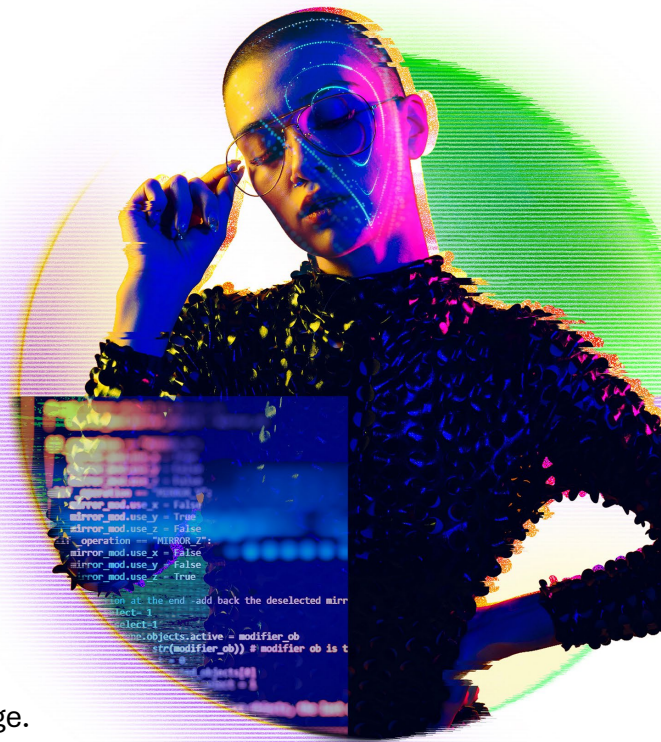









Accelerate impact with Agentic AI Blueprint for Telcos



Agentic AI isn't just another tech trend—it's a strategic advantage. Telcos that harness its power gain a competitive edge by streamlining operations, elevating customer experience, and unlocking new revenue opportunities. **Deloitte's Agentic AI Blueprint for Telcos** empowers leaders to move fast, scale smart, and drive measurable business value from agentic AI.

Imagine how an ensemble of specialized agents, working 24x7, will revolutionize core business capabilities for telcos, including...

				
Network design and operations	Fraud and risk management	Customer experience	Digital workforce	Enabling functions
Automatically generate optimal network routing and configurations, fine-tune performance and predict and resolve network issues in real-time	Enable real-time fraud detection and autonomously respond to suspicious activities to mitigate risks in dynamic and complex fraud scenarios	Accelerate and automate customer service by anticipating needs and proactively supporting customers with intelligent, and context-aware agents	Operate 24x7 digital workforce that augments human decision-making to execute a wide range of work-types with speed and accuracy	Drive efficiencies and elevate team member experience by automating critical workflows in multiple functional domains including Finance, Procurement, Sales, Marketing, HR and IT

