

Telecom · AI-Native Transformation

The AI-Native Telco Stack

Five purpose-built accelerators. One intelligence layer.
Proven outcomes with global operators.



The Telecom Reality

The Old Playbook Has Hit Its Ceiling

Telecom operators manage some of the world's most complex, customer-intensive, and data-rich operations. Yet many continue to face persistent churn, delayed returns on 5G investments, and underutilized customer interaction data. To stay competitive, the industry is shifting from reactive operations to autonomous, AI-native networks.

LTM brings human insight and intelligent systems together to help telcos turn cost pressure into customer advantage. Over the past year, we developed five telecom accelerators, each moving you from pilots to measurable, production-grade outcomes.

What We Built This Year

Five Accelerators, One AI-Native Stack

01 CX-Centric Autonomous Contact Center

LTM BlueVerse Voice X

Make the contact center truly CX-centric. Not a better bot but AI that resolves end-to-end. A platform-agnostic agentic overlay executes billing, diagnostics and retention journeys against your BSS / OSS, with no big-bang migration.

Outcomes: 40–55% self-service containment • 20–30% lower cost per contact • Live in months, not years

02 AI-Powered Marketing Transformation

CraftStudio · Adroom · Prism · Visibility

Marketing wants to scale; headcount cannot. A platform-plus-services model delivers AI creative, paid-media intelligence and search/GEO visibility across every segment, extending customer reach.

Outcomes: 3x creative variations • Faster production cycles • +21% ROI uplift

03 Enterprise Observability

Powered by ManageEngine & Splunk

See the whole network before customers feel it. Fifteen capabilities across network, infrastructure, logs, security and AIOps on one platform, with on-premises collection and geo-redundant DR.

Outcomes:

- Faster MTTR
- Less alert noise
- Always-on visibility

04 AI-Powered Workforce Management

WFM Optimization

Forecast demand, balance capacity, dispatch smarter. ML forecasting and agentic AI move field operations from reactive to predictive across regions, hubs and skills.

Outcomes:

- Less idle time
- Fewer truck rolls
- SLA protection

05 Telecom Inventory Consolidation

NextGen Migration Framework

One inventory, every network, zero drift. Agentic AI migrates siloed legacy inventories into a unified, TMF SID / ODA-aligned, knowledge-graph-native platform that self-corrects against the live network.

Outcomes:

- Weeks off the critical path
- Less SME dependency
- Autonomous-ready inventory

Proof — The Impact We've Delivered

Real Operators. Real Outcomes.

Operator (White-Labelled)	What We Delivered	Headline Outcome
Global connectivity and digital infrastructure provider	ServiceNow-led BSS transformation plus enterprise observability across the estate	Faster order-to-revenue on one intelligent digital backbone
Multi-market Latin American operator	Voice X outbound engagement integrated with Genesys Cloud	Customer outreach turned into a scalable, always-on revenue engine
Regional fiber broadband provider	Wi-Fi automation testing	Higher release confidence and sharper customer reach
Leading global telecom provider	AI revenue forecasting on Amazon Chronos-2	Sharper forecasts, faster and more confident planning
Leading Mexican operator	AI workforce forecasting across regions and hubs	Field operations shifted from reactive to predictive cutting truck roll costs

Why LTM

The AI-Native Partner for Telecom

Telecom-Native Engineering Two decades and 300+ CSPs served on both the operator and OEM sides of the ecosystem	Productized, Not Slideware Accelerators unified by the BlueVerse ecosystem, deployable on your stack	Outcome-Linked Commitments We sign up to containment, cost, MTTR, and accuracy targets, governed gate by gate	One Accountable Partner From discovery and architecture to build, migration and run, end to end
---	--	---	---

Build Your AI-Native Telco Network

Start next week with a discovery workshop, a live accelerator demo, or a value sprint on your own data.

Rachelle Lea Salem
Associate Director, Sales —
Communication, Media & Entertainment
rachelle.salem@ltm.com

Munish Kashyap
Head — Communications Practice,
LTM Telecom & Media
Munish.Kashyap@ltm.com

LTM is an AI-centric global technology services company and the Business Creativity partner to the world's largest and most disruptive enterprises. We bring human insights and intelligent systems together to help clients create greater value at the intersection of technology and domain expertise. LTM — a Larsen & Toubro company, helps clients build an intelligent, autonomous enterprise.

Illustrative accelerator outcomes and third-party benchmarks (TM Forum Catalyst 2025, ISG 2025, Juniper Research 2024, Gartner) are indicative; client-specific outcomes are modelled on your own volumes and cost base.