

AI-Driven NetOps:

How Enterprises are Embracing Intelligent Network Management Solutions

January 2026 EMA Research Summary Report
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Executive Summary

This is a summary of new market research that explores how IT organizations plan to use artificial intelligence to optimize, accelerate, and automate network operations. Based on a survey of 458 IT professionals across North America and Europe, it explores current engagement with AI-driven network management solutions and efforts to develop homegrown AI tools. It also explores emerging best practice for AI-driven network management adoption.



Introduction: From ML-Driven AIOps to Agentic Operations

This summary of new market research explores how enterprises are engaging with AI-driven network management solutions. It identifies what AI technologies enterprises are adopting, how they are using AI, what challenges they are encountering, and what benefits they are experiencing.

The report also identifies several potential best practices for AI adoption. EMA's goal is to provide a snapshot of where IT organizations are with AI-driven network management and what they expect from the future.

Research Methodology

In November 2025, EMA surveyed 458 IT professionals who are directly engaged with the tools that their enterprises use to manage their network infrastructure. **Figure 1** provides a demographic overview of survey respondents.

For additional context and insights into what the data revealed, EMA also conducted one-on-one interviews with five enterprise IT professionals who have strategic responsibility for their organization's network management tools. EMA will quote those interviewees anonymously throughout this report.

Figure 1. Demographic Overview

Job titles

- 34%** Admins/Engineers/Architects
- 6%** AI/Data engineer/Developers
- 4%** IT/Network tool architects
- 35%** IT middle management
- 22%** IT executives

Company size (total employees)

- 26%** Midsized companies (1,000 to 2,499)
- 54%** Enterprises (2,500 to 9,999)
- 20%** Large enterprises (10,000 or more)

Region

- 56%** North America
- 44%** Europe

Top industries

- 22%** Manufacturing
- 21%** Financial services
- 16%** Retail/Wholesale/Distribution
- 9%** Health care/Pharmaceuticals
- 8%** Professional services not related to IT
- 8%** Oil/Gas/Utilities

IT groups

- 31%** Network engineering
- 22%** IT executive suite
- 16%** AI/Data science/Analytics
- 13%** IT security/Cybersecurity
- 8%** IT architecture
- 6%** IT tool engineers
- 4%** Cloud operations

Sample Size = 250



Key Findings

Only 35% of enterprises are completely successful with applying AI to network management.

Only 39% are completely confident in their organizations' ability to evaluate AI-driven network management solutions.

Only 44% are completely confident that the quality of their network data can support AI-driven networking.

Only 31% completely trust the insights that their AI-driven network management solutions provide.

87% are establishing data lakes with IT and security data, and AI-driven IT operations was the main driver of 36% of those data lakes.

59% of companies are currently using AI features delivered by their network management vendors and 52% are training AI models with their IT and security data.

The top business benefits of AI-driven network management are:

1. Faster resolution of network trouble
2. Improved network performance
3. Reduced security risk
4. Cost optimization

The top barriers to success are:

1. Security/Compliance risk
2. Budget limitations
3. Data issues
4. Network complexity





Outcomes for AI-Driven Network Management

Changing How Network Infrastructure and Operations Teams Work

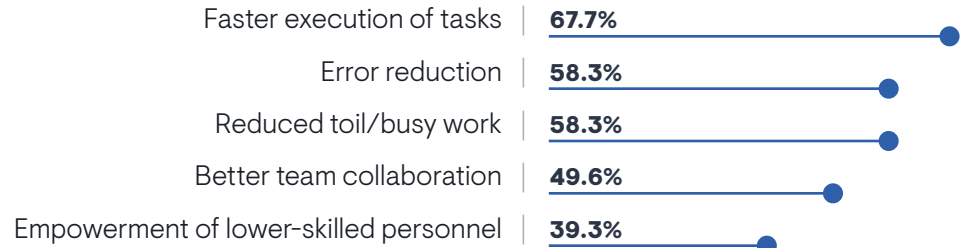
AI’s ability to find patterns, infer meaning, and summarize complex situations will undoubtedly change how network teams work daily. **Figure 2** reveals expectations for this change. Most IT pros expect that AI will enable faster execution of tasks, reduce errors, and eliminate busy work.

“Leveraging AI will take care of the smaller tasks so that you have more cycles to get where your company wants to be in the future,” said a network tools director for a large university.

“I see an opportunity where you can have fewer human errors,” said a network tools architect with a Fortune 500 media company. “Many times, people are looking at so much data that they overlook things. AI can pinpoint those issues easily.”

“The average network engineer is going to be expected to do more,” said a network tools lead with a very large bank. “Having AI capabilities that can help them do things faster will be very important.”

Figure 2. In what ways do you believe AI can best improve the way network infrastructure and operations personnel work?



“AI will make the network more accessible and will democratize it.”

Business Impacts

Figure 3 reveals the business benefits that IT organizations have experienced with AI-driven network management. The greatest opportunities are faster resolution of network problems and improved network performance.

Figure 3. What are the biggest business benefits of applying AI to network management?



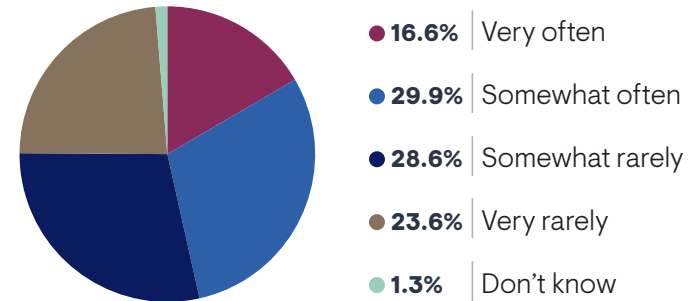
“I think AI is going to help us respond to incidents quicker,” said a network infrastructure and operations manager with a Fortune 500 energy company. “It will help us diagnose yellow flags before they turn into red flags. And it will help us reduce our self-inflicted outages.”

Sample Size = 458

AI Errors are Common

Forty-seven percent of research participants told EMA that their AI-driven network management solutions provide false or mistaken insights somewhat to very often, as revealed by **Figure 4**. Subject matter experts (engineers, architects) were more likely to perceive these mistakes than IT middle management and executives. Members of network engineering teams were especially aware of them.

Figure 4. In your experience, how often does the AI technology that you apply to network management provide false or mistaken insights and recommendations?



“I use AI every single day and it is just constantly failing,” said a network tools architect with a Fortune 500 retailer. “I am patient enough to wait and send another prompt.”

Notably, error-prone AI was not necessarily an indicator of failure. Respondents who were successful with AI-driven network management were nearly as likely to report frequent errors as they were to report infrequent errors. Perhaps the most successful organizations are adept at detecting AI's mistakes and learning from them.

I use AI every single day and it is just constantly failing.

Sample Size = 458

Barriers to AI Value

This section examines the challenges that organizations are encountering with AI for networking. EMA separated this area of investigation into business challenges and technical challenges.

