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Telecom Edition

twimbit

Twimbit AI Radar

Roundup of innovative enterprise
deployments and announcements in AI

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Summary

Twimbit AI Radar is a monthly report series that recaps innovative AI deployments and announcements in telecommunications, financial services, and customer experience fields of practice. It also offers insights into companies deploying AI, aimed at assisting business executives and technology leaders develop their own AI projects and long-term strategies.

Company(s)	Deployment/Initiative
	<p>Swisscom Collaborates with Outshift to Build Agentic AI-Enabled Networks</p> <ul style="list-style-type: none"> • Partners with Outshift by Cisco to deploy agentic AI for real-time network operations and anomaly mitigation. • Leverages Internet of Agents infrastructure for intelligent agent-to-agent communication. • Minimizes service disruptions and enhances customer experience through autonomous network changes.
	<p>Huawei Launches Next-Gen Ascend AI Chips for LLM Training</p> <ul style="list-style-type: none"> • Introduces Ascend 910D chip, designed for LLM training with performance rivalling Nvidia's H100. • Begins mass shipments of Ascend 910C to accelerate AI compute in China. • Supports domestic AI innovation amid U.S. export restrictions on Nvidia chips.
	<p>Vodafone Business and ServiceNow Launch AI-Powered Service Management Platform</p> <ul style="list-style-type: none"> • Integrates Vodafone's ESM software with ServiceNow's telecom tools to unify B2B service operations. • Uses agentic AI to automate service assurance and anomaly resolution across channels. • Enhances customer service quality and operational efficiency for 4.7 million B2B users.

	<p>SK Telecom Deploys AI-Based Voice Phishing Prevention System</p> <ul style="list-style-type: none">• Launches ScamVanguard AI anomaly detection to prevent voice phishing for IBK and Adot users.• Detects phishing in real time using AI-powered pattern analysis and cross-domain data.• Prevents fraud and saves \$400K in pilot, flagging over 190,000 suspicious calls in a month.
	<p>TELUS Launches Sovereign AI Factories in Canada</p> <ul style="list-style-type: none">• Establishes AI data centres in Rimouski and Kamloops powered by NVIDIA supercomputers.• Ensures digital sovereignty by keeping AI data and compute fully on Canadian soil.• Delivers sustainable AI innovation with 99% renewable energy and carbon-saving design.

Introduction

Artificial intelligence is no longer a peripheral experiment in telecommunications—it is rapidly becoming a foundational capability. As telcos confront rising operational complexity, evolving customer expectations, and heightened geopolitical pressures around data sovereignty, AI is emerging as a strategic enabler of transformation. The global AI in telecommunications market is forecast to grow from **USD 2.66 billion in 2025** to **USD 50.21 billion by 2034**, reflecting a **CAGR of nearly 39%**. This trajectory is a clear signal: operators that fail to embed AI deeply into their operations risk falling behind.

Several key players are already demonstrating what the AI-native telecom of the future looks like. **Swisscom**, in partnership with **Outshift by Cisco**, is pioneering **agentic AI** to autonomously manage and optimize network operations. These intelligent systems, capable of dynamic decision-making, are not just enhancing uptime—they're fundamentally shifting how networks adapt to change. On the hardware front, **Huawei** is moving decisively to reduce its reliance on foreign technology by launching the **Ascend 910D**, an AI chip designed for LLM training that rivals Nvidia's H100. At a time when U.S. export controls are reshaping global supply chains, such sovereign innovation is more than a technical leap—it's a strategic imperative. **Vodafone Business** is elevating customer service to a new level through a five-year collaboration with **ServiceNow**. By integrating its proprietary ESM platform with telecom-specific AI agents, Vodafone is creating a single, AI-driven platform to manage over **4.7 million B2B relationships**—ensuring speed, accuracy, and operational consistency at scale. In cybersecurity, **SK Telecom** has operationalized AI to combat one of the industry's most immediate threats: voice phishing. Its **ScamVanguard** anomaly detection system, used by both consumers and banks, blends real-time communication and financial data to prevent fraud before it occurs—already saving hundreds of millions of Korean won in pilot phases. Meanwhile, **TELUS** is taking a bold leap in AI infrastructure with the launch of Canada's first **Sovereign AI Factories**. These NVIDIA-powered data centers not only deliver high-performance compute but are also **99% powered by renewable energy**. In doing so, TELUS is signaling a new model: one where **digital sovereignty, sustainability, and innovation** can coexist by design.

