Guide



A pathway to autonomous operations

Discover how Managed Network Services can enable seamless operations in an agentic future.

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Key takeaways

- Managed Network Services (MNS) helps your business maximize the potential of AI, including autonomous enterprise workflows and automated production lines.
- It puts the foundations in place to move to a less manual, AI-assisted, self-healing network that aligns with business priorities.
- MNS improves resilience against disruption and helps secure your infrastructure against cyberattacks – for example, utilizing microsegmentation within industrial environments.
- The service can boost visibility over the "invisible engine" – the network as the enabler of your business ambitions – and helps you better manage resources.

Context:

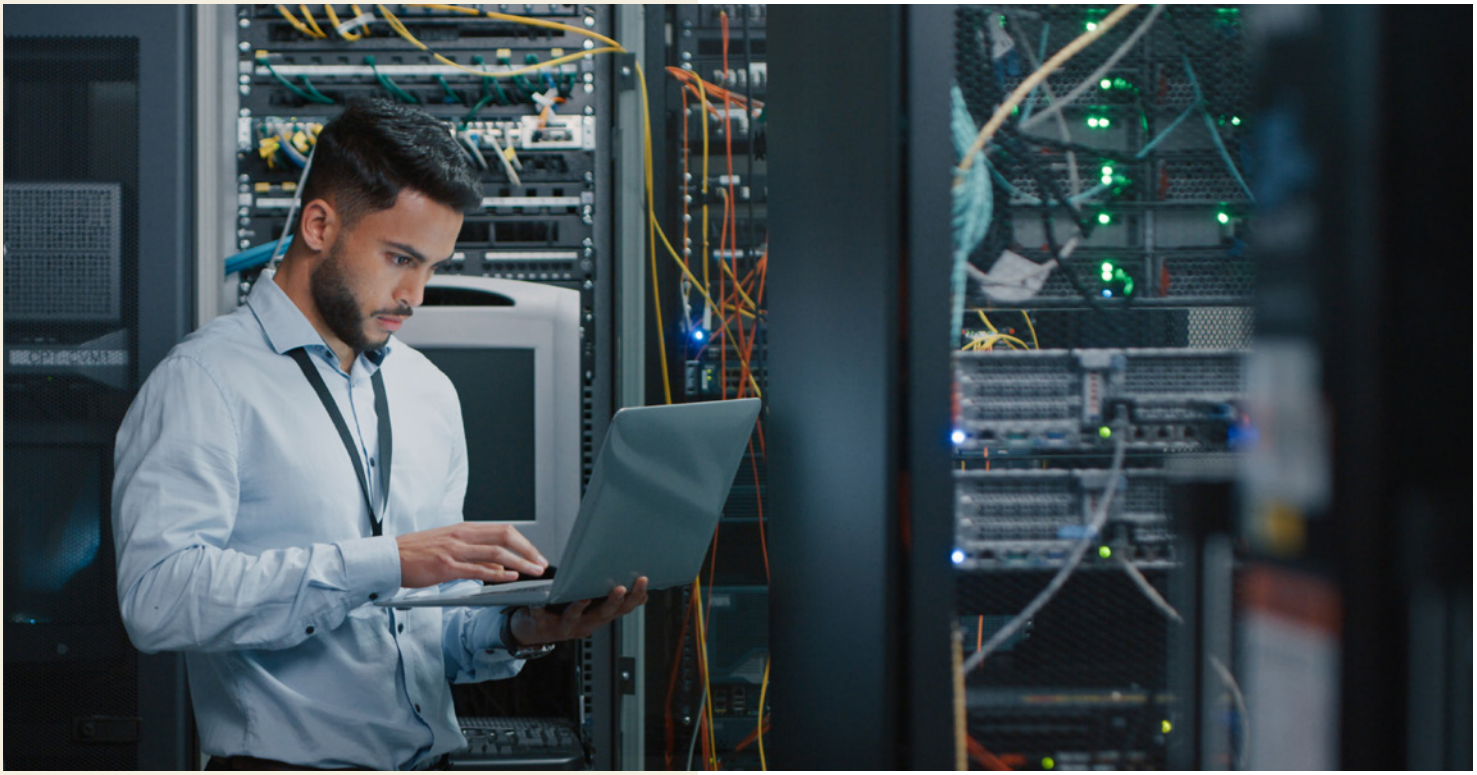
Legacy infrastructure, technical debt and evolving cyber threats are making networks harder to manage, especially as agentic, no operations (NoOps) workloads and autonomous operations demand more bandwidth and lower latency. Most organizations will need a partner to help manage this load, one that offers true resilience, high bandwidth and low-latency infrastructure, as well as automation expertise to make the most of evolved operational technology (OT).

