Retail giant modernizes OMS with Google Cloud Platform

The challenge Our approach 350 45 30% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client is one of the largest omnichannel retailers in North America. With a rapidly growing digital marketplace, the company needed to modernize its legacy applications to adapt to market trends and reduce its mainframe cost (estimated in millions of dollars). In addition, the retailer wanted to establish a common order management platform based on cloud-native architecture and microservices, drive new growth and partnerships, and boost its annual digital sales with more consistent customer experiences. Cognizant was chosen as the preferred partner due to our in-depth domain knowledge and unique solution with end-to-end ownership. We helped the retailer develop a custom

order management system (OMS) using microservices and Google Cloud Platform, we used an agile methodology to enable faster and phased delivery of the solution. Our client named this custom OMS solution Unified Order Platform (UOP). UOP includes diverse order fulfillment capabilities, fraud validation, invoice generation, streamlined returns, exchange processes, and third-party delivery services integration. Our solution reduced the retailer's cut-over risk by transitioning traffic from its legacy mainframe system to the new UOP. Delivering value and return on investment continuously, UOP enables flexibility and scalability while processing orders across various lines of business. This helped our client expand its marketplace presence and drive growth with new partners. With seamless order processes and improved customer service, our client can deliver unforgettable customer experiences and grow at a faster pace than before. capabilities implemented systems integrated decrease in business user effort I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Community Fibre gets future-ready fast with new API platform

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/community-fibre-new-api-platform ----- The challenge Our approach 12 60+ 16 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our

ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Community Fibre London (CFL) is on a mission to make affordable, high-speed broadband accessible to everyone in London, especially those on low incomes. Its optical network offers fiber-to-the-premises (FTTP) connections of up to 3Gbps across 32 London boroughs. To support its growth trajectory, CFL embarked on a strategic digital transformation of more than 16 business and operational support systems (BSS/OSS). This required a new approach to integration, using Application Programming Interfaces (APIs) to connect applications on demand. CFL engaged Cognizant to recommend and implement a suitable platform and start delivering the necessary APIs. CFL leveraged Cognizant's industry relationships, proven integration expertise and unique flexible delivery model to implement a secure, scalable, cloud-based API management platform, along with its most business-critical APIs, in 12 weeks. The initial set of 60 APIs was delivered with remarkable speed using an API Factory approach. All APIs were built in the Apigee Developer Portal using Cognizant standardized frameworks with automated testing, enabling the rapid deployment of defect-free APIs for multi-channel integration of over 16 internal and external BSS, OSS, customer relationship management (CRM) and credit scoring systems. The API-led digital transformation has made it possible to effortlessly integrate applications and deliver on CFL's vision of connecting 2.2 million London homes efficiently and seamlessly to its affordable high-speed fiber broadband network. A close collaboration with Google and Cognizant ensured that ambitious milestones were met at every stage, giving CFL the strong, future-proof integration layer it needed to support its ongoing growth. weeks to deliver a future-proof API management platform high-quality APIs delivered in test and live environments business applications integrated to support digital transformation I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Community Fibre saves 12,000 hours per year with automation

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ community-fibre-automation ----- The challenge Our approach 25% 85%

Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Founded in 2013, Community Fibre Limited (CFL) is on a mission to bring faster, more affordable broadband to the residents and businesses of London. The company is now London's best quality broadband provider, made possible by its unique approach of installing and operating its own 100% full fiber network. CFL was experiencing rapid growth and wanted its internal processes to be as innovative and efficient as its broadband offerings. It reached out to Cognizant to explore how automating core processes could increase productivity and free up employees from tedious, manual tasks. CFL wanted to focus on three areas where it saw the most potential for impact: lead reporting and actionable insights, billing and payment processes, and business development. After evaluating CFL's business goals, Cognizant recommended Microsoft Power Platform as the best path forward. Power Automate and Power Automate Desktop were the primary solutions we used to enable automations. Due to the high number of variations within processes, we also introduced Process Advisor for value-added task and process mining purposes. In total, Cognizant automated 13 processes and 29 variants across key business areas—including a process that made it much easier for customers to set up direct debit payments, which had a

