Executive summary

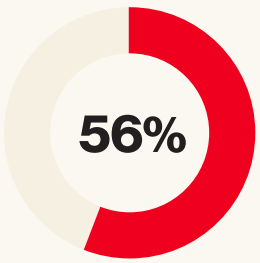
# Agentic AI network management is essential

**Evolve your AI transformation strategy with an autonomous networking model.**

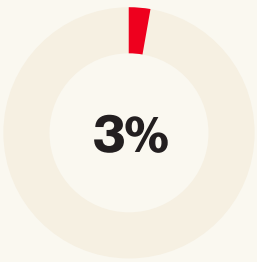
## Is your network ready for enterprise AI adoption?

Enterprises are rapidly adopting agentic AI—autonomous software sub-agents designed to execute complex business processes with minimal human oversight. While organizations are investing billions into sophisticated AI architectures, many are finding that their network infrastructure may not be ready to support these data-intensive workflows at scale.

An AI transformation strategy is only as viable as the underlying network architecture supporting it. In the Gartner AI Maturity and Organizational Mandates for 2026 Survey, 56% of respondents reported their organization had standardized AI engineering practices adopted throughout the enterprise, while only 3% characterized their AI engineering practices as advanced or industry-leading.[1] As organizations expand across multi-cloud, edge and real-time computing architectures, traditional network models may struggle to keep pace.




**of enterprises have adopted standardized AI engineering practices**




**report their AI engineering practices are advanced or industry leading**

AI-driven workflows demand high bandwidth, low latency and continuous synchronization between edge and cloud environments to allow real time decision-making. At the same time, IT teams face mounting pressure to simplify operations, reduce costs and manage increasingly fragmented multi-vendor ecosystems that lack unified visibility.

Despite growing investment in network modernization, complexity remains the primary challenge. 80% of enterprises cite architectural complexity and lack of centralized visibility as their primary concerns, prompting 54% of forward-looking enterprises to actively embark on vendor consolidation initiatives.[2]

To address these challenges, organizations are often inundated with generic offerings that don't include modified delivery methods and are typically encouraged to pursue one of three approaches:

- **Traditional carrier:** Some hardware-centric approaches may emphasize capacity over operational orchestration.
- **System integrators:** Some integrator-led models may add software layers without direct control over the network.
- **DIY approach:** DIY models may require coordination of multiple vendors and tools leading to operational fragmentation and telemetry overload.

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## Verizon Business shifts the industry paradigm

To reframe the conversation and offer a more robust solution, Verizon focuses squarely on tackling the operational complexity that enterprise AI generates. Our strategic positioning is direct—Verizon Business acts as a reliable partner that streamlines network management, to help enable your AI transformation will move forward with fewer gaps and greater control.

Verizon Managed Network Services (MNS) helps streamline operational complexity, designed to provide enterprises with greater operational control as they scale AI initiatives. MNS offers a unified operating model that integrates service delivery, infrastructure-level intelligence, and deep network engineering expertise. As your managed service partner, Verizon helps free your IT team to focus on high-value business innovation and strategy.

Our approach represents an intentional evolutionary paradigm shift in network operations:

- **Siloed (pre-2023):** Disparate tools, manual processes and high-alarm noise
- **Reactive (2024 – 2025):** Heavy automation, data lake abstraction and insight into action
- **Predictive (2026):** Native AIOps foresight, autonomous sentinels and closed-loop pipelines

## 3 foundational pillars of frictionless operations

Our structural network evolution is delivered through three foundational pillars designed to help eliminate operational friction:

**AI-ready network intelligence**
Managed network services feature AIOps Insights, a Verizon-developed intellectual asset, to provide near-real-time analytics using advanced Machine Learning (ML) models trained on operational telemetry from Verizon's global infrastructure.

**Automated alert to action**
Verizon's ownership of the underlying global network provides clearer operational accountability, subject to applicable service terms and customer configurations, resulting in enhanced execution times for change management, ticket processing[3], automation scaling and global linguistic support.

**Open integration by design**
By leveraging ServiceExchange technology to provide API-driven integration with supported software tools, dashboards and workflows, Verizon Managed Network Services can help streamline workflow integration and support bi-directional data synchronization.

## Agentic AI Managed Network Services ecosystem

Verizon Business has moved past basic anomaly detection into the active deployment of an autonomous, goal-oriented agentic managed network services operating layer. This highly contextual software cognitive system understands complex network environments, reasons through multi-variable anomalies, executes automated actions, and continuously learns from near-real-time environmental telemetry to deliver dynamic, self-healing infrastructure outcomes.

Designed to be secure and scalable, Agentic managed network services architecture orchestrates specialized agent-to-agent collaboration embedded across the entire service lifecycle to help automate, enhance and strengthen security operations.