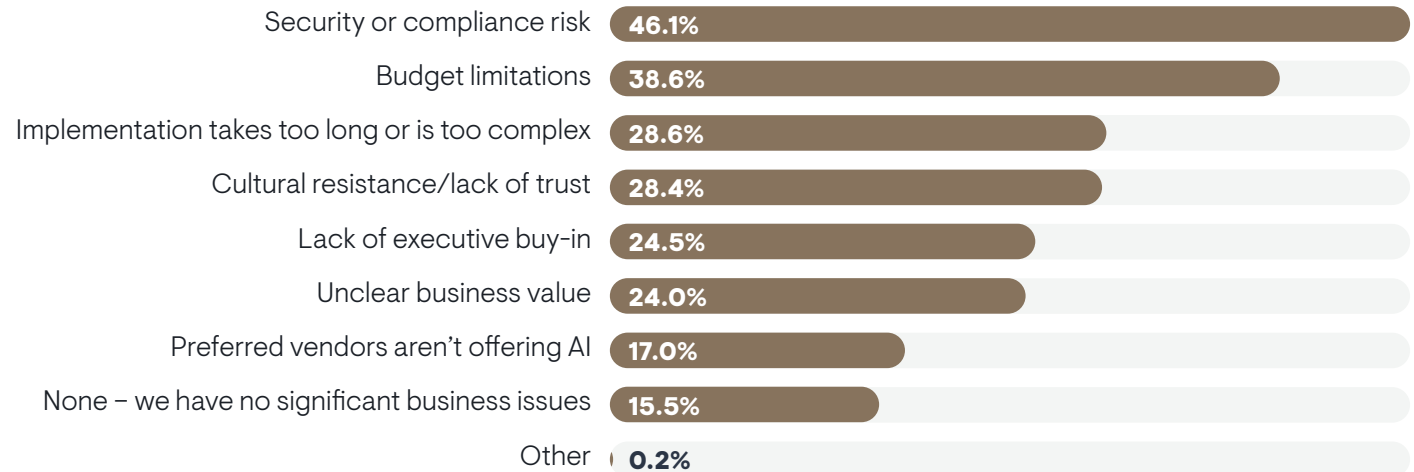
Business Challenges

Security and compliance risk is the biggest business-related challenge to AI-driven network management, according to **Figure 5**. This challenge can manifest in a couple of ways. Many organizations will have concerns about their vendors using internal data for training purposes, or they may resist uploading their data to the cloud for inference and agentic access. Other organizations will worry that AI-driven operations may lead to mistakes that open up vulnerabilities.

“Data security is a big issue,” said a network tools lead with a very large bank. “Anything SaaS-based is an issue, especially today, with the number of bad actors on the internet. We are constantly seeing exposures and hacks.”

Budget is the other leading business challenge. Organizations simply don’t have enough of the financial resources needed to fully achieve their goals for AI-driven network management. Both security risk and budget issues were cited more often by less successful organizations, suggesting that these two challenges truly make or break AI efforts.

Figure 5. Which business issues challenged your organization’s ability to benefit from AI-driven network management?



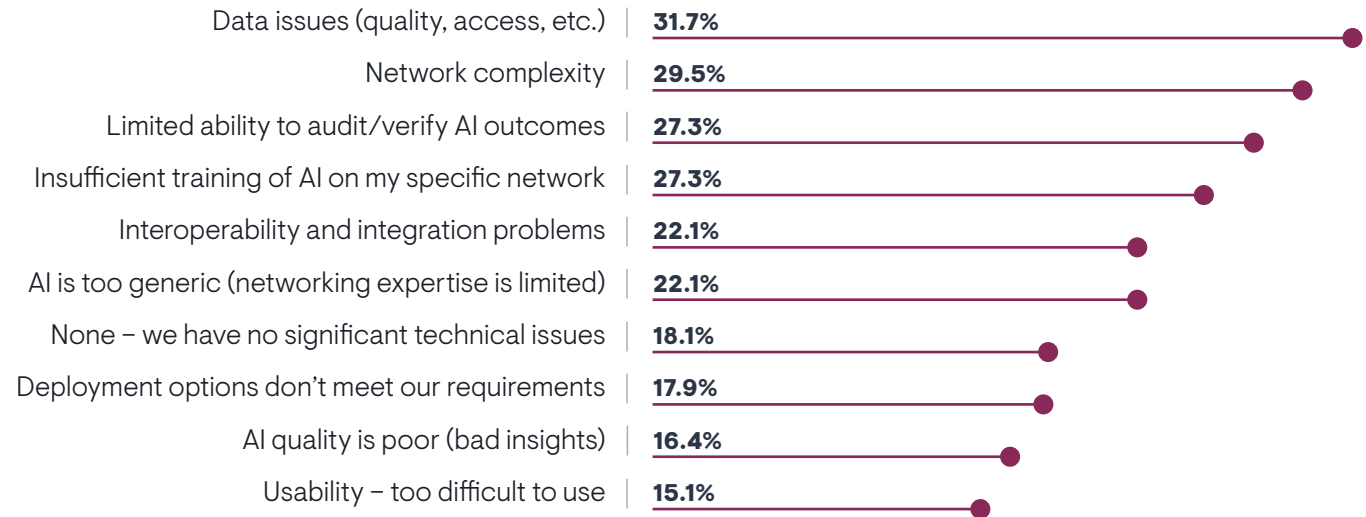
Sample Size = 458

Technical Challenges

Figure 6 reveals that data issues are the biggest technical barrier to success. This report will explore the issue of data as a foundation of AI-driven network management in a later chapter. Notably, respondents who reported less overall success with AI were more likely to cite data issues, as well as the second-biggest technical challenge: network complexity.

Among the secondary challenges, interoperability and integration problems were also cited more often by less successful organizations. Poor AI quality, which was a minor overall issue, was reported more often by technical personnel (network engineers and architects) and AI engineers and developers, suggesting it's a looming issue missed by upper management.

Figure 6. Which technical issues have challenged your organization's ability to benefit from AI-driven network management?



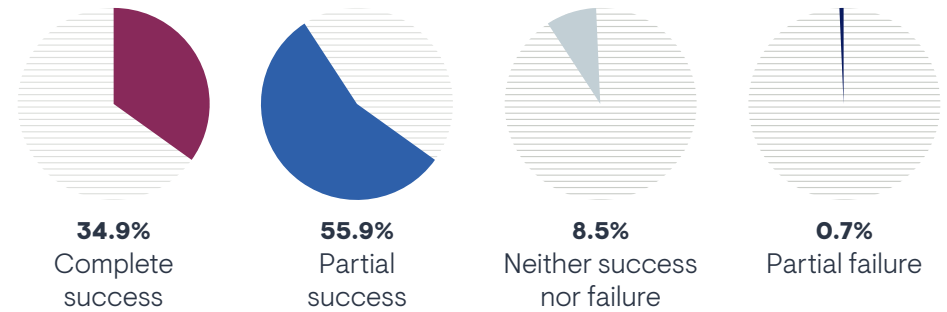
Overall Success with AI-Driven NetOps

Figure 7 reveals that only 35% of respondents believe their organizations have been completely successful with their efforts to apply AI to network management. Barely 1% go so far as to admit failure. Most simply see room for improvement.

Members of IT tool engineering teams and IT executive suites perceived more success than other groups. North Americans were more successful than Europeans. The largest companies in this research experienced the least success of all, suggesting that large and complex networks are more challenging to manage with AI.

Only 35% of respondents believe their organizations have been completely successful with their efforts to apply AI to network management.

Figure 7. How successful do you believe your organization has been so far with applying AI to network management?



Sample Size = 458



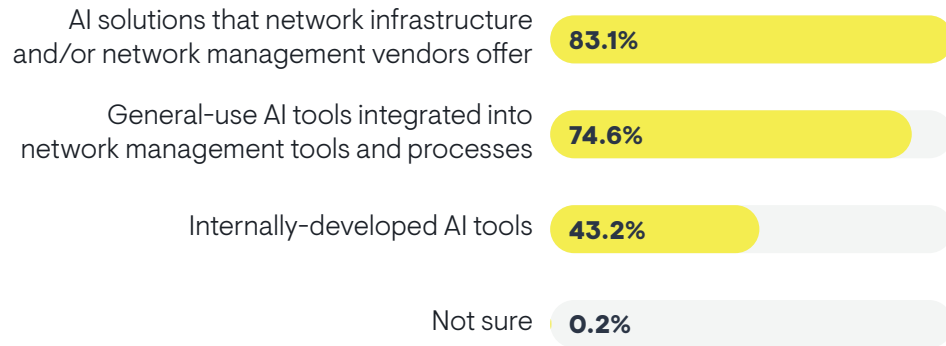
AI-Driven Network Management Adoption

Budget Allocation

Ninety-three percent of research respondents told EMA that their organizations have allocated budget specifically for AI technology that will be applied to network management.

