

Reimagine Financial Intelligence with AI

The future of enterprise transformation lies not in tools, but in rethinking how intelligence services can be delivered as software. Amdocs is pioneering this new paradigm – Service-as-Software – where AI agents, governance, and orchestration converge to deliver outcomes, not just capabilities.

With Agentic Studios, we shift from traditional service delivery to a model powered by modular toolkits, intelligent orchestration, and reusable agents – enabling financial institutions to embed intelligence directly into their operations for continuous innovation, seamless integration, and enterprise-grade agility.

Your Path to Intelligent Transformation

1. From Pilots to Enterprise Scale

Most organizations struggle to scale GenAI beyond fragmented pilots. Amdocs bridges this gap with Agentic Studios, a Service-as-Software platform that turns natural language into governed, executable workflows – accelerating adoption with trust and compliance built in.

2. Composable Intelligence for Agility

Through reusable agents, pre-built blueprints, and Prompt-to-Flow Automation, we enable rapid design and deployment of AI-driven workflows that adapt to business needs in real time.

3. Governed Execution for Enterprise Confidence

Our Cognitive Orchestration Engine coordinates multi-agent workflows, applies reasoning and planning, and enforces guardrails for compliance, explainability, and auditability – so you scale with confidence.

4. Unlocking Value Across the Enterprise

From migration and modernization to quality engineering and experience design, our agentic approach orchestrates complex processes end-to-end – delivering faster cutovers, fewer errors, and measurable ROI.

From Legacy Bottlenecks to Agentic Scale: Service-as-Software Use Case

A leading investment bank, known for its innovation in AI, faced mounting operational costs due to legacy SQL Server infrastructure managing decades of trading data. While its AI strategy was mature, technical debt created performance bottlenecks that slowed further transformation. Partnering with Amdocs, the bank deployed an Agentic AI Management Platform to autonomously modernize code, streamline governance, and accelerate GenAI adoption at scale.

Amdocs deployed Agentic Studios to orchestrate the full modernization lifecycle – combining Prompt-to-Flow Automation, governed execution, and multi-agent orchestration. Agents autonomously analyzed and refactored code, validated outputs, and accelerated migration with built-in compliance guardrails.

Impact Delivered:

- ✓ **\$7M TCO savings** through platform decommissioning
- ✓ **67% reduction** in delivery timelines
- ✓ **Migration in 8 months** (vs. 24 months projected)
- ✓ **Agentic AI platform** ready to scale across business domains
- ✓ **\$9M in cloud consumption impact** with **\$1.3M** in partner funding
- ✓ **Governance and auditability** embedded for future GenAI use cases

Amdocs Studios: Powering the Shift to Service-as-Software

Our advantage lies in how we build and deliver AI – not just as a capability, but as a productized, enterprise-grade service. Here's what sets Amdocs apart:

- **Adaptive Orchestration** – Our Cognitive Orchestration Engine dynamically plans and coordinates multi-agent workflows, ensuring agility and precision at scale.
- **Composable Architecture** – Modular agents, reusable blueprints, and open protocols enable rapid onboarding of new capabilities without disrupting existing systems.
- **Governance at the Core** – Compliance, transparency, and auditability are embedded into every interaction, so enterprises can scale AI responsibly across any environment.

What you get: Service-as-Software Experiences



- **Application Modernization & Mainframe:** Agents automate discovery, code conversion, documentation, and validation; orchestrated cutovers reduce errors and timelines.



- **Cloud:** Planner/Orchestrator agents drive discovery → migration → testing with FinOps visibility and options for private cloud/self-host for data residency.



- **Experience & Digital:** Agentic journey benchmarking and copilot-on-data for advisors/ops; personalization that continuously learns.



- **Quality Engineering:** Zero-touch regression, AI Test Case Factory, and multi-framework script generation (brAIIn + Agentic TestForce).

Enterprise-Grade Agentic AI Architecture

At the heart of Amdocs' Agentic AI approach is a modular, enterprise-grade architecture designed to scale intelligence with trust, agility, and interoperability. This architecture is built on three foundational layers:



Cognitive Orchestration Engine

This is where the intelligence lives. It plans, reasons, and decides how different AI agents should work together. It breaks big business goals into smaller, manageable steps and dynamically adjusts them in real time as conditions evolve – ensuring adaptive, goal-driven execution.



Agentic Pluggable Toolkit

This is the connective tissue. It includes the standards, protocols, and tools that enable agent-to-agent (A2A) communication, skill reuse via the Modular Capability Protocol (MCP), and seamless integration with enterprise systems through blueprints. This layer ensures flexibility, extensibility, and rapid onboarding of new agents and capabilities.



Governed, Interoperable Core

This is what makes it enterprise-grade. It enforces transparency, compliance, and security across every interaction. Every decision made by an agent is traceable, explainable, and aligned with enterprise policies – across any cloud, model, or data environment. This ensures AI adoption at scale without compromising governance or control.

Why Choose Amdocs: Proven AI Impact at Scale

Cross-Domain Expertise

Enterprise transformation spans multiple layers – **cloud, data & GenAI, experience design, and quality engineering** – each with unique complexity. Quality Engineering, for example, demands precision in data integrity, automation, and compliance.

PROOF: In a Tier-1 program, we automated **90% of E2E scenarios** and saved **~10,000 hours** in IST certification.

Product Discipline

AI at scale requires more than innovation – it needs **versioning, lifecycle governance, and global delivery discipline** to ensure stability and compliance.

PROOF: Our **Agentic AI Management Platform** for a leading investment bank delivered **\$7M TCO savings**, migration in **8 months** (vs. 24 projected), and embedded governance throughout.

Workflow Intelligence

Embedding AI into **regulated, mission-critical processes** demands decades of operational insight. We know how to make AI work in high-stakes environments without disrupting compliance or reliability.

PROOF: Our transformation experience with **40+ leading banks** informs accelerators and delivery patterns – now extended into the Agentic era.

Agentic Advantage

AI adoption often stalls without control and composability. Our **Service-as-Software** approach combines **Composable Intelligence, Prompt-to-Flow Automation, and Governed Execution** – accelerating adoption while keeping enterprises in control.

PROOF: In banking, we achieved **~67% faster delivery timelines**, reduced cloud costs by **\$9M**, and secured **\$1.3M partner funding**.

Strategic Partnerships & Global Presence

True enterprise AI requires an ecosystem. We co-innovate with **Microsoft, AWS, Nvidia, Databricks**, and others to bring **best-of-breed technology** to every engagement.

PROOF: These partnerships power our **award-winning Agentic AI programs** and enterprise-scale deployments.

Proven Impact

Enterprises need more than promises – they need **measurable results at scale**. Our track record with 40+ leading banks shows how we turn AI into tangible business value.

PROOF: Up to **40% faster regression**, **24% faster IST certification**, and **\$7M+ savings** in complex migrations.

Let's Build the Future of Financial Intelligence

Together, we can unlock new possibilities – modernize systems, harness data, and scale AI responsibly to deliver smarter, faster, and more secure financial experiences.

Ready to lead the future? Let's talk.