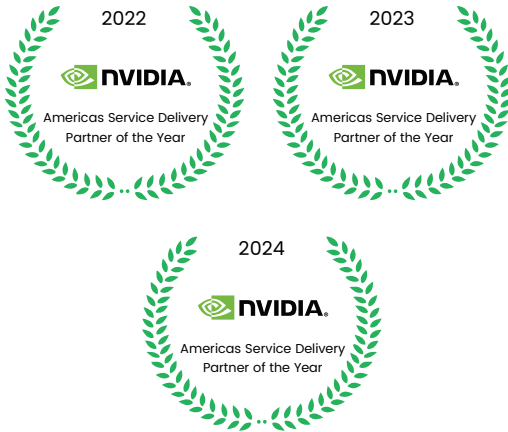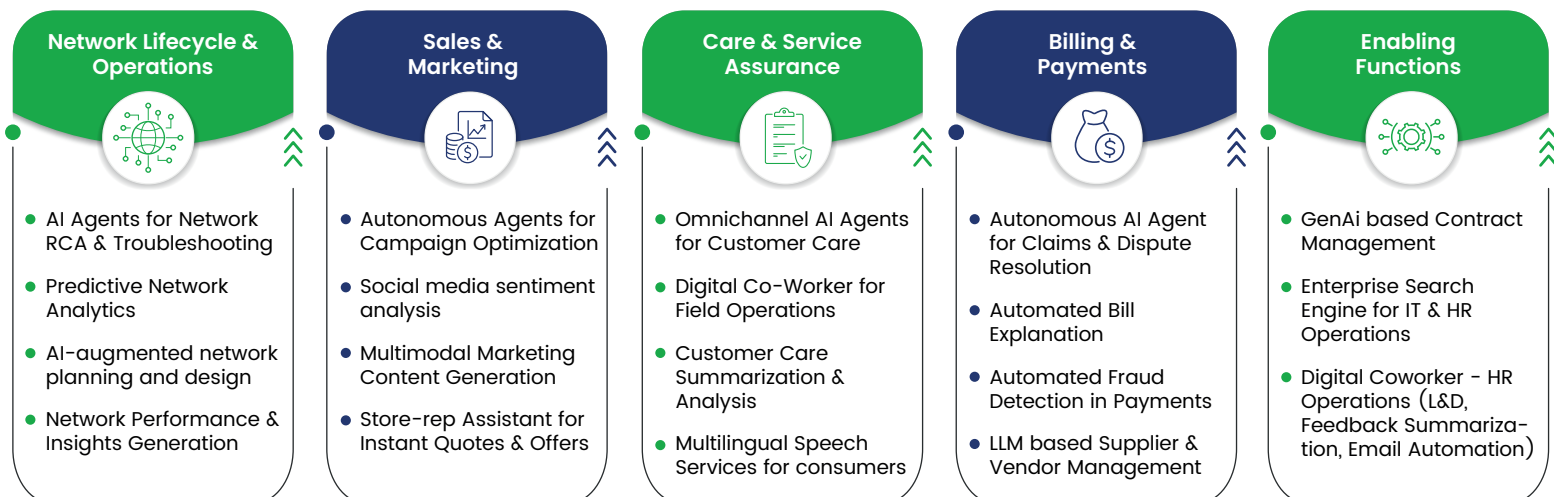Generative AI is transforming telecom with intelligent automation, predictive insights, and hyper-personalized experiences, reshaping the industry.

2022
NVIDIA
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2023
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Transforming Telecom Value Chain with GenAI

Generative AI is reshaping the telecom industry by unlocking powerful use cases that drive transformation across the entire value chain. By integrating AI-driven solutions across various workflows, telecom companies are optimizing operations, enhancing service delivery, reducing costs, and uncovering new revenue opportunities.

Here are our solution offerings across the telecom value chain

Network Lifecycle & Operations	Sales & Marketing	Care & Service Assurance	Billing & Payments	Enabling Functions
• AI Agents for Network RCA & Troubleshooting	• Autonomous Agents for Campaign Optimization	• Omnichannel AI Agents for Customer Care	• Autonomous AI Agent for Claims & Dispute Resolution	• GenAi based Contract Management
• Predictive Network Analytics	• Social media sentiment analysis	• Digital Co-Worker for Field Operations	• Automated Bill Explanation	• Enterprise Search Engine for IT & HR Operations
• AI-augmented network planning and design	• Multimodal Marketing Content Generation	• Customer Care Summarization & Analysis	• Automated Fraud Detection in Payments	• Digital Coworker - HR Operations (L&D, Feedback Summarization, Email Automation)
• Network Performance & Insights Generation	• Store-rep Assistant for Instant Quotes & Offers	• Multilingual Speech Services for consumers	• LLM based Supplier & Vendor Management	

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(NIM)   (RIVA)   (NeMo Microservices)   (Metropolis)   (ACE)   (Merlin)   (DGX Cloud)   (A10)   (A100)   (H100)

Real-World Impact: Customer Success Stories

From optimizing workflows to generating new revenue, telecom businesses are using GenAI to stay ahead. Explore success stories from our customers.

Improved TCO of scaled LLM inference for Call Center Analytics

Repatriating from Frontier Proprietary Models with Task-Specific SLMs fine-tuned on proprietary call center datasets for cost effective scaling

Business Impact

- **>70%** Cost Savings by shifting to OSS Models
- Significant Latency Reduction with fine tuned task specific models
- Improved Performance for customer query resolution

Agent Assist for Enhanced Productivity

Intelligent agent system to automate operational tasks like handling sales queries, prioritizing enquiries & drafting customer responses by integrating with external tools, and boost productivity

Business Impact

- **<3** Sec Response Generation Latency
- Increased user engagement through context-aware and personalized replies
- Improved Employee Productivity by reduced manual analysis

Bespoke Platform for Operationalizing GenAI across Telco enterprise LOBs

Horizontal Services to reliably integrate LLMs in LOB workflows for operational savings & faster development time

Business Impact

- Foundational Shared Services to optimize deployment of Customized RAGs, Agents and ASR
- Full-stack optimized APIs for Fine-tuning, Synthetic Data Gen and Scaled Inference of OSS Models
- **60+** Applications Operationalized integrated with customized artifacts

Central AI COE to help distributed product teams maximize value from GenAI

Democratize GenAI by spotting opportunities and Design Patterns that align with AI Governance policy

Business Impact

- Accelerate time-to-value: Assemble an enablement team of cross-functional experts to support product teams
- GenAI Workbench, Capability Building Blocks and Design Patterns to minimize technical complexity and reduce TCO
- **24%** Latency Reduction leading to improved performance for Gen AI workloads
- **~11%** Throughput Improvement driving reduction in TCO

Drive AI-powered growth with experts!

Contact Us to get a free demo.

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