Figure 8 reveals how this budget will be spent. Most companies are buying AI capabilities from network infrastructure and network management vendors. Most are also investing in general-use AI tools integrated into their tools and processes.

Figure 8. How will this budget for AI-driven network management be spent?



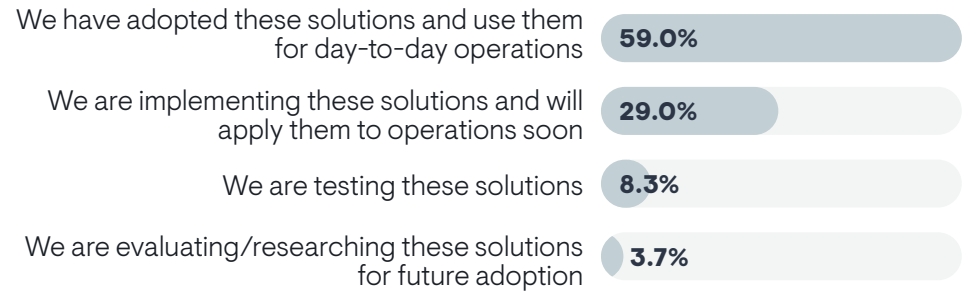
A minority are investing in homegrown tools with this budget. Organizations that allocate budget to homegrown tools were more likely to report success with overall AI-driven network management.

Sample Size = 426

Engagement with Vendor Solutions

Figure 9 reveals adoption of AI capabilities that network infrastructure and network management vendors offer. It shows that 59% have such tools in place today and use them. Another 29% are implementing them. Members of network engineering teams and the IT executive suite were especially likely to report current use of AI features.

Figure 9. What kind of engagement does your organization have with AI features and products that network infrastructure vendors or network management vendors offer?



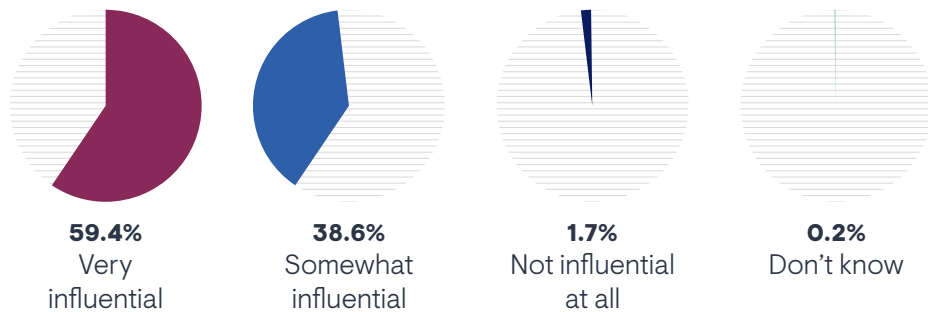
“We haven’t implemented anything yet,” said a network tools lead with a very large bank. “Our design team is looking at some of the features coming from our SD-WAN vendor. I’ve had a few meetings with monitoring vendors over the last month and a half.”

Sample Size = 458

AI Features Influence Vendor Selection

Network infrastructure and network management vendors must start investing in AI capabilities. More than 59% of research participants said AI is very influential on vendor selection today, as **Figure 10** reveals. Less than 2% said AI had no influence at all on their selection of infrastructure and tool vendors.

Figure 10. To what extent do AI features influence your organization’s decision-making when selecting network infrastructure or network management products?



“AI was one of the biggest influences on our product selection,” said a network tools architect at a Fortune 500 retailer. “We are moving from [one vendor to another] across 40,000 sites. [The new vendor’s AI solution] was one of the biggest factors because it was superior.”

“Once our network is more robust, mature, and stable, we will start using AI more. Then, it will be important [in vendor selection]. I don’t think it’s that important right now,” said a network infrastructure and operations manager with a Fortune 500 energy company.

“AI alone is not enough to influence us,” said a network tools architect with a Fortune 500 media company. “I see it as more nice-to-have. AI is more of a medium to low influence. It’s relevant, but not a standard factor. I need to see more maturity before I’m ready to pay a premium.”

IT executives were the most likely to say AI is very influential (78%). This trend is mostly playing out in North America, where 68% say AI is a strong factor in vendor selection. Only 49% of Europeans shared this sentiment. Notably, respondents who reported more success with AI-driven network management were also more likely to let AI influence vendor selection.

Sample Size = 458



Network Data: The Foundation of AI Value

Data determines the efficacy and value of AI-driven network management solutions. It is essential to training AI models and access to data from a production network enables AI to understand it. This section explores how network data can make or break AI solutions for network management.

Only 44% of respondents were very confident that the quality of their network data can support AI-driven network management.

Confidence in Network Data Quality

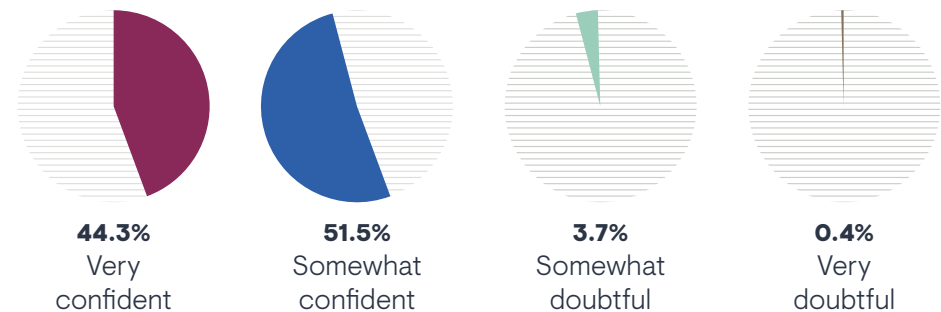
Only 44% of respondents were very confident that the quality of their network data can support AI-driven network management, according to **Figure 11**. Respondents who were confident in their data quality were more likely to report success with AI-driven network management. Lower confidence in data quality correlated with:

- Lower uptake of AI-driven network management solutions by IT personnel
- Reduced trust in AI insights and recommendations
- Reduced likelihood that AI can enable network management tool consolidation
- Lower interest in allowing AI to enable closed-loop network operations

“That’s one of the things we are struggling with. We don’t have good inventory data,” said a network tools architect with a Fortune 500 retailer. “It’s not easy to know what should be online or not online. Another problem is that we have more than 200,000 duplicate IP addresses.”

“We’re dealing with a data quality problem now,” said a network infrastructure and operations manager with a Fortune 500 energy company. “I feel like before we can use AI, we need to hire some kind of AI solution to sort out our data before we apply AI to the network.”

Figure 11. Are you confident or doubtful that the quality of your organization’s network data can support AI-driven network management in general?



Respondents who identified packets and configuration information as important data for AI were less confident in data quality. This suggests that organizations need to improve how they gather and manage this data.

EMA recommendations

- The correlation with budget limitations suggests that IT organizations must dedicate budget to the process of evaluating and cleaning up network data before embarking on an AI-driven network management project. EMA also found that data quality was higher among organizations that have specifically allocated budget for AI-driven network management.
- The correlation with interoperability and integration issues shows that data silos between proprietary tools may be undermining AI projects. IT organizations must demand more openness from their vendors and better APIs and integration support.
- Effective evaluation of AI solutions is essential. Respondents who believe their organizations are very effective at evaluating AI technology for network management reported more confidence in data quality. This suggests that evaluations of AI technology should begin with validation of existing network data stores.