positive impact on CFL's cashflow. CFL has achieved huge productivity gains from its Power Platform implementation, including an 85% reduction in average process handling time, translating to 12,000 hours saved in just the first year. A single update to billing processes also helped CFL improve cash flow by more than 25%, by increasing the number of payments taken by direct debit. Power Platform has not only enabled CFL to implement the automations it needs today, but also provides a scalable foundation to meet future automation and low-code development requirements. improvement in cashflow average reduction in process handling times hours of work saved in the first year I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/aveva-orchestrates-business-transformation-with-oracle ----- AVEVA orchestrates business transformation with Oracle At a glance The challenge Our approach Business outcomes 50% 28 25% Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to

stay competitive in the evolving world of AI. Cognizant works with the industrial software vendor to consolidate a disparate finance systems landscape onto Oracle Cloud Applications for 1,600 finance professionals and 28 countries. Industry Manufacturing Location United Kingdom Challenge Support a global business and finance transformation across 28 countries, including the consolidation of two legacy finance systems onto Oracle Cloud Applications. Success Highlights AVEVA is a global leader in industrial software as a service (SaaS) with more than 20,000 customers in over 100 countries. Its secure industrial cloud platform and applications enable businesses in many sectors to deliver safe and reliable energy, food, medicines, infrastructure and more. Named by Fast Company as one of the world's most innovative companies, AVEVA is an autonomous subsidiary of Schneider Electric that delivers cutting-edge technology, actionable insights and collaborative solutions to drive growth, efficiency and sustainability. AVEVA's growth by acquisition left the business with a patchwork of financial management and reporting systems, including SAP, Navision and others. This disparate landscape had a lot of duplicate master data, making it tough to gain accurate insight into global financial performance. Siloed processes meant missed opportunities to deliver cost savings and efficiency gains, such as through centralized procurement. Statutory IFRS financial reporting at the group level required a lot of manual work to consolidate and reconcile reports from the company's 91 separate legal entities, taking around 15 days for a typical period close. At the same time, AVEVA wanted to evolve its business model from selling software licenses to operating on a subscription-based SaaS model. All these challenges could be addressed by consolidating its finance systems onto one global platform with support for a subscription-based revenue model. AVEVA chose Oracle Cloud Applications and engaged its long-standing strategic technology partner Cognizant to deliver the project. This major global transformation project involved implementing a new system and migrating historical data into it, as well as incorporating significant changes to AVEVA's business model. AVEVA's SAP license was also coming up for renewal, giving a non-negotiable deadline for the move to Oracle. For AVEVA, the objectives of the project were clear. It wanted to standardize on Oracle Cloud Applications across its 28 operating countries using a shared services model for maximum efficiency. Streamlined statutory reporting at both the group and individual entity level was a must and would involve rationalizing AVEVA's legal entity landscape. Lastly, the company's new modes of revenue recognition—primarily projects and subscriptions—had to be reflected in the Oracle implementation. Cognizant assembled an expert onshore-offshore team to deliver this complex global finance transformation on time and with zero escalations. Key highlights of our project approach were: Multi-pillar implementation We consolidated AVEVA's legacy finance systems onto a suite of Oracle Cloud Applications, including Oracle Revenue and Subscription Management. The implementation involved the consolidation of legal entities from 91 to 52, as well as a change of fiscal calendar for multiple countries. Multi-wave rollout The move to Oracle was rolled out in six geographical waves over a three-year period. Global process standardization To create a foundation for efficiency, we used a global template to implement standardized business processes and made 651 required localizations across 28 countries. Subscription model support AVEVA was an early adopter of Oracle Subscription Management, a revenue management module for subscription-