Taken together, these cases reflect a clear industry direction. The telecoms of tomorrow will be defined by intelligent automation, sovereign infrastructure, and AI agents capable of operating with minimal human intervention. This edition of the **AI Telecom Radar** explores the operators that are already on this path—and what their progress means for the industry at large.

Swisscom Taps Agentic AI for Autonomous Network Operations

Swisscom, Switzerland's largest telecom provider, has partnered with Outshift by Cisco to pioneer agentic AI in network operations—aiming to reduce the risks of downtime, improve service reliability, and deliver superior customer experiences. This joint initiative is focused on developing agent-based systems that autonomously manage infrastructure changes across Swisscom's expansive network of over **10,000 antenna sites** and **6 million mobile subscribers**.

By leveraging the Internet of Agents framework, Swisscom and Outshift are laying the foundation for intelligent agents to collaborate securely, enabling predictive network behavior, real-time decision-making, and automated remediation. The collaboration represents a significant leap toward operationalizing AI to autonomously manage service configurations and mitigate disruptions before they impact customers.



Sources: How Swisscom is Building AI-Enable Networks (<https://outshift.cisco.com/>)

Key Features & Capabilities

- **Agentic AI for Network Operations** – Introduces AI agents that collaborate in real time to manage, monitor, and optimize service changes across the network.
- **Minimized Downtime & Risk** – Automates critical workflows to reduce the operational impact of network updates and enhance resiliency.
- **Autonomous Service Transformation** – Empowers engineers to shift focus from reactive problem-solving to strategic innovation by trusting AI agents to handle dynamic changes.
- **Next-Gen Interoperability** – Utilizes the Internet of Agents infrastructure to enable secure, intelligent agent-to-agent communication and coordination.
- **Enhanced Customer Experience** – Delivers more reliable, seamless service outcomes by minimizing disruptions and latency during network upgrades.

Through this partnership, Swisscom is redefining telecom operations by placing AI agents at the core of network transformation, moving towards a future where autonomous, intelligent systems ensure exceptional customer experiences with minimal human intervention.

Huawei Unveils Ascend AI Chips for LLM Compute Power

Huawei is accelerating its push into AI hardware innovation with the development of its latest AI processor, the Ascend 910D, engineered for large language model (LLM) training and positioned as a potential alternative to Nvidia's H100 chips. As part of its broader AI roadmap, Huawei is actively seeking partners to test the new chip, which reportedly offers processing performance that could rival or exceed Nvidia's GPUs.

This comes as Huawei prepares to begin **mass shipments of its Ascend 910C chips**—an AI powerhouse built for enterprise-scale AI training. The company is moving swiftly to fill the market gap created by U.S. export restrictions, which now require Nvidia to obtain licenses to ship its high-end AI chips like the H20 to China, impacting major local tech players including Alibaba, Tencent, and Bytedance.

Key Features & Capabilities

- **Advanced LLM Training Performance** – The Ascend 910D is optimized for training large language models, potentially surpassing Nvidia's H100 in processing power.
- **Domestic AI Chip Innovation** – Strengthens China's AI ecosystem by offering a homegrown alternative amid tightening export controls from the U.S.
- **Mass Market Readiness** – Huawei plans to begin volume shipments of its Ascend 910C in May, demonstrating scalability and commercial viability.
- **Strategic Market Positioning** – Addresses demand from China's top tech companies looking for Nvidia alternatives due to new licensing barriers.
- **AI Hardware Sovereignty** – Reinforces Huawei's strategy to build a self-reliant AI hardware supply chain insulated from geopolitical risks.