Each of the following autonomous subagents collaborate to provide end-to-end automation and network enhancement:

- **Sentinel agent**
  The managed network services orchestrator enhances and directs the order lifecycle and network status, while providing identification, alerts and reconciliation functions.
- **Provisioning agent**
  Faster provisioning leverages predictive network learning and pattern recognition designed to help provision services, detect order fallouts, resolve certain exceptions and backfill missing data.
- **Inventory agent**
  Cross-system inventory validation integrates action APIs to monitor live network inventory, synchronize network assets, and help identify and remediate inactive data drift.
- **Assurance agent**
  Autonomous incident triage acts as a Tier-1 NOC resolver, rapidly triaging alarms and helping direct automated repairs to reduce the risk of user impact.

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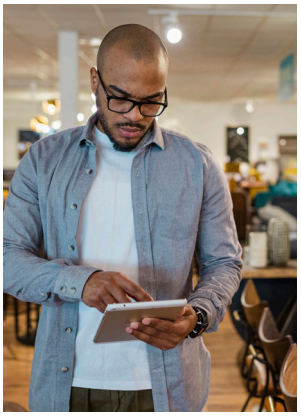
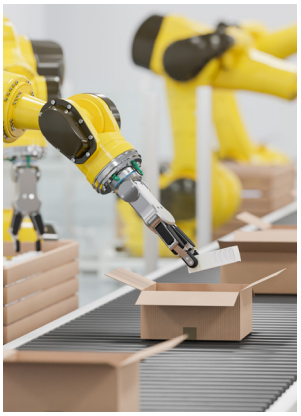
The Verizon Managed Network Services agent framework is designed to dynamically monitors network conditions and automatically adjusts resources to maintain performance. It can be useful across industries, including these illustrative scenarios:



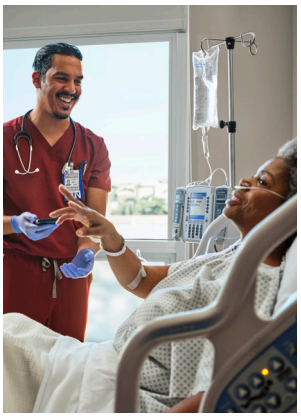
### Edge video analytics and shrinkage prevention for retail

Verizon can integrate visibility from on-camera edge applications to run footfall counts and inventory shrinkage prevention. If application performance drops or network congestion occurs, the "assurance agent" can help reallocate link capacity to support critical operational data integrity between physical storefronts and software-defined networks.



### Industrial networks and industry 5.0 platforms in manufacturing

Our Managed Industrial Network Services establish a resilient platform for automated production systems by natively routing and monitoring mission-critical Operational Technology (OT) protocols. Verizon can help reduce manufacturing cyber risk by supporting specialized firewalls and micro-segmentation.



### Protecting patient outcomes in healthcare

To safeguard patients and healthcare organizations, Verizon's Managed Health Network Services "assurance agent" monitors network performance and protocol-related telemetry to help support reliable and resilient data flows for clinical applications.

## Measurable business value

Ultimately, the transition to autonomous networking is not simply an exercise in adopting cutting-edge technical features; it is a fundamental financial and operational imperative that can help preserve business agility. While alternative approaches may create fragmented architectures, Verizon's integrated network services model delivers measurable business outcomes, backed by 20 years of operational heritage running complex infrastructures for some of the world's largest enterprises—including 96% of the global Fortune 500 across 185+ countries.

As agentic AI workflows continue to reshape the global corporate landscape, the defining AI-related differentiators between business success and stagnation will likely not be the isolated sophistication of an AI application. Instead, it will likely be the operational agility of the network infrastructure supporting it. Verizon Managed Network Services provides the unified intelligence, operational speed and open architecture to help reduce complexity—giving your enterprise the control to translate AI innovation into sustained business momentum.

## Take the next step

Aligning your underlying network strategy with your enterprise AI initiatives is strengthened by working with a partner with proven global scale, proprietary intellectual tools and operational accountability. Verizon Business is ready to evaluate your current network landscape and design an operating model with security and automation capabilities tailored to your specific transformation goals.

**To discover how Managed Network Services can help idetify opportunities to streamline your operational complexity and lower your total cost of ownership:**

**Schedule a consultation ›**

**Read the full white paper ›**

**Explore our solutions ›**

1 Source: Gartner: Innovation Insight for AI Engineering, September 2025. GARTNER is a trademark of Gartner, Inc. and/or its affiliates.
2 Source: Enterprise Strategy Group (now Omdia) Research Report, Modernizing IT Operations in the Agentic AI Era, May 2026.
3 Source: Verizon 2026: Verified with customer pilot and dependent on ServiceExchange or Standardized APIs.



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