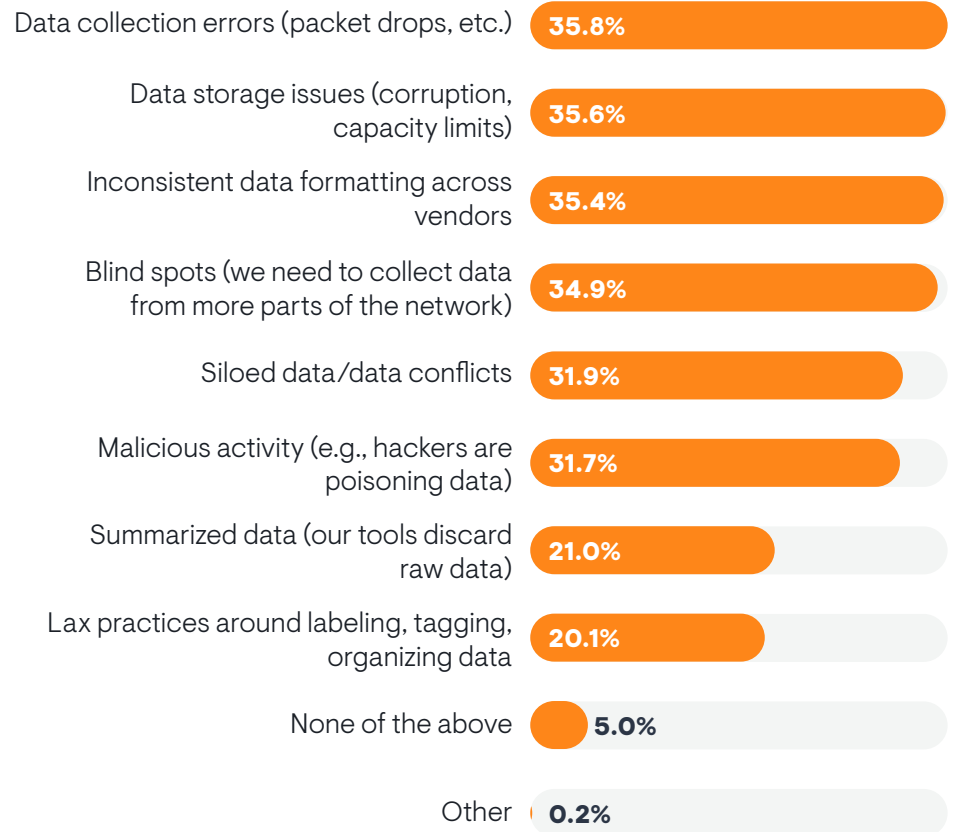
Top Data Quality Issues

Figure 12 identifies the data quality issues that are undermining AI success. There are four top challenges:

1. Collection errors
2. Storage issues
3. Inconsistent formatting across vendors
4. Blind spots on the network

“In the networking world, there isn’t data consistency across vendors,” said a network tools lead with a very large bank. “We have a couple different tools that onboard devices through APIs. The vendors don’t necessarily pull consistent data through them.”

Figure 12. Which data quality challenges are impacting the effectiveness of AI-driven network management in your organization?

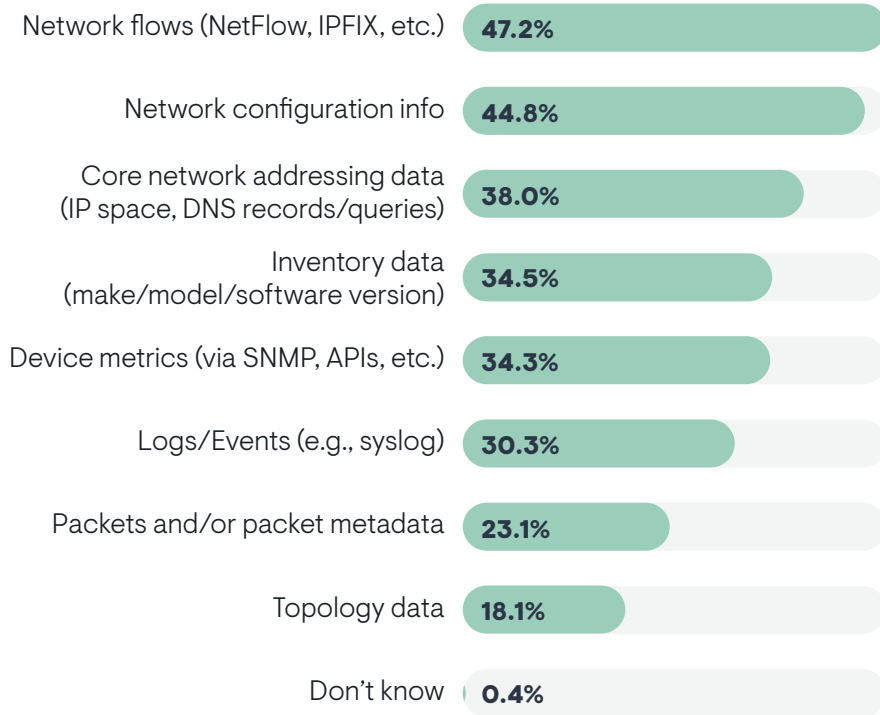


Sample Size = 458

Data Essential to AI-Driven NetOps

IT organizations collect and maintain a wide variety of data about their networks. EMA believes all of it has a role to play in enabling AI-driven network management. **Figure 13** reveals that enterprises perceive network flows and configuration information as the two most important classes of network data that AI needs to access. Core network addressing data, inventory data, and device metrics are also quite important.

Figure 13. For AI technology that is applied to network management, what types of network data does this AI most need for training or agentic AI access purposes?



Sample Size = 458

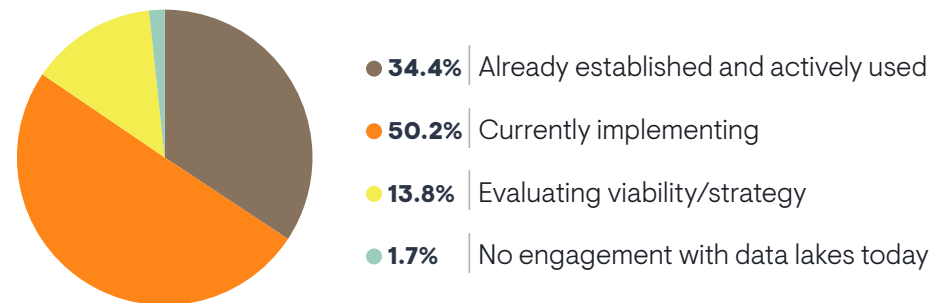
Packets and packet metadata were top of mind for nearly one-quarter of research participants. Members of IT architecture teams made packet data one of their top priorities. Topology data was the lowest priority for respondents, but its importance was recognized more often in larger enterprises (10,000 or more employees).

Data Lakes and AI-Driven IT Operations

Most of the enterprises represented in this research are engaged with the concept of a data lake for IT and security data. Data lakes are repositories of raw data captured from diverse sources and stored in their native format. Data lakes offer analytical flexibility because structure isn't imposed at the time of ingestion. Instead, data lake architects apply structure at the time of analysis. This makes the data available for different types of use cases.

Figure 14 reveals that 35% of respondents have established data lakes for IT and security data. Another 50% are implementing data lakes. Organizations that are experiencing the most success with AI-driven network management are more likely to have a data lake fully implemented today.