What is "NoOps"

Not to be confused with "NetOps", "NoOps" describes a potential fully autonomous part of the business process, including a self-sufficient, self-healing network environment.

Solution:

MNS from Verizon Business can help businesses regain control, visibility and agility over network infrastructure beyond digital transformation and into your new business-as-usual.



MNS is key to making truly autonomous operations a reality

Businesses are expecting to achieve more with the power of artificial intelligence (AI) and automation. This has placed greater demands for data capacity and network speed on business networks.

With increasing change comes increasing complexity. Organizations today need a way to make networks – the invisible engine enabling AI ambitions – more manageable and transparent, while also putting the foundations in place for future autonomous operations.

“The IT landscape has never been more complicated and the amount of data we have to understand that landscape has never been bigger.” says Colin Wilson, Enterprise Architect at Verizon Business.

Technical debt, dependency on aging enterprise solutions and an evolving threat landscape are all real challenges. In fact, reports suggest 40% of business leaders say technical shift is a priority.[1] Other research highlights a fear of disruption, with 46% of CEOs concerned about cyberattacks and 41% supply chains issues.[2]

The applications your people rely on every day and are building for tomorrow are becoming increasingly latency sensitive and bandwidth hungry. Infrastructure built in silos may not deliver the frictionless data access required to take full advantage of the towering hybrid cloud stacks, software as a service (SaaS) platforms and partner ecosystems that now define the world of work.

For businesses looking to achieve a NoOps environment, the network needs to move from being a matter of IT operations to being the engine behind the entire business, including operational technology (OT) like production lines, supply chains and Internet of Things (IoT) connected devices.

Thankfully, there is a way to alleviate many of the challenges of AI-accelerated transformation and benefit from the innovations that an autonomous network can deliver. Resilient, secure and adaptive networks managed by a trusted partner could be a strategic unlock.

Effective transformation can be accelerated by an MNS option.

> “Most customers are going through a process of digital transformation. The network has never been more critical to business being digital.”
>
> **Colin Wilson**
> Enterprise Architect,
> Verizon Business.



What exactly is MNS?

MNS is an umbrella term referring to outsourced network management, including services like network monitoring, management, security and more. It is the foundational "operating backbone" required to safely deploy and scale enterprise AI and automated operations.

As a complete and tailored service for the running and protection of your network, an MNS partner will help you easily handle the demands of current transformations – and build the autonomous network of the future.

A good MNS offering does not only help with managing day-to-day network operations, but it will also encompass autonomous operations more broadly, powering the IoT and other automated OT systems.

As business around the world moves towards a NoOps model, in which the typical bottlenecks requiring manual intervention are reduced, it's not uncommon to find that some organizations simply do not have the internal resources to manage the networks these tools rely on. That means calling in help on network monitoring, handling of infrastructure, security, performance management, helpdesk support and more. In short, it means embracing MNS.

Why is MNS so important to the future of automation and business performance?

As Industry 5.0 develops and IT operations begin to overlap more with wider operations, for example, robots on production lines adopt more sensors for computer vision and digital twins become more common – the need for industrial-scale managed network services becomes acute.

Having an expert partner handle your networking will enable your internal teams to focus on the strategy that will help grow your business. MNS also links your business to wider technical expertise, as well as providing insight gleaned across multiple industries and regions.

Business operations are only as effective as the network underpinning them. In turn, your network is only as effective as the support it has around it. MNS, when delivered by a Tier 1 partner with a depth of network telemetry – from data captured across thousands of global networks and hundreds of thousands of devices – makes it possible to get ahead of network infrastructure issues before they arrive.

This partner will ensure you have the speed, agility and responsiveness needed to get ahead, enabling you to accelerate towards your goal with confidence.

"Agility is the hallmark of the digital economy," says Wilson. "When businesses ask for something, IT need to be able to respond quickly – whether that's opening a new store, spinning up a new production line or engaging in a new market."