based businesses. We configured the module to match AVEVA's business processes and migrated the company's 4,000 subscription contracts into it, ensuring no impact to revenue during the transition. Automated invoice handling We implemented ReadSoft's invoice scanning solution and matching process for increased accounts payable (AP) efficiency. Automated GAAP reporting We automated local in-country Generally Accepted Accounting Principles (GAAP) reporting through the deployment of secondary ledgers, replacing a manual, spreadsheet-based approach. Tax portal integration For efficiency in accounts receivable (AR), we integrated the Oracle platform with relevant government tax portals in ten countries. This enables the automatic capture or updating of inbound statuses and authority number on AR invoices. Data migration We were responsible for migrating master data and transaction data from the legacy systems. We automated the entire Extract, Analyze, Transform and Load (EATL) process to support the project's multiple geographical waves. We also delivered some of the more complex migration components like Oracle Projects and Oracle Subscription Management This was a complex, business-critical project involving 1,600 business users, 28 countries and 52 legal entities, with oversight at the most senior levels within AVEVA. Despite these challenges, the Cognizant team delivered the entire project on time, with zero deviation and zero escalations. Since go-live, AVEVA has gained significant benefits from the transformation, including: Among its digital and innovation ambitions, AVEVA's strategic focus is to become the number one SaaS provider of software and industrial information across multiple sectors globally. To realize this vision, it needed to evolve to a subscription-only business model, consolidate disparate finance systems and streamline its worldwide financial management and reporting processes. With the help of its long-term strategic technology partner Cognizant, it has achieved all three goals: deliver on time, without escalations and with significant benefits in cost and time savings. AVEVA is now set for the future with a finance systems landscape that can support future growth, mergers and acquisitions. faster month-end close country operations migrated to Oracle lower IT support costs Watch video : https://www.youtube.com/watch?v=Fy6xjbI10Os   About AVEVA Headquartered in Cambridge, UK, AVEVA is a global leader in industrial software, sparking ingenuity to drive responsible use of the world's resources. The company's secure industrial cloud platform and applications enable businesses to harness the power of their information and improve collaboration with customers, suppliers and partners. For more information visit www.aveva.com. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/health-plan-cuts-key-costs-by-more-than-50-percent ----- Health plan cuts key costs by more than 50% At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Leading payer absorbs a nearly 100% increase in membership in five years while effectively containing IT costs and improving scalability with Cognizant's TriZetto Facets platform. Industry Healthcare Challenge Contain technology spend while organization

undergoes extremely rapid membership and claims volume growth Products and services Cognizant TriZetto Facets Success Highlights Accomplished the following while adding more than 300,000 new members: Our client, a not-for-profit health payer operating in the Pacific Northwest, won a bid to significantly expand its Medicaid membership. Though backed by careful planning, the growth event essentially took effect overnight: The plan was required to begin supporting more than 200,000 additional members on the first day of the new plan year. Claims volumes, member support needs and associated business process all needed to scale very rapidly and yet continue to meet stringent internal and state quality standards. The client leaned heavily on its TriZetto® Facets® platform during this strategic period and, by doing so, was able to contain technology costs through the growth period. By holding the line on technology costs, it was also able to pursue other business strategies, including enhancements to its digital front door and the addition of a new national provider network. By the time it acquired the new Medicaid contract, the health plan had already fully integrated Facets as its core administrative platform across all lines of business. Leveraging the Facets platform's native potential for scalability, the plan's team put extra focus on improving annual upgrade patterns, renovating old code around the platform, improving batch job execution, decreasing reliance on customization and improving monitoring and alerting. One important measure taken by the client was to solidify its annual cadence for Facets platform upgrades. The plan's IT team recognized that consistently executing faster and safer upgrade cycles meant better access to new features that cut down on manual work and helped reduce reliance on customizations. New feature access and improved upgrade cycles enabled the client to rely upon Facets to support the jump in membership and claims volume. Once provisioned correctly, the Facets environment scaled readily to accommodate the newly increased workloads. Most of the tuning required involved optimizing batch scheduling, optimizing the database and simply adding compute resources speed batch execution. Through the expansion, the payer was also able to remain consolidated on a single instance of Facets across its multiple lines of business: commercial, Medicare, Medicaid, individual and ASO. The ability of Facets to readily accommodate the client's entire business portfolio was essential to controlling technology costs. The client's scalability strategy also involved modernization of code around Facets, in many cases enabled by new features within the platform itself. Enhanced Facets support for accumulators, for example, enabled the plan's team to avoid the use of custom data structures and extensions and still enjoy ledger-like visibility into accumulator history.   The general drive to increase utilization of core Facets functionality has helped the client tame the need for customizations that would otherwise increase cost of ownership. Those efforts continue today and include work to move away from custom code for handling alternative payment methods and for processing Medicare enrollments. By letting Facets do as much of the work as possible, the client has been successful in controlling and reducing maintenance costs, while enabling greater focus on features that contribute directly to member and provider value. In many cases, the move to de-customize also surfaced opportunities for retiring technical debt associated with customizations. Error metrics improved noticeably as a result. Over its three-year growth period, the client's batch processing error rate—a primary indicator of operational