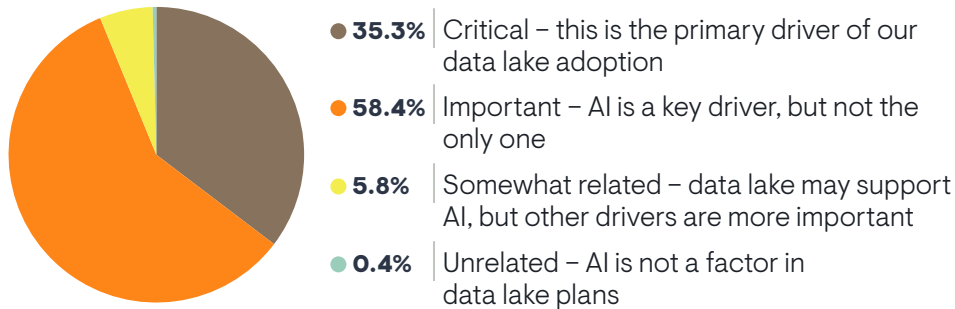
Figure 14. Is your organization establishing or planning to establish a centralized data lake for IT operations and cybersecurity data?



Sample Size = 458

Figure 15 reveals that AI plays a role in the adoption of most IT data lakes. Thirty-five percent of respondents said the application of AI to IT and security data is the primary driver of their data lake implementations. Another 58% said AI was one of several motivators.

Figure 15. To what extent is the creation of IT/security data lakes motivated by your organization’s plans to apply AI to this data?



Respondents who reported more success with AI-driven network operations were more likely to identify AI as the primary driver of IT data lake adoption, suggesting that data lakes purpose-built for AI-driven IT operations set organizations up for success. Members of the IT tool engineering team and the IT executive suite were the most likely to report that AI was the primary driver of data lake implementations. Network engineering teams, AI teams, and cyber-security teams all saw AI as one of several drivers.

AI plays a role in the adoption of most IT data lakes.

Sample Size = 450

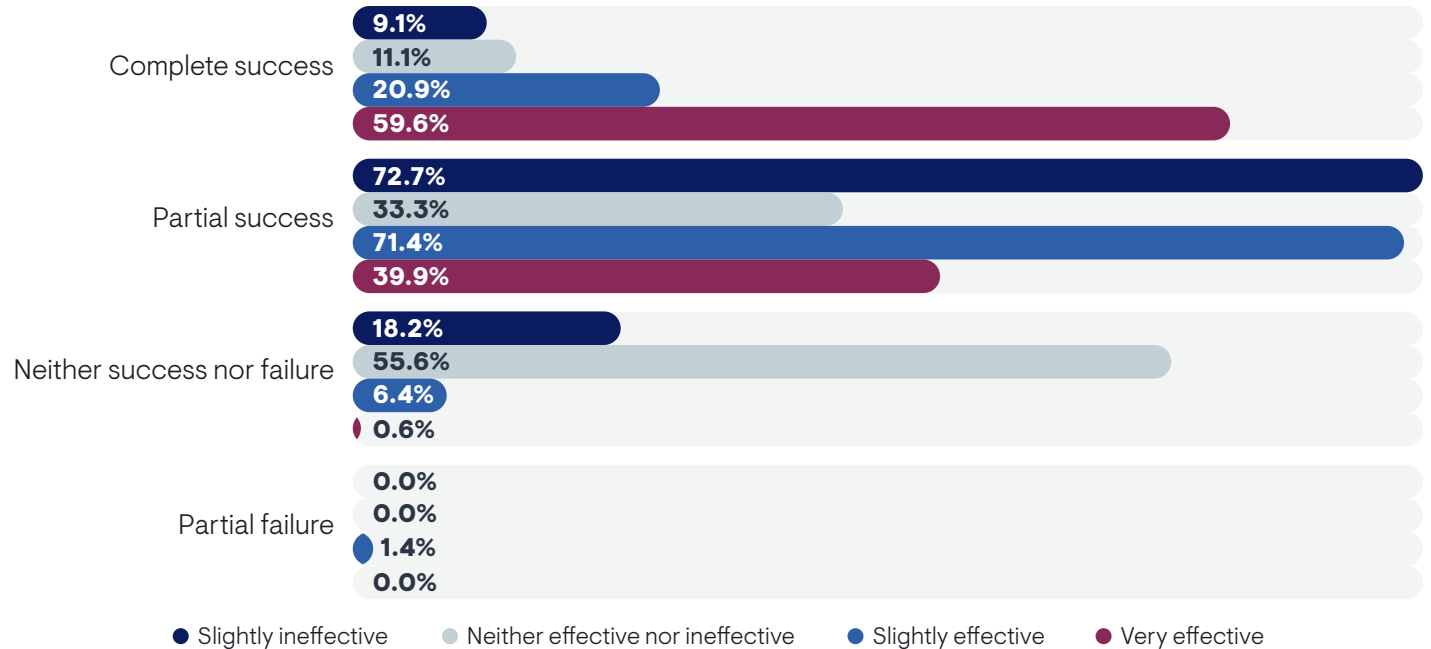


How to Evaluate AI Solutions

Most IT Organizations Must Improve

It is essential for IT organizations to develop effective strategies for evaluating AI-driven network management solutions. **Figure 16** shows that AI success strongly correlates with effective AI evaluation.

Figure 16. How successful do you believe your organization has been so far with applying AI to network management? by How would you characterize your organization's ability to evaluate the efficacy of AI technology that you are applying to network management?



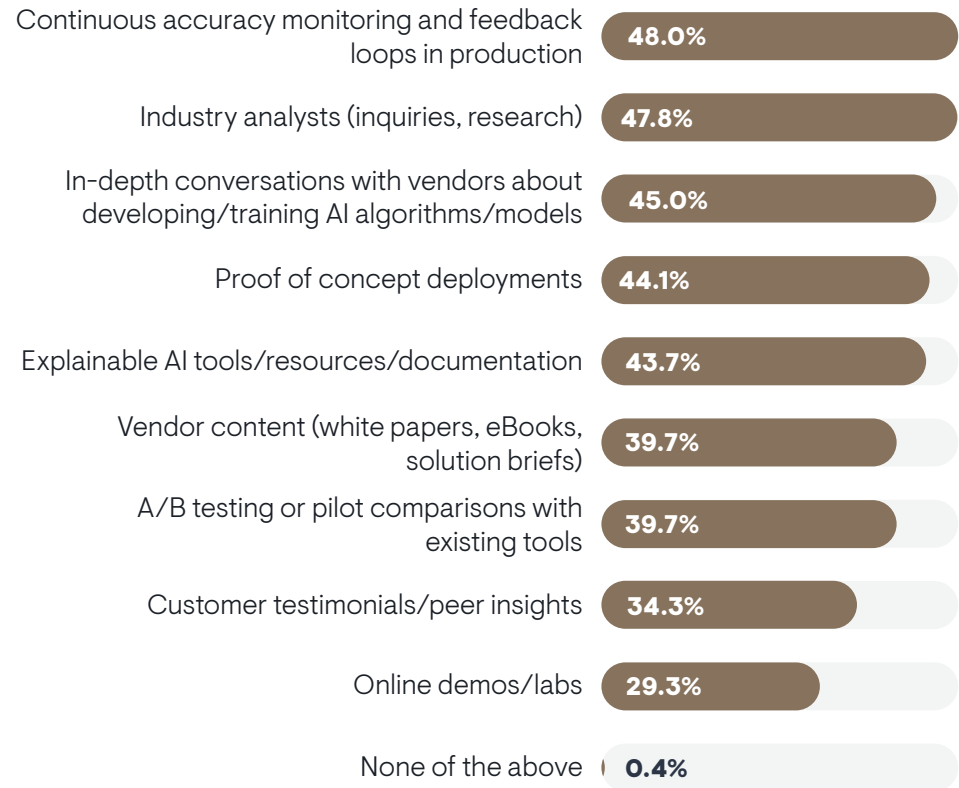
Evaluation Techniques

Figure 17 reveals how IT organizations are evaluating these AI solutions. The most popular approach is to put these tools into production and monitor their accuracy continuously while providing feedback on efficacy. Many are also looking for guidance from industry analysts.

