



Amdocs and NVIDIA to Accelerate Adoption of Generative AI for \$1.7 Trillion Telecom Industry

Service Providers Can Save Costs, Streamline Operations Using Customized Amdocs amAIz LLMs and Gen AI Applications Leveraging NVIDIA DGX Cloud

Amdocs and NVIDIA today announced they are collaborating to optimize large language models (LLMs) to speed adoption of generative AI applications and services across the \$1.7 trillion telecommunications and media industries.⁽¹⁾

Amdocs and NVIDIA will customize enterprise-grade LLMs running on NVIDIA accelerated computing as part of the Amdocs amAIz framework. The collaboration will empower communications service providers to efficiently deploy generative AI use cases across their businesses, from customer experiences to network provisioning.

Amdocs will use NVIDIA DGX Cloud AI supercomputing and NVIDIA AI Enterprise software to support flexible adoption strategies and help ensure service providers can simply and safely use generative AI applications.

Aligned with the Amdocs strategy of advancing generative AI use cases across the industry, the collaboration with NVIDIA builds on the previously announced Amdocs-Microsoft partnership. Service providers and media companies can adopt these applications in secure and trusted environments, including on premises and in the cloud.

With these new capabilities — including the NVIDIA NeMo framework for custom LLM development and guardrail features — service providers can benefit from enhanced performance, optimized resource utilization and flexible scalability to support emerging and future needs.

“NVIDIA and Amdocs are partnering to bring a unique platform and unmatched value proposition to customers,” said Shuky Sheffer, Amdocs Management Limited president and CEO. “By combining NVIDIA’s cutting-edge AI infrastructure, software and ecosystem and Amdocs’ industry-first amAIz AI framework, we believe that we have an unmatched offering that is both future-ready and value-additive for our customers.”

“Across a broad range of industries, enterprises are looking for the fastest, safest path to apply generative AI to boost productivity,” said Jensen Huang, founder and CEO of NVIDIA. “Our collaboration with Amdocs will help telco service providers automate personalized assistants, service ticket routing and other use cases for their billions of customers, and help the telcos analyze and optimize their operations.”

Amdocs counts more than 350 of the world’s leading telecom and media companies as customers, including 27 of the world’s top 30 service providers.⁽²⁾ With more than 1.7 billion daily digital journeys, Amdocs platforms impact more than 3 billion people around the world.

NVIDIA and Amdocs are exploring a number of generative AI use cases to simplify and improve operations by providing secure, cost-effective and high-performance generative AI capabilities.

Initial use cases span customer care, including accelerating customer inquiry resolution by drawing information from across company data. On the network operations side, the companies are exploring how to proactively generate solutions that aid configuration, coverage or performance issues as they arise.

(1) Source: IDC, OMDIA, Factset analyses of Telecom 2022-2023 revenue.
(2) Source: OMDIA 2022 revenue estimates, excludes China.

About NVIDIA

Since its founding in 1993, NVIDIA (NASDAQ: NVDA) has been a pioneer in accelerated computing. The company’s invention of the GPU in 1999 sparked the growth of the PC gaming market, redefined computer graphics, ignited the era of modern AI and is fueling industrial digitalization across markets. NVIDIA is now a full-stack computing company with data-center-scale offerings that are reshaping industry. More information at <https://nvidianews.nvidia.com/>.

About Amdocs

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers’ innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and enterprise customers. Our approximately 30,000 employees around the globe are here to accelerate service providers’ migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.58 billion in fiscal 2022. For more information, visit www.amdocs.com

Amdocs Forward-Looking Statements

This press release includes information that constitutes forward-looking statements made pursuant to the safe harbor provision of the Private Securities Litigation Reform Act of 1995, including statements about Amdocs' growth and business results in future quarters and years. Although we believe the expectations reflected in such forward-looking statements are based upon reasonable assumptions, we can give no assurance that our expectations will be obtained or that any deviations will not be material and we undertake no obligation to update any forward-looking statement, whether as a result of new information, future events or otherwise. Such statements involve risks and uncertainties that may cause future results to differ from those anticipated. These risks include, but are not limited to, the effects of general macro-economic conditions, prevailing level of macroeconomic, business and operational uncertainty, including as a result of geopolitical events or other global or regional events such as the COVID-19 pandemic, as well as the current inflationary environment, and the effects of these conditions on the company's customers' businesses and levels of business activity, including the effect of the current economic uncertainty and industry pressure on the spending decisions of the company's customers, Amdocs' ability to grow in the business markets that it serves, Amdocs' ability to successfully integrate acquired businesses, adverse effects of market competition, rapid technological shifts that may render the Company's products and services obsolete, potential loss of a major customer, our ability to develop long-term relationships with our customers, our ability to successfully and effectively implement artificial intelligence and Generative AI in the company's offerings and operations and risks associated with operating businesses in the international market. Amdocs may elect to update these forward looking statements at some point in the future; however, Amdocs specifically disclaims any obligation to do so. These and other risks are discussed at greater length in Amdocs' filings with the Securities and Exchange Commission, including in our Annual Report on Form 20-F for the fiscal year ended September 30, 2022 filed on December 13, 2022 and our Form 6-K furnished for the first quarter of fiscal 2023 on February 13, 2023, for the second quarter of fiscal 2023 on May 22, 2023, and for the third quarter of fiscal 2023 on August 14, 2023.

NVIDIA Forward-Looking Statements

Certain statements in this press release including, but not limited to, statements as to: the benefits and impact of NVIDIA's products, services, and technologies, including NVIDIA DGX Cloud, NVIDIA AI Enterprise, and NVIDIA NeMo; NVIDIA's collaboration with Amdocs, including the benefits and impact thereof; enterprises looking for the fastest, safest path to apply generative AI to boost productivity across a broad range of industries; NVIDIA's collaboration with Amdocs helping telco service providers automate personalized assistants, service ticket routing and other use cases for their billions of customers, and helping the telcos analyze and optimize their operations; and use cases of generative AI are forward-looking statements that are subject to risks and uncertainties that could cause results to be materially different than expectations. Important factors that could cause actual results to differ materially include: global economic conditions; our reliance on third parties to manufacture, assemble, package and test our products; the impact of technological development and competition; development of new products and technologies or enhancements to our existing product and technologies; market acceptance of our products or our partners' products; design, manufacturing or software defects; changes in consumer preferences or demands; changes in industry standards and interfaces; unexpected loss of performance of our products or technologies when integrated into systems; as well as other factors detailed from time to time in the most recent reports NVIDIA files with the Securities and Exchange Commission, or SEC, including, but not limited to, its annual report on Form 10-K and quarterly reports on Form 10-Q. Copies of reports filed with the SEC are posted on the company's website and are available from NVIDIA without charge. These forward-looking statements are not guarantees of future performance and speak only as of the date hereof, and, except as required by law, NVIDIA disclaims any obligation to update these forward-looking statements to reflect future events or circumstances.

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