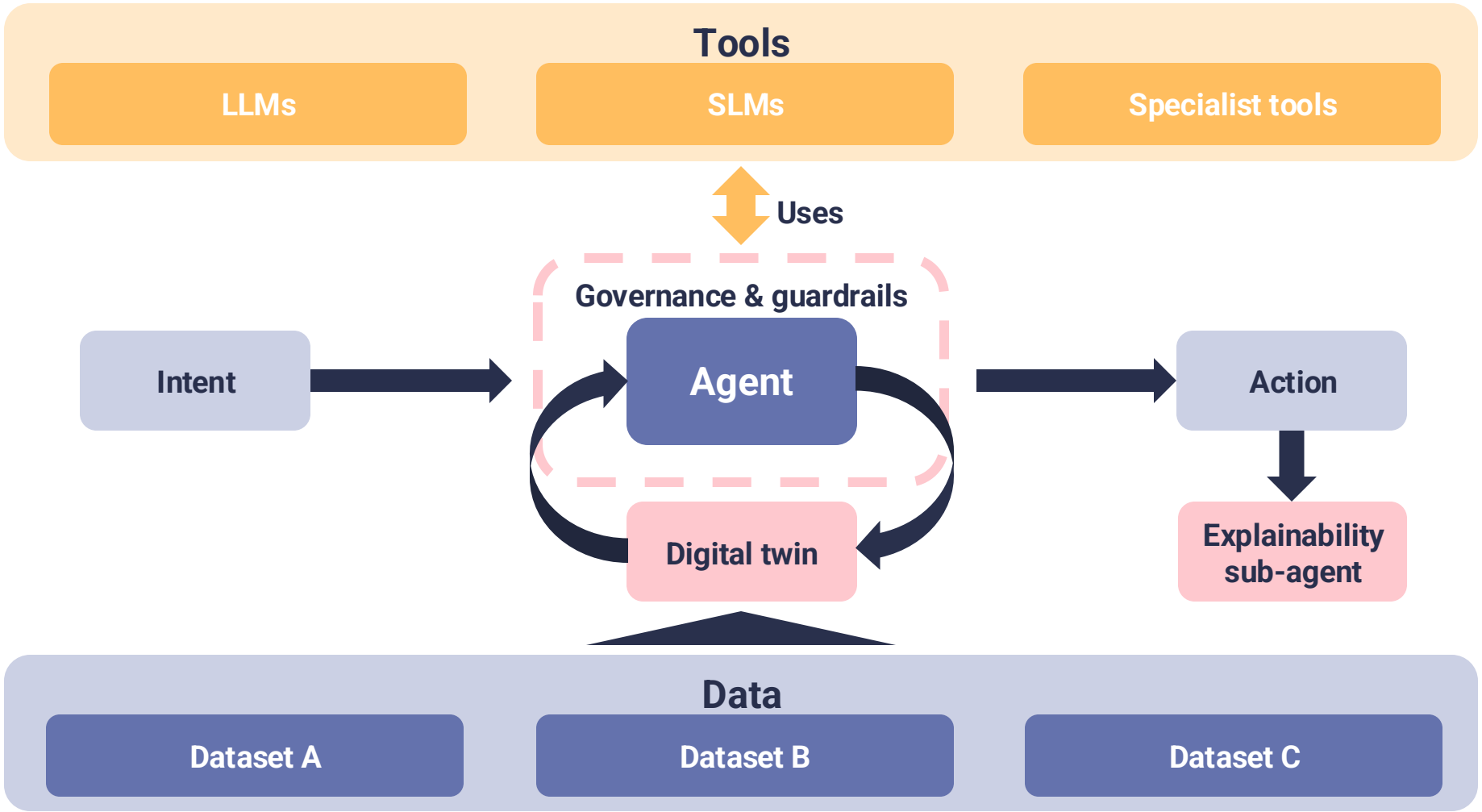
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Trusted agentic systems are key to progressing to Level 4+ autonomous networks and require a solid data foundation



Agent-ready data must serve both the engineers designing agents and the agents operating at runtime

Agent-ready data must be:

Cross-domain | **Discoverable** | **Accurate** | **Up-to-date** | **Accessible** | **Consumable**