An agentic network model, enabled by MNS, will embed an autonomous and goal-orientated operating layer to your business that is more agile, safer and more efficient than any previously possible.

MNS can turn the network from a static utility into a dynamic business asset, delivering:

Speed and agility	Increased resilience	Maximized efficiency
The network changes at the speed of business demand, not the speed of manual tickets.	An agentic network could drastically reduce operating risk through predictive, autonomous intervention.	A leaner, more cost-effective operational model will allow human talent to focus on high-value strategy rather than routine maintenance.

From simple automation to empowering agency

Not long ago, network operations were defined by silos, with various teams managing firewalls, access points and routing using fragmented tools.

Verizon Business has been working to evolve its platform to address these complex real-world network realities, integrating predictive and assistive AI to empower modern operations.

Current and future MNS users will benefit from an agentic operating layer that moves beyond simple "if-then" scripts. This layer ingests real-time telemetry from the managed network and applies advanced reasoning logic.

Unlike traditional automation, an agentic system will be able to react appropriately to environmental context, plan a multi-step resolution, execute the action and – most importantly – learn from the outcome to improve future performance.

The ultimate goal of an MNS solution in today's environment is to prepare for tomorrow. In the end, MNS will be helping you build an operational architecture that reduces burdens from human IT and OT teams. This might look like:

Self-healing	Self-optimizing	Adaptively secure
The autonomous network could identify and repair faults before they are even detected by the user.	It continuously tunes performance parameters to meet fluctuating demand.	It could also deliver real-time adjustment of security postures to counter emerging threats.

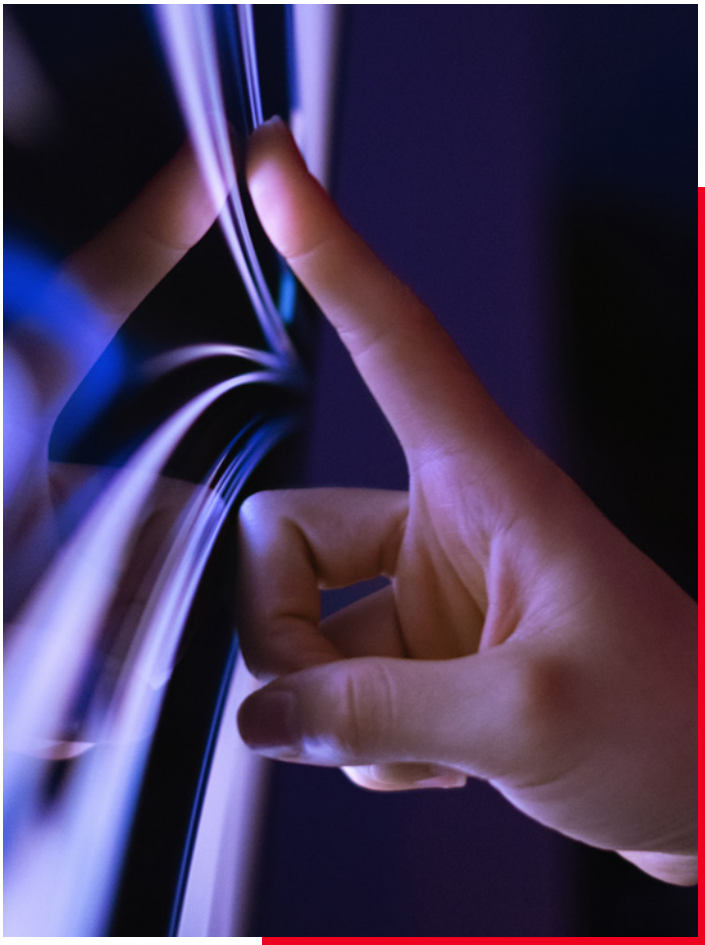
The potential future operations environment

