Insights Newsletter
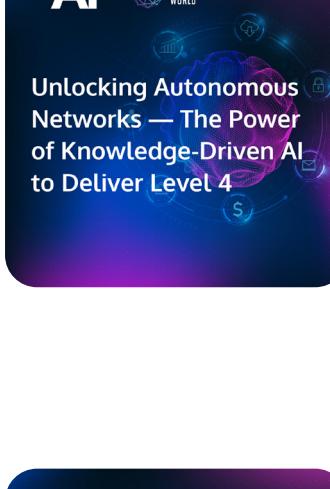
January 2026

The January Insights Newsletter brings together the latest thinking on self-healing systems, network automation, and the evolving role of AIOps across financial services and telecom. Featuring blogs, podcasts, and expert perspectives from Vitria leadership, this edition explores how AI, ML, GenAI, and knowledge graphs are enabling proactive operations, reducing downtime, improving resilience, and building trust in autonomous, AI-driven decision-making

Assets:

Future net world webinar recording YouTube
The Power of Knowledge-Driven AI brings together industry leaders from telecom and AI to explore how structured knowledge and AI are enabling the shift toward Level 4 autonomous networks. Hosted in collaboration with FutureNet World, the panel examines real-world use cases, operational benefits, and the role of knowledge graphs in reducing incidents, accelerating self-healing, and improving efficiency across complex network environments.

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Unlocking Autonomous Networks Webinar Highlights
This highlights brief captures key insights from the *Unlocking Autonomous Networks* webinar, outlining how knowledge-driven AI is helping telecom operators progress toward Level 4 autonomy. Featuring expert perspectives and real-world examples, the summary explores how structured knowledge, observability, and AI work together to reduce incidents, improve operational efficiency, and enable proactive, self-healing networks at scale.

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Unlocking Autonomous Networks webinar Q&A Highlights
This Q&A highlights brief distills key takeaways from the *Unlocking Autonomous Networks* webinar, featuring expert insights on how knowledge-driven AI is accelerating the journey to Level 4 autonomy. Moderated by Charlotte Patrick, the discussion explores practical AI deployments, the role of structured knowledge in explainability and trust, and how leading telecom operators are applying these approaches to improve efficiency, resilience, and self-healing capabilities across their networks.

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Pull Quotes
This pull quotes collection highlights standout insights from industry experts featured in the *Unlocking Autonomous Networks* webinar. Capturing key perspectives on knowledge-driven AI, autonomy, and real-world deployment, these quotes underscore how structured knowledge is enabling smarter, more explainable, and resilient network operations across leading telecom providers.

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Research:

Executive Briefing: Supporting the Telecom Agentic Journey
This presentation reflects on a year of deep research into autonomy, AI, and agentic systems, outlining both the promise and the practical challenges of deploying agentic architectures in telecom. It introduces an eight-layer agentic architecture model, examines current market obstacles, and explores why progress is accelerating—but still constrained by technology maturity and skills gaps. Looking ahead to 2026, it highlights key research questions and early deployment areas such as service assurance.

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STL predictions for 2026
Perspectives 2026 brings together **26 expert predictions** outlining the forces set to reshape the global telecom industry in the year ahead. From AI adoption and autonomous networks to cybersecurity, sovereignty, satellites, and market consolidation, the report highlights both the challenges and opportunities facing operators as technology, regulation, and competition evolve. Designed to provoke strategic thinking, it offers a forward-looking view of where telcos must adapt, invest, and innovate to remain resilient and competitive in 2026.

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Annual Industry Survey
The *Telecoms Annual Industry Survey 2025* captures the perspectives of telecom professionals worldwide on industry performance, investment priorities, and the road ahead. Drawing on insights from operators, vendors, and systems integrators, the report highlights cautious optimism for 2026, with security, Generative AI, and Agentic AI emerging as top investment areas. It also explores persistent challenges—from pricing and margin pressures to AI scalability, skills gaps, and network API readiness—offering a data-driven view of how the industry is navigating transformation amid economic and geopolitical uncertainty.

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Awards:

Intelleyx Innovation Award
Vitria has been named a **2025 Intellyx Digital Innovator Award** recipient in recognition of its leadership in knowledge-driven AI for enterprise IT and network operations. The award highlights the real, measurable impact Vitria customers are achieving as they move from reactive monitoring to intelligent, autonomous operations.

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