Contextualised

Agent design stage

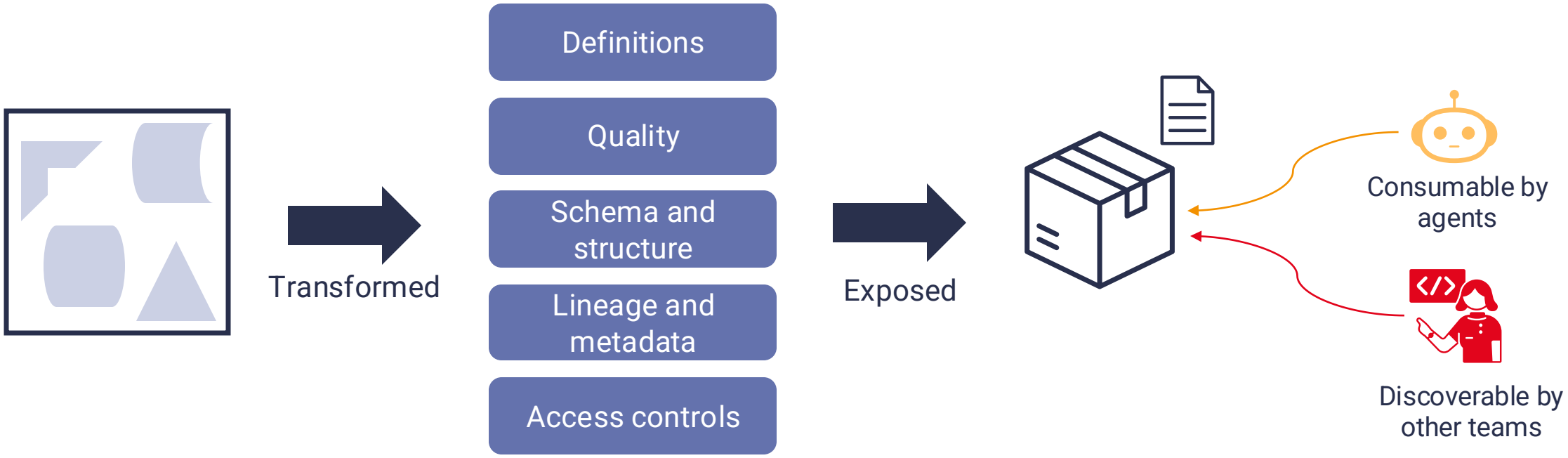
- Discover what exists across the organisation
- Assess quality and limitations
- Design agents with confidence

Agent runtime

- Consume via APIs
- Interpret schemas and labels
- Act without manual translation

> Telcos already have the data – the biggest challenges are that data isn't discoverable across domains, and data isn't trusted.
> - *Portfolio Strategy – Network Solutions*, Global OSS and Network solution provider

Treating data as a product enables agent-ready data to be created and consumed at scale



Domain-specific data

Organisation wide-data standards

Standardised data product

> Data products have benefits beyond agentic AI; the increased data visibility can improve telco cybersecurity and creates data monetisation strategies.
>
> *- MD, Service Provider Business Consulting Group,* Global NEP

Data products are built on domain ownership, central governance, automation and architectural flexibility

Automating data product creation allows telcos to build the data foundation on which innovations can be built

- *Senior Product Manager,* Global NEP

Central governance

Central teams are responsible for setting the standards for an AI-ready data architecture, and incentivising production of data products

- *VP Technology Strategy & Operations,* European Tier 1 Operator

Automation by default



Domain-owned

Telcos operate with varied architectures and infrastructures, data strategies must respond to this

- *Strategic Technology Planner,* NAM Tier 2 Operator

Architecture-agnostic

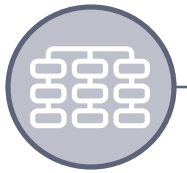
Domain teams are closest to their data and understand their own data best; they should continue to own it

- *Portfolio Strategy – Network Solutions,* Global OSS and Network solution provider

Telcos that fail to transform their data at scale will fail at agentic AI, data products are a practical path to getting there



Agentic systems are only as good as the data they consume



Telcos already have the data; the challenge is that it is siloed across domains and not prepared for AI consumption



Transforming data bespoke for every agent does not scale across a telco organisation



A data product approach can enable scaled data transformation



This is not a only technology problem, it is an organisational and cultural shift in how telcos think about data

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Agentic AI in Telco Networks