quality—declined steadily, even as claims processing output rose by 128%. As a part of an IT-wide initiative geared to support scalability, the client's team also doubled down on code management around the Facets platform. This part of the effort had two focal points—change control and instrumentation. Change control efforts directly reduced the frequency and impact of scalability-killing service interruptions. Similarly, by implementing monitoring and alerting on all critical systems and code, the health plan was able to make performance transparent and in many cases forestall failures that may have otherwise compromised its ability to scale efficiently. While the client's membership and lines of business were growing, so too were the industry's state and federal regulations in areas such as interoperability, price transparency and prior authorization automation. Cognizant's practice of addressing regulatory changes in Facets helped the client's team to be proactive and stay in front of the changes. Anticipating and planning helped avoid the inefficiencies and increased spend that can often result from being merely reactive to changes. "Where Cognizant is a leader in the industry is in helping us get out in front of regulations. That's massive from a cost containment point of view and has become more important every year," said the plan's IT Director of Technical Solutions. Facets' performance and the client's own process improvement have helped the health plan avoid barriers that would have obstructed its growth. With Facets scaling efficiently, the client has been able to increase focus on other critical technology initiatives—while still reducing operational costs.   While membership grew by more than 97% over five years, the plan's technical team achieved these results: The client's leadership challenges its IT teams to spend more than half their budgets on "go-forward" projects rather than purely operational goals. Containing operational costs is a critical aspect of funding those business-enhancing initiatives. Through candid conversations, Cognizant's solution experts were able to understand and develop a strategy to help the client meet its growth plans of improving performance without increasing linear spend. "We worked with Cognizant to build a win-win relationship for both organizations," the client's IT Director of Technical Solutions said. "As a partner, Cognizant delivers as much as we could expect and more." Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com

HC_PacificSource_Facets_Named_Case_Study Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/rpa-health-plan-savings ----- Robotic automation saves health plan $4.15M At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Community Health Choice leverages intelligent automation to increase efficiency in meeting Medicaid requirements and cut costs by 69%. Industry Healthcare Location United States Challenge Manage claims inventory to meet state requirements, prevent backlogs, avoid penalties and free staff to concentrate on member-focused tasks Products and services Cognizant Robotic Automation Services Success Highlights Community Health Choice, a local nonprofit managed care organization (MCO) offering affordable and no-cost health insurance

plans to more than 375,000 members in Texas, was burdened with complex, high-volume claims processes, and its examiners struggled to keep up with the growing inventory and processing deadlines. The Texas Prompt Payment of Claims Act requires insurance companies to pay interest, in addition to the amount of the insurance claim, when an insurance company delays payment of a claim longer than the statute's imposed deadlines for claim decisions. Sometimes, the deadline can be as short as 30 days, which can drastically increase potential penalties. If an insurer delays longer than the deadline, it can be liable for interest ranging from 10% to 18%. Wanting to meet the state deadlines to avoid costly interest payments and to ensure it had the bandwidth for continued growth, Community Health Choice began searching for an automation solution that could help it reduce labor costs, boost staffing flexibility, reduce cycle time and prevent backlogs. Lucretia Butler, Director of IS Systems Applications, had worked with Cognizant on robotic process automation (RPA) at a previous employer and wanted to realize the same benefits for Community Health Choice. Our Cognizant Robotic Automation Services team worked with Community Health Choice to automate claims inventory management, process required claims on time and free staff for more research-heavy and customer-focused tasks. The health plan's first robot went live in 2016, and it currently has 10 active robots working through the TriZetto® QNXT™ core administration system. The following processes were automated with robots developed specifically for Community Health Choice: QNXT generates an edit when a claim is received for a service that requires prior authorization, but it wasn't issued or automatically applied through QNXT. When done manually, our client's employees checked the claim for specific data points, including providers, dates and services. With an average monthly volume of approximately 7,500 claims, this process created a significant strain on processors and put the health plan at risk for a costly backlog. Without automation, the health plan would have needed to pay overtime for manual processing or borrow from other departments to get the claims processed on time. Fortunately, our robots quickly searched QNXT for an authorization that matches the claim data, eliminating the time-consuming, manual process that had an average handling time of six minutes per claim. Robotic automation allowed the health plan to save more than 750 full-time employee (FTE) hours and roughly nine FTEs monthly. This translates to a cost savings of 83% and $3.6 million saved since 2016. Providers must be referenced on all claims, but when a provider is missing from a claim, the claim pends until a record is created and/or attached. This interruption in the claim cycle put the health plan at risk of significant backlog and required time-consuming, manual intervention. Cognizant deployed a robot to research and reconcile claims with missing provider information within QNXT. The robot finds a provider match in the QNXT system and attaches it to the claim. If no provider match is found in the QNXT system, the robot flags the claim for further investigation. By automating this high-volume process—more than 9,200 claims each month—Community Health Choice has saved more than 480 FTE hours per month and $839,000 since 2016, an overall 51% cost savings. Health plans typically log calls to and from members for plan-related changes or performance and for accurately tracking questions. For instance, Community Health Choice keeps call logs when members need to change their primary care physicians (PCPs). A Cognizant robot monitors the QNXT database for specific verbiage. When it detects that verbiage, the robot