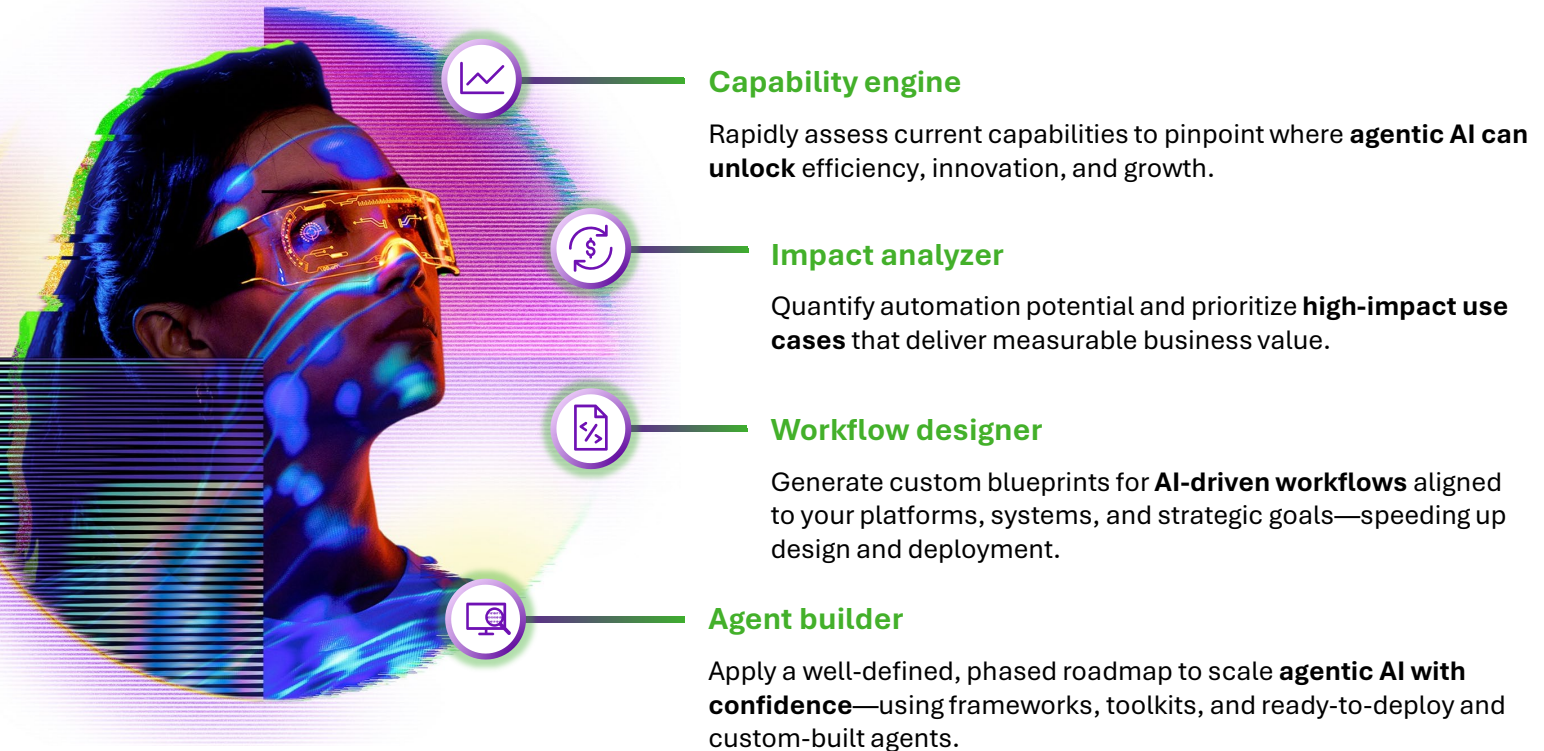
Adoption of agentic AI at scale can be complex. With Agentic AI Blueprint for Telcos:

- Rapidly assess the breadth of telco capabilities to identify high potential areas for transformation with agentic AI, by combining industry standard frameworks with Deloitte's proprietary benchmarks
- Build leadership and organizational alignment with a value-driven roadmap, informed by the organization's capability map and data, and agentic workflows tailored to the technology environment
- Accelerate the journey from strategy to impact by deployment of a growing library of ready-to-deploy and custom-built agents

Your fast track to scalable agentic AI

Deloitte's Agentic AI Blueprint for Telcos offers an end-to-end solution to identify high-value opportunities, design tailored workflows, and accelerate impact using a growing library of ready-to-deploy and custom-built agents.

Key components



Get in touch today with our Global TMT and AI leaders



Jody McDermott
Global Telecom Leader
Deloitte Canada
jodymcdermott@deloitte.ca



Baris Sarer
Principal, Global AI Leader
for Technology, Media &
Telecommunications
Deloitte US
bsarer@deloitte.com



Pedro Tavares
Global 5G Offering Lead,
Head of Global Telecom
Engineering Excellence
Deloitte Portugal
petavares@deloitte.pt



George Johnston
Partner, Technology, Media &
Telecommunications AI Lead
Deloitte UK
gejohnston@deloitte.co.uk

About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more. This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited (DTTL), its global network of member firms or their related entities (collectively, the "Deloitte organization") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities.

© 2025. For information, contact Deloitte Global.

Scan to learn more