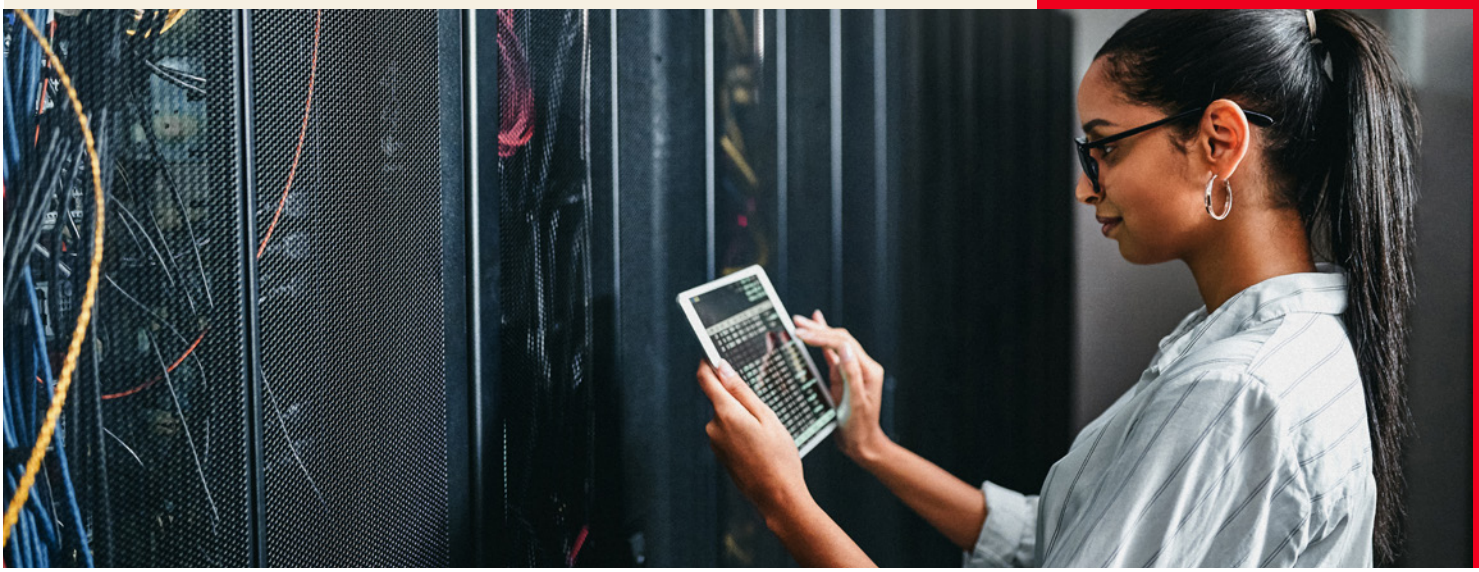
How can we get even more out of our managed network service?

Infrastructure as Code, previously the industry approach for cloud engineering, allows teams to automate networking, security and compute. This software operating model is now being applied beyond network operations. Verizon is using it to extend into the wider enterprise operations that are connected to the enterprise network.

Verizon as Code extends that same automation and programmability from the data center all the way to the network edge. By allowing customers to manage their network using the same development and operations (DevOps) tools they use for applications, we're replacing manual tickets with instant, automated execution.

Integrated into existing IT service management or enterprise resource planning tools, the network can become a fully digitized business engine that reduces overheads and accelerates time to market.





Why should we choose Verizon Business as our MNS partner?

As a Tier 1 network provider, Verizon Business can offer even more as an MNS partner, including the management of the physical infrastructure for complete service delivery.

Verizon Managed Network Services is a true autonomous business enabler

Verizon's infrastructure also benefits from a massive multi-tenant platform. Large, anonymized datasets drawn from our work across industries and regions allow us to produce higher-quality AI insights and benchmarks. This means you can implement tried and tested automation solutions, rather than taking leaps of faith with completely unfamiliar innovations. This "horizontal" approach allows us to deliver consistent, enterprise-grade performance inherently more efficiently than disparate, client-specific stacks through natural economies of scale.

Through this structure, you also benefit from more holistic data and stronger insight. We can aggregate anonymized data from across our global ecosystem, creating collective intelligence that is simply inaccessible to those managing isolated networks.

We streamline network management to make your AI transformation simpler, removing the burden of "keeping the lights on" and giving you back more control over your network. All of this helps future proof your business as network needs expand and automation takes hold.