Where we are today



The Hype Era

2020–2022

AI Everywhere

Results limited

Realistic traction

2023–2025

Customer Care

Batch / Near Real Time

The Next Frontier

2025–Now

Network Operations

50% of Trials & POCs

Next Best Offer: Real-time Decisioning Based on Context

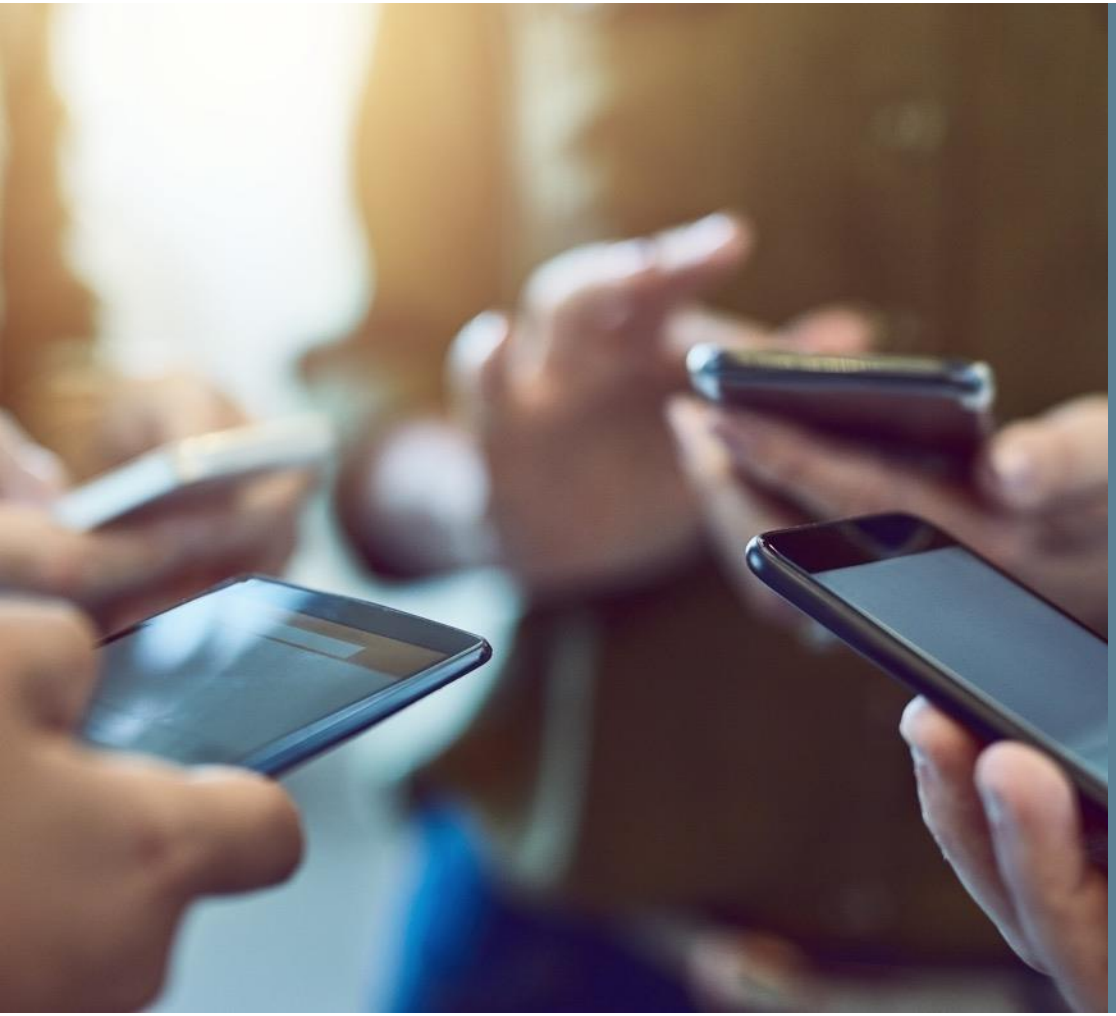
What the AI needs to reason well

Context	• Subscriber streams live sport on the move. • Known device preferences. • Past willingness to pay for upgrades.
Live state	• Kick-off in 8 minutes. • Currently on a train passing through a high-capacity cell. • Network can sustain 4K right now.
Decision	• Offer 4K for match duration. • Multiple camera angles. • Social viewing experience. • Implemented in seconds.



History Only Gets You So Far

From predictable to unexpected



Leaving Home

- Starts streaming on walk
- Historical data handles demand

Transport Failure

- Trains stop
- Commuters stranded
- Commuters reaching for their phones mid-match

Real-Time Decisions

- Who gets priority?
- Where are people going?
- How does the network respond?

