

Donal Crowley Joins CommSoft as CRAIO to Lead Revenue Growth and AI Strategy

New executive role unites revenue leadership and AI strategy to accelerate CommSoft's growth and innovation across the communications industry.

TROY, NY, UNITED STATES, August 14, 2026 /EINPresswire.com/ -- CommSoft, a leading provider

“

Donal brings a rare combination of industry knowledge, growth leadership and deep AI expertise. He is uniquely positioned to lead CommSoft's growth strategy and Responsible AI vision.”

Larry Davis, President/CEO of CommSoft

of OSS/BSS software and services for broadband, telecommunications, and utility providers, today announced the appointment of Donal Crowley as its new Chief Revenue & AI Officer (CRAIO). In this newly created executive role, Crowley will lead the company's sales, marketing, and channel partner organizations while spearheading CommSoft's enterprise-wide Artificial Intelligence strategy.

Crowley joins CommSoft with more than 25 years of experience spanning telecommunications, enterprise software, solution architecture, sales, business development, and AI-driven technology innovation.

Throughout his career, he has helped leading technology organizations design, commercialize, and deploy next-generation software solutions across broadband, wireless, OSS/BSS, billing, cloud platforms, and network infrastructure.

Most recently, Crowley served as a Senior Consultant with Leidos, where he advised on large-scale Tier 1 voice, wireless, and cable communications initiatives. Throughout his career, he has held strategic and tactical roles with Verizon, Oracle, Amdocs, Comverse, ONIS Solutions, T-Mobile and other industry innovators, helping communications service providers modernize billing platforms, integrate OSS/BSS ecosystems, adopt cloud-native architectures, and prepare for next-generation networks.

In addition to his telecommunications leadership through innovation, Crowley has become a recognized advocate for the responsible application of Artificial Intelligence. He is currently pursuing a Ph.D. focused on Large Language Model (LLM) safety, trustworthy AI, and advanced AI diagnostics, complementing his Master's degree in Computer Science with a specialization in Data Science.

As Chief Revenue & AI Officer, Crowley will be responsible for accelerating CommSoft's recurring revenue growth, strengthening customer relationships, expanding strategic partnerships, and guiding the company's ResponsibleAI roadmap. His role will focus on identifying opportunities to enhance CommSoft's products through AI, create new commercial offerings, improve operational efficiency, and help customers leverage emerging technologies responsibly.

"I'm incredibly excited to join CommSoft at such an important point in the company's evolution," said Donal Crowley, Chief Revenue & AI Officer at CommSoft. "Throughout my career, I've had the opportunity to build, scale, and modernize mission-critical telecommunications platforms, and every experience has reinforced the importance of delivering technology that customers can trust. My work in trustworthy AI and Large Language Models has strengthened my belief that Artificial Intelligence must be implemented responsibly, especially in industries where reliability, accuracy, and human impact matter every day. CommSoft has an outstanding foundation, an exceptional customer community, and tremendous technical expertise. I'm looking forward to helping drive revenue growth while integrating AI in ways that help providers automate operations, strengthen business performance, protect revenue, and deliver even greater value to their customers."



Donal Crowley, CRAIO at CommSoft

Bringing Crowley on comes as CommSoft continues to invest in next-generation technologies that enable communications providers to operate more efficiently while responding to the rapidly evolving demands of the broadband marketplace. By combining deep telecommunications expertise with practical AI leadership, the company is positioning itself to help customers modernize operations while maintaining the reliability and customer focus that have defined CommSoft for more than four decades.

"Donal brings together an exceptionally rare combination of skills," said Larry Davis, President/CEO of CommSoft. "He understands our industry, our customers, and the operational challenges communications providers face every day. At the same time, he brings deep expertise in Artificial Intelligence and a thoughtful approach to applying it responsibly. As our industry continues to evolve, we believe AI will play an increasingly important role in helping providers improve efficiency, automate complex workflows, and create better customer experiences. Donal is uniquely positioned to help lead both our growth strategy and our AI vision, and we're excited

to welcome him to the CommSoft leadership team as we begin this next chapter."

About CommSoft

CommSoft is a leading provider of integrated communications operations software and managed services for broadband, telecommunications, and utility providers throughout North America. For more than 40 years, CommSoft has helped service providers streamline operations through a comprehensive platform that unifies customer care, billing, provisioning, service activation, workforce management, business intelligence, customer engagement, and managed services. CommSoft delivers the technology, expertise, and long-term partnership providers need to grow, innovate, and deliver exceptional customer experiences. For more information visit www.commsoft.net

Laura Knussman

CommSoft

+1 518-720-3766

[email us here](#)

Visit us on social media:

[LinkedIn](#)

[Facebook](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/934208099>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2026 Newsmatics Inc. All Right Reserved.