# UK telecom and IT sectors must embrace unified platforms to unlock Agentic AI’s potential



The development of Agentic AI is poised to significantly transform the UK telecom and IT sectors, unlocking capabilities previously considered unattainable. This advanced form of artificial intelligence is designed to understand, adapt, predict, and operate autonomously, paving the way for innovative customer interactions, predictive operations, and dynamic system management.

According to a report by Gartner, Agentic AI offers businesses a virtual workforce capable of handling complex tasks, allowing firms to enhance operational efficiencies. As this technology evolves, it is expected to work in conjunction with AI governance platforms, which enforce accountability; spatial computing technology for immersive decision-making; and energy-efficient computing that addresses sustainability objectives.

However, UK telecom and IT sectors, while leading in the adoption of AI technologies, are finding themselves ill-equipped to fully embrace this future. Despite high statistical rates of AI implementation, reports indicate that only about 10% of businesses are able to advance their AI pilot projects into meaningful applications, with at least 30% projected to abandon these projects by the end of the year. Companies are grappling with outdated infrastructure, persistent data quality issues, and a fragmented array of systems. Even though 87% of operators are integrating AI into their network operations, concerns about data readiness continue to hinder progress.

One of the core challenges is that many use cases are being addressed as isolated projects, demanding tailored integrations and extensive change management efforts. This fragmented approach, which was already unsustainable a decade ago, is even less feasible in the current fast-paced environment. As pointed out in the article, the existing infrastructure within many enterprises is not suited to meet the demands of a future reliant on automation.

In response to these challenges, the UK Government is pursuing the creation of AI zones, aiming to generate annual savings of £45 billion. However, experts warn that without rectifying foundational gaps within the industry, this ambitious vision could fail to materialise.

A shift to a platform-centric mindset has been identified as essential for enterprises aiming to become AI-first. The adoption of unified platforms allows companies to accommodate various use cases efficiently. Such a composable, modular architecture makes it possible for businesses to integrate new AI technologies seamlessly. A report by Forrester Consulting highlights that 70% of companies believe a platform approach could significantly aid them in achieving their digital transformation objectives.

Implementing a platform is not merely a technical upgrade; it encapsulates a strategic vision that allows telecom providers to anticipate operational disruptions through the deployment of digital twins. Moreover, it empowers IT leaders to expedite time-to-market and equips non-technical teams with intuitive AI interfaces that simplify complex systems.

A unified platform also tackles one of the principal barriers to AI adoption: data readiness. By centralising and standardising data pipelines, businesses can establish a comprehensive source of truth, facilitating easy integration of new models and technologies without needing to overhaul their entire infrastructures.

For illustrative purposes, consider a case involving a major telecom company that struggled with inconsistent processes across its customer service operations, which adversely affected customer satisfaction and team performance. By adopting a unified platform for process intelligence, the company gained task-level insights, standardised operations, and increased agent productivity by 20% without disrupting everyday functions.

In another instance, a global telecom firm faced challenges managing a vast array of tower lease contracts, leading to inefficiencies and costly errors. By leveraging a platform approach, the company automated contract reviews and improved access to actionable data, resulting in $21 million in savings and a 60% productivity increase.

The landscape of the UK’s AI market is projected to reach $26.89 billion by 2030, with Agentic AI playing a critical role. Firms that fail to scale their AI applications risk falling behind, unable to meet the escalating demands that come with a shift towards automation.

Ultimately, the journey ahead involves more than just deploying cutting-edge technology; it necessitates establishing a scalable foundation for innovation. Success will likely depend on the ability of businesses to infuse agility into their core operations, ensuring that they remain poised to adapt to the evolving landscape of AI technologies.

Source: [Noah Wire Services](https://www.noahwire.com)

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