Best practices: The following are evaluation techniques favored by organizations that report an effective approach to evaluation and overall success with AI:

- In-depth conversations with vendors about how they build and train their AI
- Vendor content
- Explainable AI resources and documentation
- Industry analyst inquiries and research
- Continuous accuracy monitoring and feedback loops in production

Figure 17. When evaluating AI-driven network management capabilities for potential adoption, how does your organization determine the efficacy of that AI technology?



Sample Size = 458



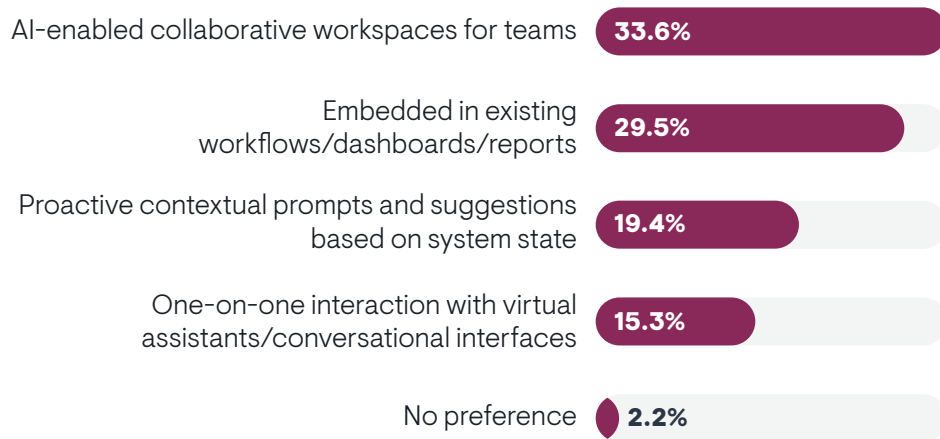
AI-Driven NetOps in Action

This section explores how IT organizations interact with and use AI-driven network management solutions. It looks at UX considerations, trust in AI, and use cases.

Preferences for Interacting with AI

There are a variety of ways that networking personnel can interact with AI tools. Most people now have experience with chatbots, where they enter a query and receive an output. Adding chatbots or virtual assistants to a network management interface has become a popular feature enhancement for many network management solutions. However, **Figure 18** shows that users want other ways to interact with AI.

Figure 18. How do you prefer to interact with AI-powered network management capabilities?



Sample Size = 458

The most popular approach is an AI-enabled collaborative workspace where teams can come together. A simple example might be via integration with popular collaboration tools, like Slack or Microsoft teams. Many network management tools now offer environments where many individuals can come together and interact with AI as a team, querying the tool, reviewing and commenting on results together, and digging deeper into the insights.

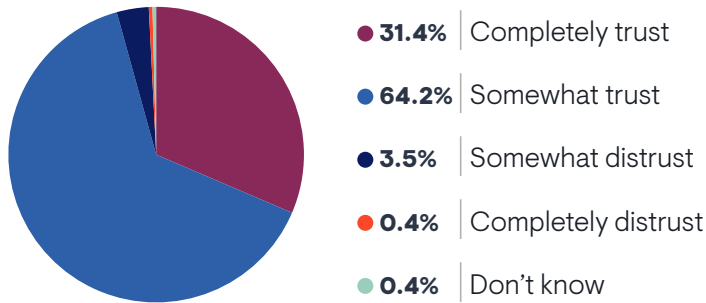
The other most popular approach to interaction is simple. They want AI insights embedded in the workflows, dashboards, and reports that they already use for day-to-day operations. Respondents who preferred this interaction were more likely to report that AI...

- ...reduces overall toil and busy work
- ...leads to faster execution of tasks

Building Trust in AI

Figure 19 shows that only 31% of respondents completely trust the insights and information AI-driven network management solutions provide. Most respondents indicated that they somewhat trust AI and very few outright distrusted it. Members of network engineering and IT tool engineering teams were more likely to trust AI than members of IT architecture and cybersecurity groups.

Figure 19. To what extent do you trust the insights and information provided by the AI capabilities that your organization applies to network management?



“I have a lot of faith in AI,” said a network tools director for a large university. “There is always a chance of it not being perfect, but human error is always a higher risk than automation.”

EMA observed the following in organizations where trust in AI is high:

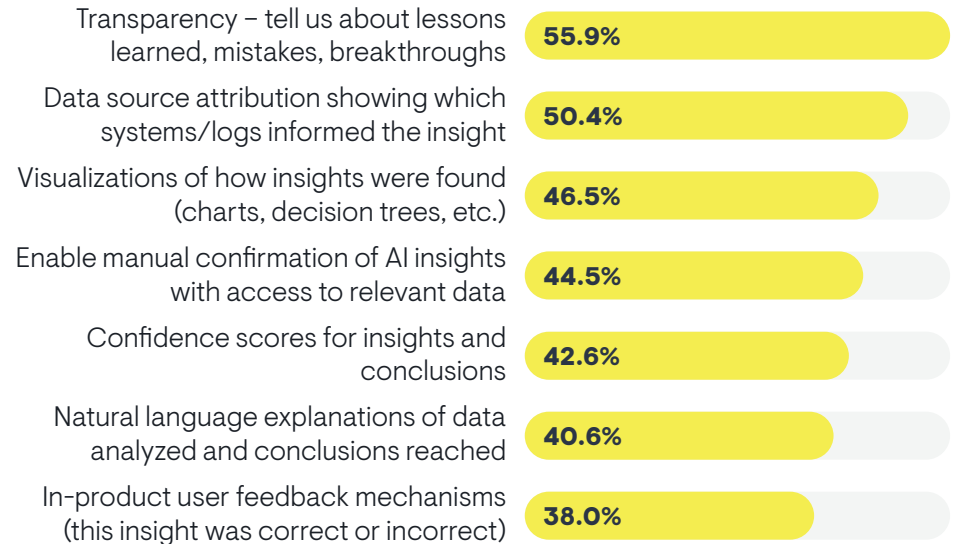
- IT personnel use it more often on a day-to-day basis
- The organization is better equipped to evaluate AI
- The organization’s overall use of AI-driven network management is more successful

Sample Size = 458

How to Build Trust in AI

Figure 20 reveals how vendors earn the trust of customers in their AI capabilities. First, IT teams want transparency from vendors, who should tell customers about the mistakes they’ve made as they build AI solutions and how they’ve learned from those mistakes.

Figure 20. In what ways can your vendors best earn trust in the AI capabilities that they provide for network management?



Beyond those conversations, IT pros also want clear data source attribution. Visualizations of how insights were found and manual confirmation via access to relevant data are also important. Visualizations were cited more often by respondents who trust AI and report the most success with AI.

