

CHAPTER 2

ABOUT THE DEPARTMENT

2.1 Introduction

Enterprise Platform Services (EPS) is a key division within Cognizant Technology Solutions, responsible for delivering large-scale enterprise transformation initiatives through the implementation and optimization of best-in-class platform solutions. This department plays a critical role in helping organizations reimagine business processes, reduce operational complexity, and accelerate innovation using digital platforms.

2.2 Vision & Mission

The vision of EPS is to enable clients to become intelligent, agile, and resilient enterprises by integrating core business functions through powerful technology platforms. The mission is to provide tailored, outcome-based platform services that align with strategic goals and deliver tangible business value.

2.3 Core Service Offerings

EPS delivers value through several targeted service areas:

- **Digital Process Orchestration:** Facilitates automation and integration of workflows using AI and machine learning, improving process agility and reducing costs.
- **Human Capital Management (HCM):** Drives end-to-end HR digital transformation using platforms like Workday and Oracle HCM Cloud, enhancing workforce experiences.
- **Finance/ERP/EPM Services:** Offers financial and operational excellence by transforming ERP landscapes using SAP, Oracle, and other leading enterprise tools.
- **Digital Supply Chain Transformation:** Enables supply chain optimization through smart, connected platforms that enhance responsiveness and reduce disruption risks.
- **Enterprise AI:** Embeds AI solutions across platforms to drive predictive analytics and business intelligence.
- **Enterprise Platform Integration:** Designs integration architectures using APIs, ensuring smooth data flow between legacy systems and modern applications.

2.4 Subdomains within EPS

EPS houses several specialized subdomains based on technology stacks and platform vendors. Some of the major subdomains include:

- SAP Services
- Oracle Services
- Salesforce Services
- Workday Services
- Pega Platform Services
- ServiceNow Services
- Oracle APEX (Application Express)

These services are delivered across various industry verticals, including banking and financial services, healthcare, manufacturing, retail, and more.

2.5 Focus on Oracle APEX

Oracle APEX (Application Express) is a key subdomain under the Oracle services umbrella within EPS. It is a low-code development platform that allows rapid design and deployment of secure, scalable web applications using Oracle Database.

2.5.1 Key Features and Use in Cognizant EPS:

- **Rapid Development:** Oracle APEX enables faster delivery of business applications, making it ideal for clients who need quick turnaround solutions with minimal coding overhead.
- **Cost-Effective and Scalable:** It allows teams to build complex applications without incurring high development costs, making it a strong fit for clients looking to modernize legacy systems on a budget.
- **Data-Centric Applications:** Since APEX is tightly integrated with Oracle Database, it excels in developing data-intensive applications with advanced reporting, dashboards, and analytics.

- **Use Cases in EPS Projects:**

Cognizant EPS uses Oracle APEX for:

- Custom internal tools and client dashboards
- Legacy application modernization
- Lightweight modules complementing large ERP systems.

- **Security and Performance:** APEX applications are built with enterprise-grade security features and are optimized for performance, ensuring reliable deployment in sensitive environments like banking, healthcare, and government.

2.6 Strategic Partnerships

EPS collaborates with top enterprise software providers to bring the best solutions to clients:

- SAP – Intelligent ERP and business process solutions
- Oracle – Full-stack services including Oracle Cloud, Oracle Fusion, and Oracle APEX
- Pega – Workflow automation and case management
- Salesforce – Customer engagement and CRM platforms
- Workday – Cloud-native finance and HR solutions