Verizon Business brings together service, intelligence and network expertise into one integrated, subscription-based offering:

- Self-service business tools for network monitoring
- Agile and automated change management
- Proactive troubleshooting and resolution
- A truly flexible and collaborative approach
- Centralized, simplified network management
- A global, cloud-first platform built on software-defined networking

Our Tier 1 status provides essential network robustness and survivability, helping us to anticipate and prepare for major incidents like cable cuts, security breaches and natural disasters. That's seamless support to help you achieve your desired business outcomes.

> "It's a fully virtualized, subscription-based engine built on software-defined networking that simplifies your operations and delivers the scalability your business demands."
>
> **John Rigby**
> Head of Go to Market (GTM) Strategy, Verizon Business

Is our business ready for the next wave of automation?

AI-enhanced business operations and agentic tools will drastically change the world of work into 2030 and beyond. It is reported that the world's leading tech firms are set to invest over $500 billion in the technology in 2026 alone.[3] Fifty-three percent of the population is now using generative AI tools.[4] Agentic AI is handling some aspects of business operations already, financial back-office operations like fraud detection, customer service automation and software engineering.[5] Agentic AI is also enhancing automation in manufacturing, offering better visibility of data collected from sensors and machines.

As AI creates new value it also creates new efficiencies – and new demands on enterprise network infrastructure. Autonomous networks and agentic operations will cause a surge in bandwidth requirements by the end of the decade. By some estimates, this could be a 35% increase.[6] The associated labor and investment required to meet this need may simply be too much for most businesses – if they act alone, that is.

As a Tier 1 network provider, Verizon Business is strongly positioned to absorb the anticipated surge.

How can MNS help us become truly AI ready?

Improve efficiency with dedicated AI networks:

By leveraging agentic AI to transition network operations from reactive to predictive, your managed network will be able to identify next steps rather than just issues. The anonymized data collected as part of our multi-tenant platform enables us to deploy highly trained AI models that deliver performance-enhancing insight and direction.

Get more from the cloud:

We are directly connected to the world's leading hyperscalers and 100+ cloud providers globally, allowing seamless connectivity to your applications with superior performance and security.

Our Tier 1 peering provides fewer network hops for efficiency and performance. We also offer advanced options like Secure Cloud Interconnect and Secure Digital Interconnect to run your core applications on Infrastructure as a Service platforms.

Run AI applications at the edge:

We offer global optionality, including internet, Ethernet, multiprotocol label switching (MPLS), 4G, and 5G. This flexibility extends to Local Area Network (LAN) and wireless LAN solutions, vital for future-proofing your network as latency requirements increase.

Could more efficiencies be unlocked?

There's no denying that IT teams are pressed for time these days, especially as businesses scale operations to meet evolving needs.

Automation could reduce manual effort – and already is doing so in many industries. At Verizon Business, we've already seen how AI can be employed to save significant time in vulnerability assessments, site activation and onboarding, device backup, software upgrades, project management, and more.

"Features like our AI-enhanced operations platform and ServiceNow integration allow your team to make changes seamlessly – often without manual intervention." notes Wilson.

Activating efficient automation through an MNS partnership could help achieve a true NoOps outcome, reducing burdens on human labor and redirecting saved effort into more strategic activities.



How can MNS help us achieve a more connected, more automated way of working?

Accelerate IT activity:

Automating change requests significantly accelerates turn-around. MNS helps deliver faster site activations through automated data gathering, bulk provisioning of access points, code upgrades and day-zero router configurations. With self-healing capabilities, an autonomous network will be able to identify and repair faults before IT even needs to take action.

Unlock faster ways of working:

AI tools boost a wide variety of business processes, leading to enhanced responsiveness and quicker time to market. A self-sufficient, autonomous network will be able to continuously tune performance parameters to meet fluctuating demand. MNS increases team productivity further by digitizing and automating the operating model, allowing IT teams to offload daily network management and providing greater confidence in OT.

Move from maintenance to growth:

MNS enables IT leaders to move beyond maintaining the status quo. By offloading time-consuming network tasks, MNS allows teams to focus on strategic projects that directly contribute to business growth.



How can we better defend our businesses?

While AI tools have empowered businesses to operate more efficiently, they've also given cybercriminals more effective ways to break into systems.

