



SUTHERLAND®

SUTHERLAND AGENTIC AI

**AI that thinks. AI that acts.
AI you can trust.**

**Autonomous Agents. Intelligent Decision-Making.
Scalable AI Solutions.**

Sutherland Agentic AI is a next-generation AI-powered platform that redefines enterprise workflows. Leveraging autonomous AI agents, machine learning, and intelligent process automation, it seamlessly integrates with telecom and enterprise ecosystems to optimize operations, enhance decision-making, and improve overall efficiency.

How Sutherland Agentic AI Transforms Telecom Operations

Sutherland Agentic AI seamlessly integrates AI-driven automation, data intelligence, and advanced decision-making capabilities through:

Multi-Agent AI Systems

Orchestrates AI-powered agents that manage network provisioning, optimize service quality, and handle telecom customer interactions with minimal human intervention

Action-Driven AI Processing

AI agents analyze data from telecom knowledge bases, API calls, and customer inquiries to enhance network efficiency, predict failures, and provide proactive support

Seamless AI Integration

Built to work across telecom applications through API-driven interoperability, ensuring smooth automation in service management, network diagnostics, and customer engagement

Robust AI Privacy Layer

Implements role-based access controls (RBAC), data masking, encryption, and consent management to protect sensitive telecom data and maintain compliance with industry regulations

Sutherland Agentic AI: Pioneering Autonomous Enterprise Solutions



From Reactive Support to Proactive AI-Driven Management

Sutherland Agentic AI revolutionizes telecom automation by combining Large Language Models (LLMs), AI-powered decision-making, and adaptive workflows.



Dynamic Work Queues for Telecom Task Management

Manages and optimizes telecom workflows, ensuring seamless orchestration of AI agents across network diagnostics, service requests, and fault management.



Document Intelligence for Telecom Data Processing

Utilizes AI-driven machine learning to extract, interpret, and process telecom-specific documents, such as service agreements, billing records, and compliance reports.



Generative AI for Intelligent Network Automation

Integrates pre-built generative AI models to predict network outages, optimize bandwidth distribution, and automate complex telecom decision-making tasks.



AI-powered Human-Like Interactions

Enhances telecom customer engagement with contextual AI agents that assist with billing inquiries, troubleshoot network issues, and personalize service recommendations. Named Entity Recognition (NER) and sentiment analysis improve customer experience.

Driving Enterprise Innovation with Sutherland Agentic AI

Telecom providers adopting Sutherland Agentic AI gain a strategic advantage through:



Faster Response Times



Workload Reduction in Network Management



Support & Assistance



Cost Savings in Operational Expenditure (OPEX)

The Future of Autonomous AI is Here

The next leap in AI-driven efficiency is here. With Sutherland Agentic AI, we are going beyond automation to shape the future of Telecom. Scale efficiently, optimize operations, and drive intelligent workflows with Sutherland Agentic AI. Contact us today!

Unlocking Digital Performance. Delivering Measurable Results.

At Sutherland, we are a leading global business and digital transformation partner. We work with iconic brands worldwide in Healthcare, Insurance, Banking & Financial Services, Communications, Media & Entertainment, Technology, Travel & Hospitality, Logistics, Retail, Energy & Utilities industries. We bring our clients a unique value proposition through market-leading technology and business process excellence. Leveraging our advanced products and platforms, we drive digital transformation, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as a service" model. For each company, we tailor proven and rapid formulas to fit their unique DNA. We bring together human expertise and artificial intelligence. In short, we do digital chemistry. It unlocks new possibilities, great client partnerships, and transformative outcomes.