Huawei's latest AI chip initiative underscores a shift toward AI infrastructure independence in China, while empowering telecom and enterprise clients to build powerful LLM solutions without relying on foreign GPU providers.

Vodafone Builds Unified AI Service Platform with ServiceNow

Vodafone Business has partnered with ServiceNow in a major five-year collaboration to launch a unified, AI-enabled enterprise service management (ESM) platform aimed at enhancing B2B customer support and network operations. The strategic integration will give Vodafone a single pane of glass for managing customer interactions across local, regional, and global levels, supporting 4.7 million B2B clients with a more intelligent, proactive service model.

The initiative merges Vodafone's in-house ESM software with ServiceNow's telecom-specific tools—including Telecom Service Management (TSM), Telecom Service Operations Management (TSOM), and Network Inventory Management. At the core of this solution lies agentic AI, powering intelligent, context-aware actions that automate service assurance across the lifecycle.



Sources: How Vodafone is using AI in network optimization (www.myvi.in)

Key Features & Capabilities

- **Unified AI-Powered Service Platform** – Consolidates customer management across digital channels, streamlining engagement and reducing response times.
- **Agentic AI-Driven Automation** – Executes intelligent, adaptive actions across the service lifecycle to detect issues, automate resolutions, and enhance support accuracy.
- **Bespoke ESM Code Integration** – Vodafone's in-house service code is integrated and exclusively licensed to ServiceNow, ensuring a consistent customer experience.
- **End-to-End Telecom Tools** – Combines Vodafone's network expertise with ServiceNow's purpose-built telecom assurance suite, enabling proactive service delivery.
- **Global Scale Customer Management** – Supports millions of business users with uniform, scalable experiences across Vodafone's international footprint.

This collaboration positions Vodafone Business at the forefront of AI-driven customer service transformation in telecom, offering smarter, faster, and more scalable support experiences for enterprises navigating their digital journeys. By combining **power**,

adaptability, and flexibility, the **Telefónica Tech GenAI Platform** empowers businesses to boost efficiency, **free up resources**, and focus on **strategic growth initiatives**, reinforcing Telefónica Tech's leadership in enterprise AI solution.

SKT Rolls Out AI Voice Phishing Defense Across Platforms

SK Telecom (SKT), a leader in AI-driven telecom innovation, has launched a nationwide AI-enabled voice phishing prevention system, reinforcing its commitment to cybersecurity and user safety. The solution, powered by SKT's **ScamVanguard anomaly detection technology**, integrates real-time analysis of communication and financial data to detect, flag, and block fraudulent voice-based activities across both enterprise and consumer environments.



Sources: How SK Telecom prevents fraud with AI (www.SKT.com)

The AI anomaly detection service has been applied to **SKT's personal assistant app Adot (A.)** and deployed in partnership with **Industrial Bank of Korea (IBK)**. In pilot testing with IBK, SKT's AI systems successfully prevented **26 phishing attacks**, saving an estimated **590 million won (\$400,000)**. For consumers, the integration enables proactive voice-based fraud alerts during suspicious calls, significantly boosting protection for over 190,000 detected incidents in just one month.

Key Features & Capabilities

- **Real-Time Voice Phishing Detection** – Monitors call patterns and customer data to identify and intercept suspicious activity instantly.
- **Cross-Domain Data Analysis** – Combines communication and financial information for the first time in South Korea to assess fraud risk more accurately.
- **AI-Enhanced ScamVanguard** – Uses four advanced AI features, including voice call pattern analysis, identity verification detection, phishing chat analysis, and bait text filtering.
- **Enterprise-Grade Protection** – Integrated into IBK's SurPASS system to protect banking customers from fraud attempts via continuous monitoring.
- **Consumer Alert Integration** – Embedded in Adot AI assistant to notify users of suspected phishing calls, including fake credit card delivery numbers.

SK Telecom's deployment of AI-powered fraud detection systems underscores its evolution into a comprehensive AI and digital service provider, delivering real-world impact by safeguarding both enterprises and everyday users from cyber threats.