Prominent business in the automotive, manufacturing and even cybersecurity industries have all faced devastating cyberattacks recently as digital tools evolve and proliferate. Agentic AI tools have even recently been reported to have "broken containment" and breached other businesses.[7]

As we enter a future with quantum computing on the horizon, these concerns only become more pressing. There is a concern that quantum computing will be able to crack encryptions commonly used by business on the web.[8] Businesses must now begin considering post-quantum cryptography (PQC) as part of their security measures, with a zero-trust framework the strong foundation for this future defense.

Cyberattacks aren't the only threat to operations. Natural disasters, cable cuts and even sickness can all be damaging. If the high bandwidth demands of agentic AI and machine-speed operations are piled on, operations could fail under the new strain.

An MNS partner introduces redundancies and protected connectivity to help ensure security against cyberattacks and easier recovery from disruption.



Can MNS protect our operations' integrity?

A reliable network:

As we own and operate a robust network, reaching 180 countries, our private IP service prioritizes security and the survivability of mission-critical infrastructure.

Robust cybersecurity:

MNS is built on a robust, secure network infrastructure and expertise in risk management. MNS will also be able to automate security configuration, with adaptive security making real-time adjustment to your security postures to counter emerging threats. A self-sufficient network will ensure security policies are enforced consistently across all domains rather than in a patchwork fashion.

Improved compliance and risk management:

MNS helps address complexities like data sovereignty and compliance with local, industry and financial regulation. This includes dynamic reporting of operational data, project management dashboards and compliance checks.

Strengthen your security posture:

MNS helps you pivot from high-risk legacy physical firewalls to a virtual, cloud-based, zero-trust security platform. You can rest assured our recommendations are built on previous successes, as Verizon Business has been recognized as an IDC leader for the past three years.

How can we get more visibility over our network?

Even though we refer to the network as “the invisible engine,” you still need to be able to see and understand what is going on under the hood.

“Increasing IT complexity requires tooling, automation and AI. You can't do this with people alone anymore. If you want to manage complex networks, you need the right partner and platform with scale and intelligence to achieve that.” says Wilson.

A common digital platform that unites all your network service, providing network telemetry and vendor data, will unlock helpful insight. MNS offers this, helping you turn data into business growth.

How can MNS improve transparency?

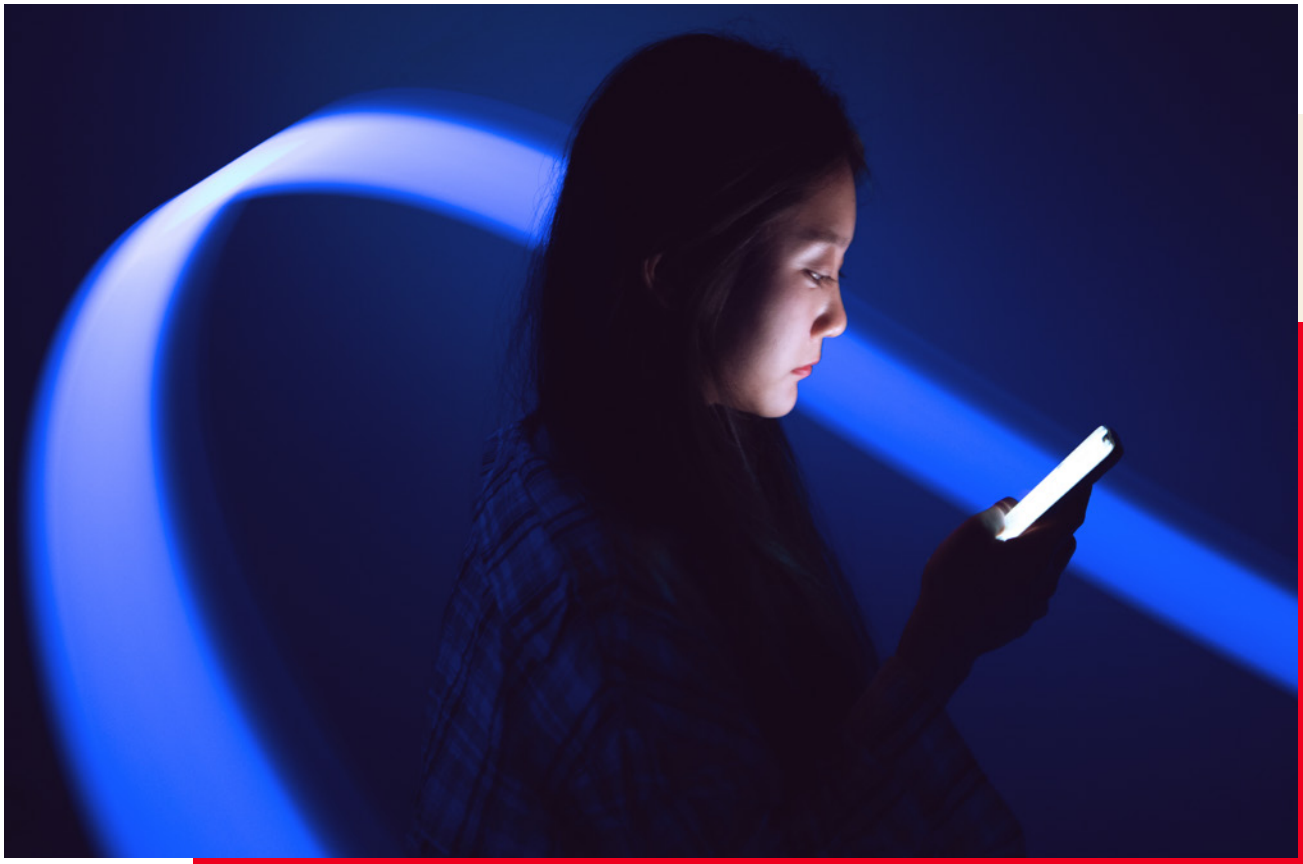
A more unified experience:

MNS provides enhanced visibility and digital tools for dynamic reporting. It supports proactive decision-making through advanced analytics dashboards, predictive modeling and forecasting capabilities.

A self-service portal provides a single-unified view across multiple network domains, while application programming interface (API) configuration makes it simple to keep pace with change. A single, zero trust policy framework provides secure, configurable connectivity across users, applications and data, helping manage AI access and token budgets.

Faster fault resolution:

ServiceNow Service Bridge integration improves fault resolution times and automates network management. Enhanced Quality Control standardizes validation for code upgrades, preventing false alerts and outages. And if alerts do occur, you can speed through to resolution with triage automation, improving “no touch” volumes.



Why should we rely on Verizon Business to help us build an autonomous operation?

"You can't run a 2026 tool on a 2005 network infrastructure," says Christoffer Sundgren, Senior Principal at Verizon Business. To reap the benefits of a self-sufficient, intelligent, autonomous network, you will need a partner that truly understands – and can confidently handle – the scale and complexity of the necessary transformation.

The truth is, who you call on to implement necessary evolutions to your infrastructure could make or break your future initiatives. In a world of bandwidth-hungry AI operations, your invisible engine is more important than ever. It will set your speed going forward.

"You've got to think about how to size the network for all of that data that you can't yet take advantage of, but you will want to in the future." says Wilson.

By choosing a Tier 1 carrier like Verizon Business to provide MNS, you benefit from a combination of insight drawn from almost 200 markets, decades of expertise, high levels of scalability and agility, as well as a predictable, single-billing cost model. You will also find multi-country procurement simpler, thanks to a truly global presence.

The ability to combine our core network telemetry (underlay) with the managed original equipment manufacturer data (overlay) is critical for businesses seeking to fully realize the benefits and opportunities enabled by autonomous operations.

Ready to move from ambition to performance?

Verizon Business is much more than just another pair of hands. We'll build a strategic partnership, accelerating time to market, turning innovation into impact and enhancing your customers' experiences. We own the complexity so you can own the innovation.

Our world-class consulting teams provide the expertise and resources needed to move from high-risk legacy environments to a transformed cloud-based platform, centrally managed and tailored to your needs. Our digital strategy recognizes that our managed network services must integrate seamlessly into our client's wider ecosystem, down to the most seemingly inconsequential IoT-connected device.

The businesses that succeed in the AI wave will not be those with the most digital ambition, but those with the infrastructure to turn that ambition into performance. That makes your choice of MNS partner absolutely critical. Connect with our enterprise strategy team for an insight-led discussion around your network's AI readiness.

To connect with our team, fill out the form at verizon.com/business/contact/request-consultation/



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4. Stanford University, The 2026 AI Index Report, 2026
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8. Aisha Down for The Guardian, Google warns quantum computers could hack encrypted systems by 2029. 2026

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