Autonomous Real-time Actions Based on Trusted Decision-making

Moving away from humans-in-the-loop



Solving the Data Challenge

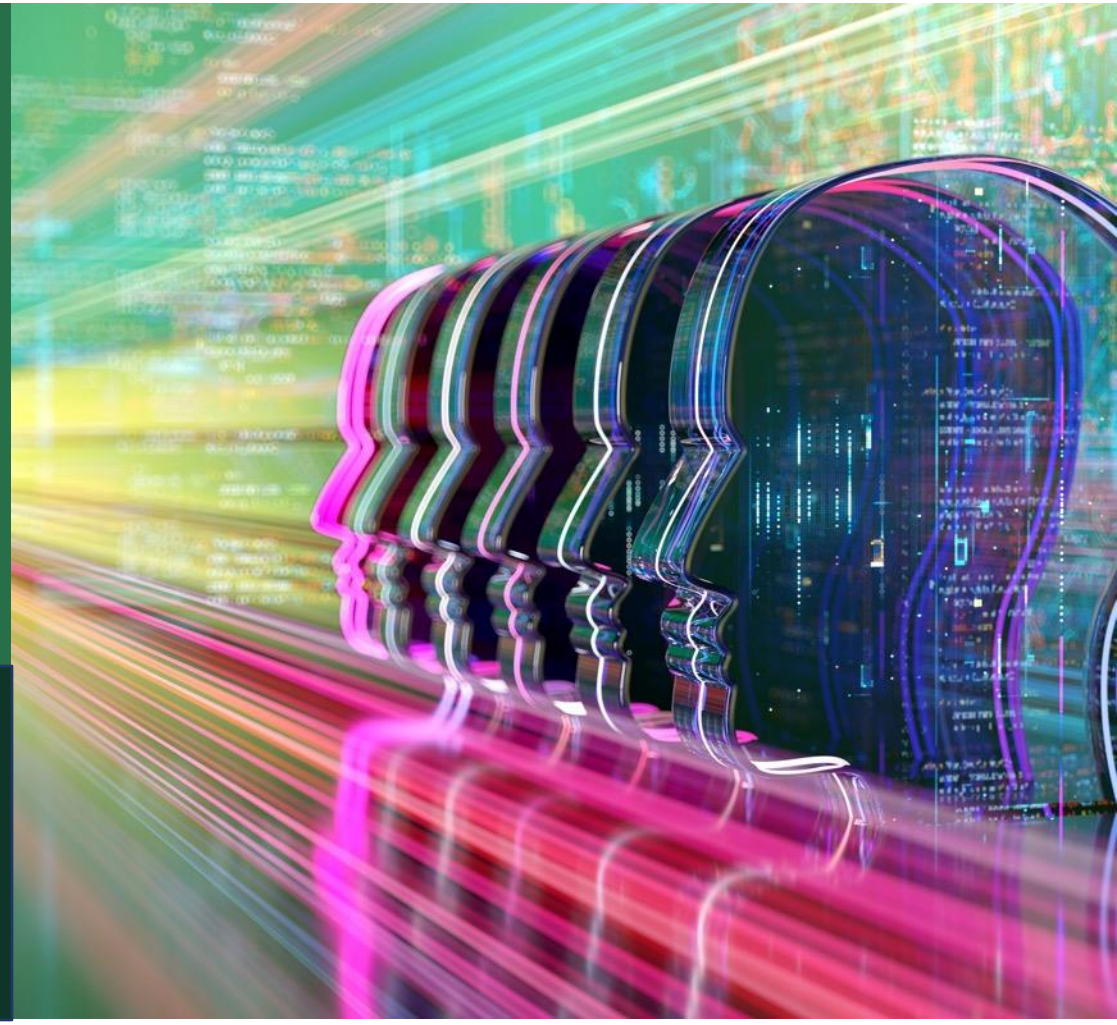
What the two-layer architecture provides

Agentic AI asks two fundamentally different questions simultaneously:

1. **What is true right now**
2. **What does history tell us this means**

These are not the same question, and they require different infrastructure to answer well.

- **Volt:** live state, sub-10ms, via MCP tools
- **Ocient:** full-fidelity network telemetry, long historical context mapping, decision trees



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Thank you for listening!