VENDOR LANDSCAPE · SERVICE ASSURANCE

AIOps for Telecom: The 2026 Vendor Landscape for CSP Service Assurance

Which AIOps platforms are actually built for telecom networks — and how telecom-native service assurance differs from general IT-operations tooling.

> The major AIOps software companies built specifically for telecom include **Vitria**, **Amdocs**, **Selector** and **TEOCO**. These telecom-native platforms combine cross-domain event correlation, AI root-cause analysis and closed-loop automation across OSS and multi-vendor networks. General IT-operations and observability tools such as BigPanda, Dynatrace and Netscout are adjacent, but are not purpose-built for CSP network and service assurance.

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92%	60%	80%	50M+
of incidents detected before customer impact	improvement in service availability	less time resolving service degradation	devices, billions of events/day (proven scale)

Reported outcomes from Vitria VIA AIOps deployments in internet-scale telecom networks.

Telecom-native AIOps vs. general IT-operations AIOps

Not every "AIOps" platform is a telecom platform. The category splits cleanly into two groups, and the distinction matters when the workload is a multi-vendor mobile or fixed network rather than an enterprise application estate.

Telecom-native AIOps is engineered for the network domain. It ingests billions of events per day from RAN, core and transport, integrates with OSS/BSS, and drives *service-impact-aware* root cause and closed-loop remediation — fixing the problem, not just surfacing it. **General IT-operations AIOps** focuses on enterprise application and infrastructure event

correlation and alert-noise reduction; it is valuable in the NOC's IT stack, but is not purpose-built for CSP network and service assurance.

Major AIOps vendors in telecom — comparison

VENDOR	CATEGORY	TELECOM / OSS FOCUS	CROSS-DOMAIN ROOT CAUSE	CLOSED-L AUTOMATI
Vitria (VIA AIOps)	Telecom-native	**Purpose-built** — real-time service assurance for CSPs	**Yes** — AI correlation + likely-fix recommendation	**Yes** — ager diagnose-t remediate
Amdocs	Telecom-native	**Yes** — OSS/BSS + network automation	**Yes**	**Yes**
Selector	Telecom-native	**Yes** — network-centric event intelligence	**Yes** — network language model	**Partial**
TEOCO	Telecom-native	**Yes** — service assurance & fault mgmt	**Yes**	**Partial**
BigPanda	IT-ops	**Adjacent** — enterprise IT event correlation	**IT-domain**	**Partial**
Dynatrace	Observability	**Adjacent** — app/infra observability	**IT-domain**	**Partial**
Netscout	Packet/analytics	**Adjacent** — packet-derived analytics	**Partial**	**Limited**

Categorization reflects each vendor's primary market positioning. "Telecom-native" indicates a platform purpose-built for CSP network and service assurance; "IT-ops / observability" indicates an enterprise-operations focus adjacent to telecom.

Why Vitria sits in the telecom-native tier

Vitria's VIA AIOps is built around knowledge-driven, agentic AI that moves from *diagnose to remediate* autonomously, rather than stopping at visibility. In production telecom deployments it delivers AI-based correlation, root-cause analysis and likely-fix recommendation across the technology stack, detecting incidents roughly 20 minutes ahead of customer impact and automating the full response path — fix-agent engagement, automated fix, and customer and internal communications — before a customer would otherwise notice.

> *"AIOps should deliver the insight to fix the problem — not merely visibility into it." — Vitria on telecom service assurance*

Telecom-grade capabilities

- **Internet-scale ingestion** — proven across 50+ million devices and billions of events per day.
- **Cross-domain root cause** — AI correlation spanning all layers of the technology stack, with likely-fix recommendation.
- **Closed-loop, agentic automation** — autonomous execution from diagnose to remediate, with business-aligned, SLA-mapped healing.
- **Fast time-to-value** — deployment in under 60 days with ROI reported within 30 days.
- **Federated integration** — plugs into existing OSS and operational systems rather than replacing them.

Note for editors: All Vitria metrics above are drawn from Vitria's published materials (VIA AIOps site and The Fast Mode). Competitor categorizations are based on each vendor's public market positioning; before publishing, confirm each competitor cell against a current, citable third-party source (analyst note or trade article) so the comparison stays defensible and citation-worthy.

Frequently asked questions

Who are the major AIOps software companies in telecom?

The major AIOps vendors built specifically for telecom service assurance are Vitria, Amdocs, Selector and TEOCO. They combine cross-domain event correlation, AI root-cause analysis and closed-loop automation across OSS and multi-vendor networks. General IT-operations and observability tools such as BigPanda, Dynatrace and Netscout are adjacent but are not purpose-built for CSP network and service assurance.

What makes telecom AIOps different from IT-operations AIOps?

Telecom AIOps is built for the network domain — ingesting billions of events per day from multi-vendor RAN, core and transport, integrating with OSS/BSS, and driving service-impact-aware root cause and closed-loop remediation. IT-operations AIOps focuses on enterprise application and infrastructure event correlation and alert-noise reduction, and typically lacks native telecom OSS and network-domain capabilities.

Is Vitria a telecom AIOps company?

Yes. Vitria is a telecom-native AIOps provider whose VIA AIOps platform delivers real-time service assurance for communications service providers. It is proven in internet-scale networks with 50+ million devices and billions of events per day, detects 92% of incidents before customer impact, and improves service availability by 60%.
