

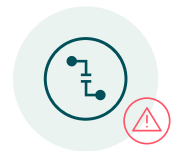
Telecom operators need a structured way to design, orchestrate, and scale Agentic AI

Telecom operators are advancing Agentic AI across network, operations support systems (OSS), and business support systems (BSS) domains, yet most initiatives remain fragmented across business and technology teams. Disparate workflows, tools, and architectures can contribute to complexity and slowing scale.

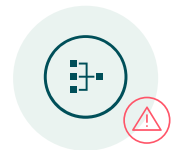
Many operators are now seeking a structured approach to standardize how agentic workflows are designed, integrated, and governed, enabling faster, enterprise-wide adoption and more efficient execution at scale.

Operators are facing two common barriers while scaling Agentic AI:

THE PROBLEM



70% of agentic **pilots stall at OSS-BSS boundaries**, where rigid BSS rules and static APIs break cross-domain workflows¹



Agents remain siloed across OSS, BSS, and network domains - without orchestration, **end-to-end workflows cannot scale** and efficiency targets stay out of reach

Only Deloitte and Google Cloud deliver a vertically integrated, telecom-purpose-built stack, combining domain expertise and native agent infrastructure to take agentic workflows from pilot to production

WHY AGENTIC AI AND WHY NOW?

US\$150B

Cost efficiency enabled at scale¹

30 - 50%

Accelerated workflow delivery¹

40%

Reduction in order fallout, Tier-1 European operator, Q3 2025²

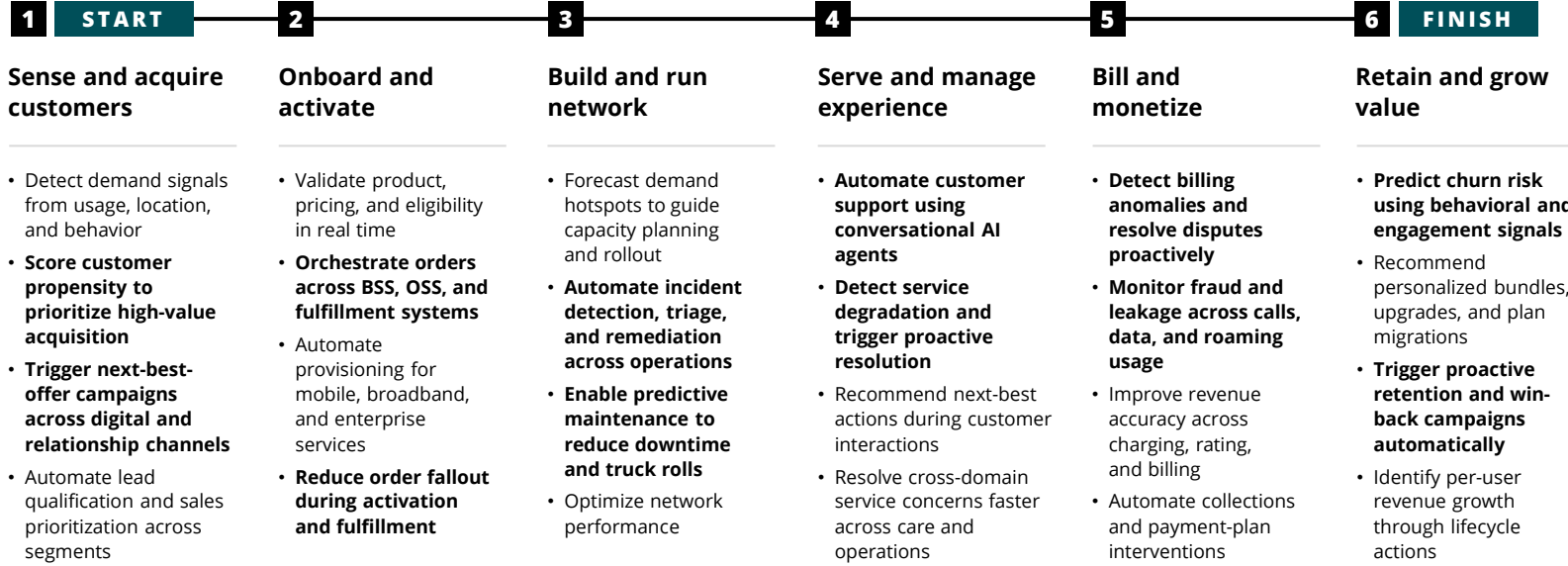
- ▶ Agentic AI enables **coordinated, end-to-end workflow execution across OSS, BSS, and network domains** by aligning business and technology teams
- ▶ **Standardizes how agents are designed, governed, and deployed** across telecom domains, giving operators a repeatable model rather than fragmented one-off pilots
- ▶ **Bridges fragmented OSS, BSS, and network environments** through coordinated agent-driven integration, enabling unified, cross-domain decision-making
- ▶ Accelerates the path from **pilots to enterprise-scale adoption** with faster, more scalable workflow deployment across domains
- ▶ Enables more **autonomous and self-healing operations** across network and service domains, reducing manual effort while improving operational resilience

DELOITTE'S ENGAGEMENT MODEL

Deloitte's structured, end-to-end engagement model helps clients move seamlessly from vision to value



KEY BUSINESS PROCESSES REIMAGINED WITH AGENTIC AI



OUR SOLUTIONS

Agentic AI Blueprint

Deloitte's **agentic AI blueprint for telcos** helps enable telecom operators to move from fragmented AI initiatives to a structured, enterprise-wide adoption model. It helps teams to identify high-value opportunities, design tailored workflows, and deploy agentic solutions aligned to business priorities. Built on **TM forum's eTOM model**, it provides a telecom-aligned foundation to standardize and scale agentic AI across the value chain.

The blueprint maps capabilities, **quantifies automation potential**, redesigns workflows, and sequences deployment - bridging business intent with systems, APIs, and execution to **accelerate time-to-value** and **reduce complexity**.

Hoopie

Deloitte's **multi-agent orchestration platform** enables telecom operators to deploy, connect, and scale agentic workflows across network, cyber, and service operations. It acts as the execution layer for agentic AI, bridging business process design with technical execution across agents, systems, and enterprise data.

It converts network and operational process designs into **fully functional agents** through configuration and modular orchestration integrated with enterprise platforms, APIs, and ai stacks. This helps enable **scalable, governed deployment consistently across the enterprise** while supporting a more **unified operating model** across business and technology teams.

LET'S TRANSFORM TOGETHER

Deloitte is ready to help you move from strategy to scale, with demonstration sessions, discovery labs, rapid prototyping, and solution deployment. Deloitte can also help you with general enterprise AI readiness through the services of the Agentic Innovation Studio, a modular "agent factory" that helps clients industrialize and continuously evolve AI-driven processes.

LEARN MORE



Discover how Deloitte can help you with your AI-led transformation journey
Scan or click to engage our team and accelerate your path to enterprise-wide value

LET'S TALK

Pedro Marques Tavares
Partner,
Deloitte Consulting LLP
petavares@deloitte.pt

Gopal Srinivasan
Principal,
Deloitte Consulting LLP
gosrinivasan@deloitte.com

Pedro Barros
Director,
Deloitte Consulting LLP
pedrobarros@deloitte.co.uk

Pedro Cardoso Miranda
Senior Manager,
Deloitte Consulting LLP
pmiranda@deloitte.pt

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