Sample Size = 458

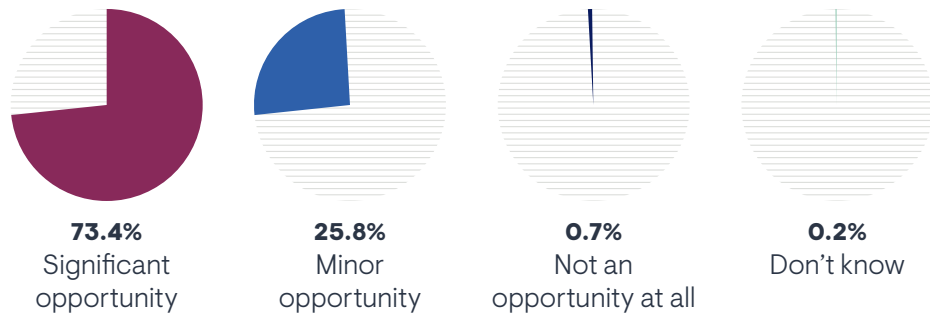


AI Requirements for NetOps

Tool Consolidation

EMA research repeatedly finds that tool sprawl plagues network infrastructure and operations teams. The typical IT organization uses three or four tools to monitor and troubleshoot their networks. They often use three or four others to manage network provisioning, configuration, and change management, particularly in multi-vendor networks. In EMA’s ongoing conversations with IT professionals, we find that they expect AI to correlate insights and drive automation across multiple network management tools. **Figure 21** quantifies this expectation.

Figure 21. To what extent do you believe that applying AI to network data will allow your organization to consolidate the number of tools it uses to manage and secure its network?



Sample Size = 458

Nearly three-quarters of IT professionals see a significant opportunity to consolidate tools with AI. This expectation is even higher among respondents who reported that their efforts with AI-driven network management are a complete success (84%). However, much of this enthusiasm is coming from IT executives, rather than subject matter experts and IT middle managers, a possible sign of inflated expectations.

Nearly three-quarters of IT professionals see a significant opportunity to consolidate tools with AI.

Sample Size = 458

Use Case Requirements

EMA asked research respondents to identify the types of tasks and processes that they most want to enhance with AI-driven network management capabilities. This section explores interest in applying AI to performance and fault management tasks, network engineering (Day 0 and Day 1) tasks, and security tasks.

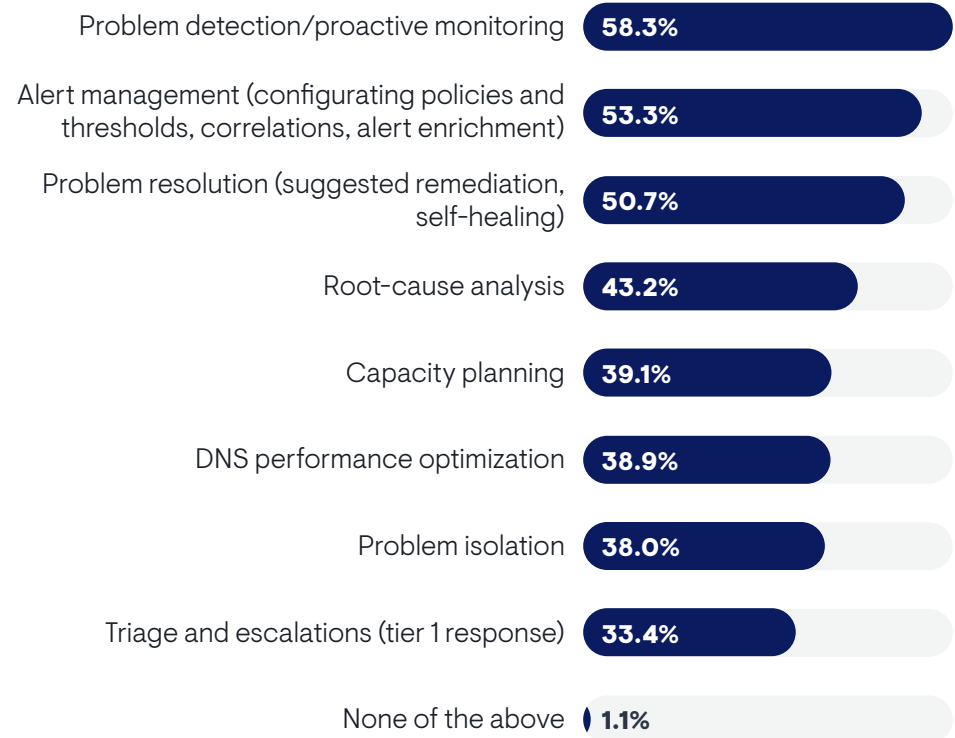
Enhancing Performance and Fault Management

Figure 22 shows that IT pros want to enhance problem detection, alert management, and problem remediation with AI. IT organizations have been using AIOps technology to enhance the first two of these tasks for several years now via anomaly detection and event correlation algorithms.

“We’d like to leverage AI to proactively figure out what’s going on with the network, to notice trends and anomalies and go out and fix issues like switch misconfigurations,” said a network tools director for a large university. “We want to get to the point where AI is telling us that there is something wrong that we should look at. We’d also like it to suggest playbooks that it can run to fix those issues.”

Problem resolution is a more difficult task for AI technology to address, and most AI solutions are still maturing how they tackle it. However, the data shows that interest in this capability is strong.

Figure 22. Which performance management and fault management tasks and processes do you most want to enhance with AI?



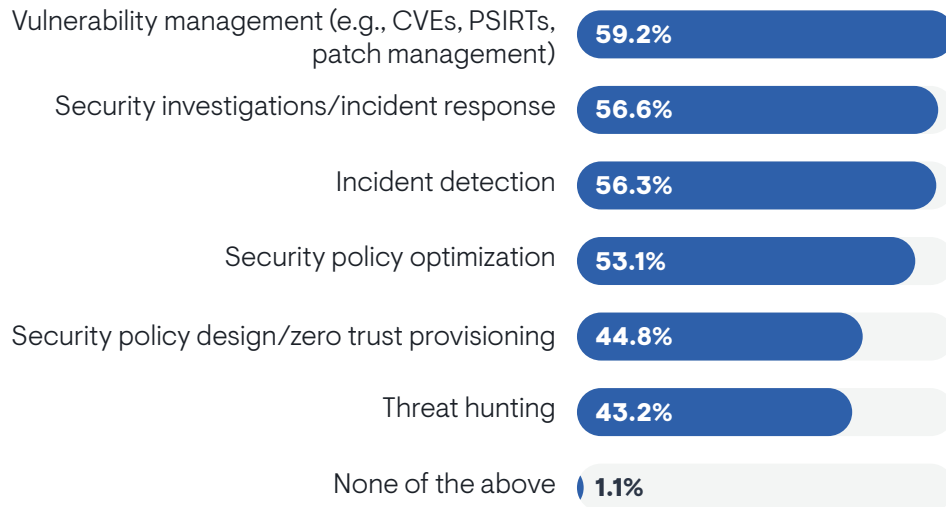
Sample Size = 458

Enhancing Security

Figure 23 identifies the network security tasks and processes that people want to enhance with AI. It shows that most respondents want to apply AI to four areas:

- Vulnerability management
- Security investigations
- Incident detection
- Security policy optimization

Figure 23. Which kinds of network security tasks and processes do you most want to enhance with AI?



