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AI Trained on the Network, Not About the Network

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Introduction: AI for networking turns from nice to have into must have

The transformative nature of artificial intelligence (AI) is becoming more evident each day, and it may be no more apparent than in its relationship to networking. According to Omdia research, 88% of enterprises agreed that AI is making networking more critical.¹ AI applications cannot operate at peak efficiency without networks' ability to continuously move data and interactions among users, infrastructure, and cloud services. Enterprise-wide AI deployments rely heavily on IT networks for their bandwidth, responsiveness, security, and operational resilience for data-rich workloads.

Further, AI is playing an essential role in helping networks fulfill their purposes. Most organizations expect that AI will be necessary for operations to keep pace:²

- 90% agreed that network observability is becoming more critical with the arrival of AI technologies.
- 88% agreed that AI technologies are essential for network observability.

When properly planned and executed, this “AI for networking” approach can deliver many advantages, helping teams move beyond simple reactive break-fix operations to proactive, preventative, and even automated network operations. The challenge lies in navigating through the crowded—and often confusing—sea of offerings being promoted in the market for applying AI to network monitoring and management and recognizing which choices are the best fit and hold the greatest potential for success.

AI for networking done right

AI technologies applied to network operations and resilience can fill important gaps, helping organizations achieve their vital goals of proactive resilience and optimal performance for all uses and workloads. To turn those goals into reality, AI models must be trained and continuously kept up to date on real-world state and activity. Without an accurate and deterministic baseline model, it becomes nearly impossible to proactively recognize and prevent issues such as congestion, latency, and jitter that compromise multicloud application performance and effectiveness, leaving teams trapped in reactive modes of operations.

Organizations don't want to be left with an AI strategy that underdelivers or gives generic answers when what they need are well-defined, actionable insights and assistance. The right approach requires finding AI-empowered services and technologies that have been specifically built and trained in network technologies and network behaviors so that analyses and recommended (or automated) actions are accurate and successful.

¹ Source: Omdia Research Report, [Network Observability in the Agentic AI Era](#), April 2026.

² Ibid.

What do those success metrics look like? Research from Omdia indicated that the top key performance indicators organizations use or plan to use to measure the success of AI-enabled operations initiatives include the success rate of autonomous actions (42%), predictive accuracy of AI models (40%), improved MTTR (39%), and time savings from agent-generated workflows (39%).³

An AI solution optimized for network requirements must be architected for such critical functions as automated remediation, proactive detection of anomalies and unexpected network behavior, optimized performance, and improved capacity planning and resource utilization. Together, these capabilities help organizations create and manage networks that are more resilient, better able to adapt to rapidly shifting performance requirements, and more likely to provide highly automated, real-time responses to potential problems before they degrade or interrupt network availability.

Verizon Business approach: The AI-embedded network

Verizon has decades of experience building, running, and delivering highly performant, highly reliable networking services. Verizon Managed Network Services (MNS) leverages an AI Insights platform, which combines sustained network health monitoring with a deep knowledge of network and device performance to generate predictive insights and analytics. As a result, Verizon's AI Insights approach and methodology delivers accurate predictive insights linked to business rule triggers that invoke proactive action to solve potential service-impacting situations. The proactive action is already fully automated for some use cases. With Verizon's MNS AI Agents coming on board, they will take on more automated use cases, with the agents facilitating automation processes.

Network events such as wireless antenna congestion, increased packet loss or jitter, or degraded network throughput are automatically analyzed by the Verizon AI Insights platform so that root causes can be identified, whether on-premises, in the core network, or related to specific devices or services such as security. With that information, Verizon AI Insights can recommend and take corrective actions to maintain or restore full network proficiency. If it's an issue outside of network responsibility, AI Insights can identify the application issue, enabling application operations teams to jump into action while network operations continue to focus on their core competency.

Verizon differentiates its solutions from those of other providers via its platform, which uses specialized AI models trained continuously on Verizon's production network, including live network behavior across integrated underlays (physical infrastructure) and overlays (logical/virtual routing). This holistic visibility enables Verizon to automatically isolate faults down to the specific circuit, backhaul, or device, speeding the identification of issues and incidents and, ultimately, significantly reducing time to resolution.

Conclusion

AI technologies are becoming mission-critical assets for keeping pace with operations and represent a true path for IT teams to make the move from reactive to proactive practices in an efficient, reliable manner. But organizations cannot just apply any AI technology and make that move successfully. They need AI that has been built and trained specifically on how the managed network environment works. Verizon brings this to the table with AI-embedded MNS.

³ Source: Omdia Research Report, [Modernizing IT Operations in the Agentic AI Era](#), May 2026.

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