CASE STUDY · TELECOMMUNICATIONS · COST DISCIPLINE & INTELLIGENT ROUTING

A telecom operator got one view of eleven agent frameworks and four providers

Nobody could say how many agents were running. The first week of cross-provider tracing found 41 in production that no one had registered.

Partner	Published	Orcher components
Telecommunications operator · 22m subscribers	2026-08-05	Observability, Cost Governance, Immutable Audit Ledger

Summary

Six business units at a telecom operator had each adopted their own agent framework and provider. Orcher's Observability layer traced every execution across all of them — which model, which role, what cost, what outcome — and the inventory alone changed the operator's risk posture.

41	100%	4 → 1	22%
unregistered production agents discovered in week one	of agent executions traced end to end from an estimated 28%	provider dashboards required to answer a spend question	of agent traffic found to be duplicated across business units

The situation

— Eleven agent frameworks and four model providers were in production across six business units.

— Each provider dashboard told a partial story, and none of them knew about human roles or business outcomes.

— The CIO could not answer a board question about how many autonomous systems were running against customer data.

What Orcher enforced

— Observability instrumented the execution path rather than the frameworks, so coverage did not depend on each team adopting a library.

— Every trace carries the directive, the role, the model, the cost and the committed outcome, joined into one timeline.

— Unregistered agents surfaced automatically as traffic with no registered owner, and were given owners or shut off.

— Cost Governance ceilings were applied afterwards, once the inventory was real.

The data

Business unit	Frameworks	Agents registered	Agents found	Action taken
Consumer care	3	14	27	Owners assigned
Network operations	2	9	12	Owners assigned
B2B service	2	4	11	6 retired as duplicates
Finance	1	2	6	4 retired
Field services	2	7	9	Owners assigned
Marketing	1	0	8	All 8 shut off

First-week discovery results from cross-provider tracing.

Outcomes

- — The operator retired 18 agents as duplicates or orphans within a month.
- — Board reporting on autonomous systems moved from estimate to inventory.
- — Cost ceilings became enforceable, because the traffic they applied to was finally known.
- — New agent deployments now register automatically as a side effect of running through the control plane.

> “We thought we had a governance problem. We had an inventory problem wearing a governance problem's clothes.”
>
> — Chief Information Officer, telecommunications operator (partner declined attribution by name)

Read further

- — Vol. I — Enterprise Superintelligence — dippai.com/research/vol-1-enterprise-superintelligence
- — Observability — dippai.com/orcher/observability
- — Full case study — dippai.com/case-studies/telecom-cross-provider-observability

Disclosure. Design-partner engagement, anonymised at the partner's request. Figures are measured by Orcher's own observability and ledger instrumentation over the stated period and have not been independently audited. Market figures carry their own source line.