TELUS Launches Sovereign AI Factories in Canada

TELUS has unveiled plans to launch its first Sovereign AI Factories in Rimouski, Quebec and Kamloops, British Columbia, marking a significant milestone in Canada's digital sovereignty and AI infrastructure development. Backed by the Pan-Canadian AI Strategy, these cutting-edge facilities will host NVIDIA Hopper- and Blackwell-based supercomputers, enabling secure, high-performance AI computing entirely on Canadian soil.



Sources: Telus launches AI Factories in Canada (www.Telus.com)

As the first North American telecom to become an official NVIDIA Cloud Partner, TELUS will use these AI Factories to fuel national innovation across key industries—healthcare, sustainability, agriculture—while ensuring that data, computation, and intellectual property remain fully sovereign. These AI Factories are also designed for environmental sustainability, powered by 99% renewable energy and optimized for AI workloads with natural cooling systems that drastically reduce water use and carbon emissions.

Key Features & Capabilities

- **Sovereign AI Infrastructure** – 100% Canadian-owned and operated facilities ensure full control over data and AI workloads, enhancing privacy and national security.
- **NVIDIA-Powered Supercomputing** – Deploys Hopper- and Blackwell-based GPU clusters to enable scalable, high-performance AI model training.
- **Sustainable Design** – Achieves 75% water savings and eliminates 300+ tons of carbon emissions annually through natural cooling and energy-efficient infrastructure.
- **National Digital Empowerment** – Supports Canadian startups, researchers, and enterprises with accessible AI compute capacity to boost innovation and productivity.
- **Strategic Regional Development** – Establishes Rimouski and Kamloops as AI innovation hubs, creating employment opportunities and strengthening local ecosystems.

With its Sovereign AI Factories, TELUS is setting a new benchmark in telecom-led AI infrastructure—empowering Canada's digital economy while advancing sustainability, privacy, and national competitiveness.

Charting the Next Frontier of AI-Native Telecommunications

1. Operationalizing Agentic AI for Network Resilience

Telecom operators are shifting from reactive network management to intelligent, autonomous operations. Swisscom's collaboration with Outshift signals a turning point in telco infrastructure, where agentic AI systems not only monitor and manage networks but also dynamically adapt and remediate issues in real time—paving the way for zero-touch operations.

2. Reclaiming AI Infrastructure Sovereignty

With the global AI supply chain increasingly subject to regulatory constraints, providers are localizing their infrastructure. Huawei's Ascend 910D and TELUS' Sovereign AI Factories reflect a growing emphasis on digital sovereignty—ensuring compute power, data security, and innovation remain within national boundaries while driving performance at scale.

3. Transforming Customer Experience with AI-Driven Service Platforms

Customer service is being redefined through intelligent automation. Vodafone Business' partnership with ServiceNow integrates agentic AI and telecom-specific tools into a unified platform—streamlining service delivery, reducing resolution times, and offering scalable support across millions of B2B interactions.

4. Securing Communications Through AI-Powered Threat Detection

Cyber threats like voice phishing demand advanced, real-time defenses. SK Telecom's ScamVanguard system, deployed across consumer and banking environments, demonstrates how anomaly detection and AI-enhanced behavioral analysis can safeguard users and prevent fraud with measurable financial impact.

5. Building Sustainable AI Infrastructure for Long-Term Growth

Sustainability is emerging as a core design principle in AI infrastructure. TELUS' data centers, powered by 99% renewable energy and advanced cooling systems, exemplify how operators can scale AI capabilities without compromising environmental goals—setting a new benchmark for responsible innovation in telecom.

Final Perspective: From AI-Augmented to AI-Native

Telecom operators are no longer experimenting with AI—they are architecting business models and infrastructure around it. The path forward is not merely about applying AI tools but about embedding intelligence into the core of every layer—from chipsets to customer service platforms. The telcos that succeed in this transition will not only optimize performance and reduce operational risks but also define the competitive frontier for the next decade of global connectivity.