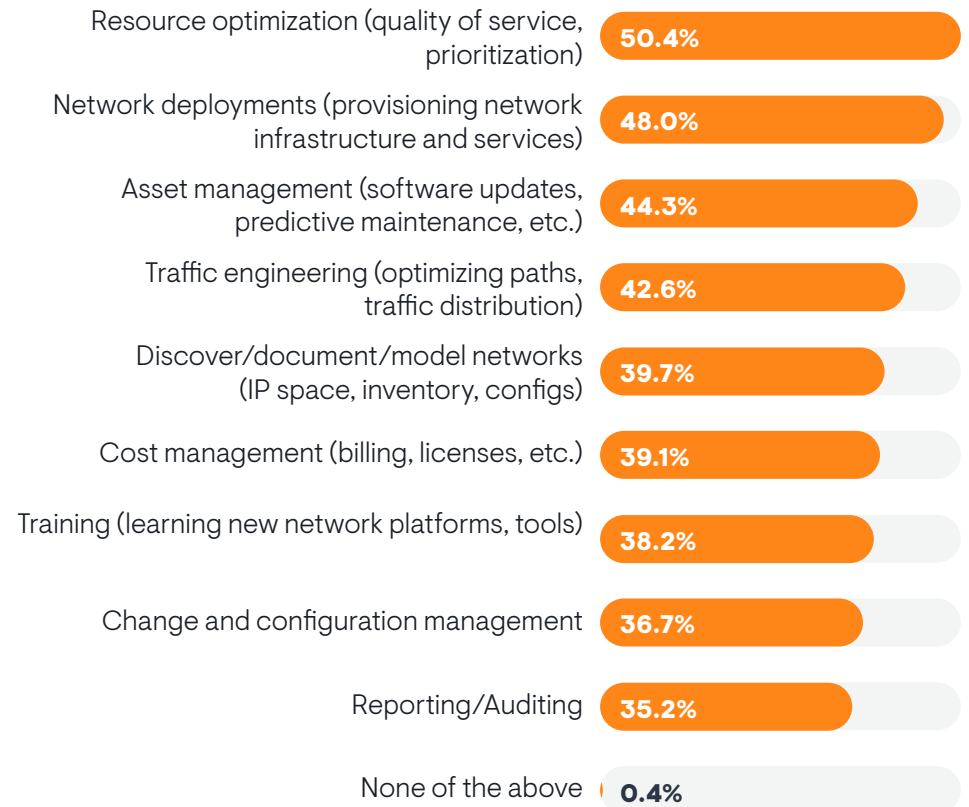
Larger enterprises were more likely to select incident detection. North Americans were more likely than Europeans to select security investigations and threat hunting. Notably, respondents who reported the most success with applying AI to network management were the least interested in applying AI to threat hunting.

Sample Size = 458

Enhancing Network Engineering

Figure 24 explores the general administrative and engineering tasks that respondents want to enhance with AI. The highest priority is resource optimization, such as tuning quality of service and traffic prioritization settings. Many also expressed interest in optimizing network deployments.

Figure 24. Which kinds of network administration and engineering tasks do you most want to enhance with AI?



Sample Size = 458

The third priority is asset management, and respondents who reported the most success with AI were more likely to select this one.

Discovery and documentation of the network were middling priorities, but North American respondents selected it more often than Europeans.

Overall, AI-driven change and configuration management was not a priority. A network tools architect with a Fortune 500 retailer said applying AI to this process was too risky. “Config changes are a big no-no. I would not ask AI to decide on a config change. Bu pre- and -post change verification checks are a good option for AI.”

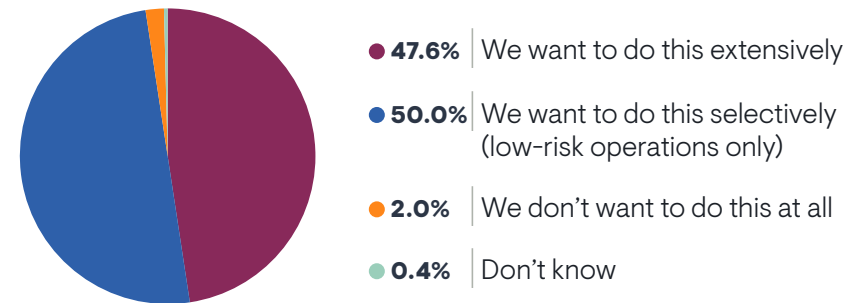
“Config changs are a big no-no. I would not ask AI to decide on a config change. Bu pre- and -post change verification checks are a good option for AI.”

AI-Driven Closed Loop Operations

The promise of self-operating networks remains intriguing to most organizations. **Figure 25** reveals that 98% of IT pros are interested in letting AI take automated actions on the network without human intervention. However, only 48% are interested in doing this extensively. Members of network engineering teams are more open to this than members of cybersecurity teams.

“I feel like [closed loop] can work,” said a network tools architect with a Fortune 500 company. “We have 40,000 sites. If every one of them was identical and you had a pretty good RAG for use cases and good prompts and everything is figured out, then it could be a good candidate for full automation. Unfortunately, that is not the case. Even though all our sites are supposed to be identical, it’s not easy for us to maintain that uniformity. People make changes with cabling or add unauthorized hardware. Site managers don’t follow standards.”

Figure 25. To what extent is your organization ready to allow its existing AI-driven network management solutions to take automated actions on your network without human involvement (e.g., closed-loop operations)?



“I’m about 50/50 on autonomous networking,” said a network infrastructure and operations manager with a Fortune 500 energy company. “On the one hand, 100% of our network outages are due to human error. So, I would like to see that portion of network management replaced with AI. On the other hand, we had an outage when an engineer in a test environment made a new firewall rule that had a landmine in it that brought down our network. I don’t know how AI could have avoided it. It took collaboration between multiple people to solve it. We need people.”

“I definitely want AI to tell me what’s wrong and what the potential solution is,” said a network tools architect with a Fortune 500 media company. “I’m not ready for AI to go loose and fix the problem. I want it mostly supervised. I see it more as a productivity gain than a system for closed-loop repair.”

“I’m not ready for AI to go loose and fix the problem. I want it mostly supervised. I see it more as a productivity gain than a system for closed-loop repair.”

Sample Size = 458



EMA Perspective

IT organizations are highly engaged with the application of AI to network management. Most are adopting AI solutions from their network infrastructure and network management vendors, and they are applying general-purpose AI tools (e.g., ChatGPT) to network management tasks. Many are also training their own AI models with their data.

Despite this high engagement, only 35% believe their use of AI-driven network management has been completely successful. AI isn't a magical technology that will simply work out of the box. IT organizations have work to do.

Many excelled with AI even while reporting frequent AI errors. The key to success is continuous improvement.

Based on our findings, EMA recommends that IT organizations do the following to ensure AI-driven network management success:

- Ensure your network data is ready to enable AI. Confidence in network data quality correlates directly to AI success. IT organizations must evaluate their data from a quality perspective and an access perspective. Are there vendors in your environment that cannot stream data to your AI tools? Are there vendors whose proprietary data are incompatible with your AI strategy?
- Allocate budget. AI isn't free. Whether you are using solutions from their trusted vendors or training your own AI models, this technology will require budget allocation.

- Develop capacity for AI evaluation. Organizations that are confident in their ability to evaluate AI solutions for network management were best in class. The IT teams that were most effective at evaluating AI used the following strategies:
 - Hold in-depth conversations with vendors about how they build and train their AI
 - Consume vendor content (white papers, blogs, webinars, etc.)
 - Leverage explainable AI resources and documentation
 - Consult with industry analysts
 - Leverage continuous accuracy monitoring and feedback loops in production
- Learn from mistakes. Many research respondents told EMA that their AI tools often make mistakes, but there was not strict correlation in our research between frequent mistakes and failure. Many excelled with AI even while reporting frequent AI errors. The key to success is continuous improvement. Identify these errors, work with your vendors and your internal AI resources to understand them, and leverage this understanding to improve your AI tools.





30
YEARS

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Founded in 1996, Enterprise Management Associates (EMA) is a leading IT research and consulting firm dedicated to delivering actionable insights across the evolving technology landscape. Through independent research, market analysis, and vendor evaluations, we empower organizations to make well-informed technology decisions. Our team of analysts combines practical experience with a deep understanding of industry best practices and emerging vendor solutions to help clients achieve their strategic objectives. Learn more about EMA research, analysis, and consulting services at www.enterprisemanagement.com or follow EMA on [X](#) or [LinkedIn](#).

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