opens the record, grabs the new provider information and logs the call in QNXT, noting the call and the PCP change. Automating this process helped prevent employees from duplicating work by re-entering comments in QNXT. With an average monthly volume of nearly 7,100 calls, automating this process has saved Community Health Choice more than $306,000 in operational costs since 2016, the approximate equivalent of two FTEs per month. QNXT recognizes when multiple claims are submitted with similar data, such as provider, date of service or services rendered. For these claims, an examiner must validate whether the claim is indeed a duplicate, which is time-consuming and involves considerable risk for human error due to complex exceptions. With an average monthly volume of 6,500 duplicate claims, the manual process put Community Health Choice at risk for low accuracy ratings, a metric that could lead to a financial penalty and jeopardize eligibility for their Medicaid line of business. Our robotic automation solution diminishes the risk by quickly and thoroughly checking data points to compare the claims. Automating this process saved Community Health Choice 672 FTE hours per month, a total labor savings of more than $1.4 million since 2016. Every payer has timely filing requirements that vary by state, product and contract. Every incoming claim is reviewed for timely filing and is denied or reimbursed according to payer-specific rules. Without automation, our client's examiners had to manually review each claim, at an average of over three minutes per claim. With nearly 5,000 claims monthly, the process was a significant drain on resources, costing the health plan hundreds of additional FTE hours. Since implementing a Cognizant Robotic Automation Services robot, Community Health Choice has saved 300 FTE hours per month and more than $704,000 in labor costs since 2016, the equivalent of roughly 0.4 FTEs saved per month. The Texas Prompt Payment of Claims Act requires insurance companies, including healthcare insurers, to pay or deny a claim within 30 days electronically or 45 days non-electronically. If claims are paid late or underpaid, penalties and interest accrue. Since early 2020, many healthcare insurers have been overwhelmed with priority changes due to COVID-19 which created a large backlog of claims. When Community Health Choice implemented one of our robots, it processed 14,000 backlogged claims in just two weeks, saving the health plan 1,167 FTE hours and preventing significant potential penalties. In early 2020, many elective procedures were limited due to COVID-19, which created a backlog. Authorization end dates were extended due to the stress COVID-19 had on the healthcare system. To ensure that Community Health Choice's members were informed of their authorization status and end dates, the Cognizant Robotic Automation Services team created a robot specific to the web-based platform, Jiva, to update the plan's 8,000 backlogged authorizations and send authorization letters to members. Coordination of benefits (COB) allows health plans to determine who is responsible for payment when a member is covered by two different plans and ensure that a member's benefits and reimbursement rate does not exceed 100% of allowed medical expenses. COB claims are also paid or denied based on the Medicare plan, benefit plan, type of claim and location of services rendered. Since beginning to leverage a Cognizant robot in April 2018 to automate this process, Community Health Choice has saved over 9,700 manual hours and $210,000. The Harris Health System's financial assistance program is focused on healthcare access for low-income Harris County residents who

don't qualify for other state or federal healthcare programs. While this is a low-volume process with an average monthly volume of 900, the value of automation comes from ensuring the latest benefits are applied to member claims processing. Since deploying a Cognizant robot in June 2019 to automatically add and update enrollment for Harris Health's financial assistance subscribers, Community Health Choice has saved over 2,800 manual hours and $70,000. Some U.S. states require insurance companies to maintain an SIU—which investigates and recovers funds from suspected insurance fraud or malpractice—to conduct business in those states. Community Health Choice deployed a robot to reverse and adjust claims based on upcode billing. Although this is a low-volume process—with an average monthly volume of 900—this robot ensures that Community Health Choice is processing claims accurately and that members and providers receive their full benefits and compensation. To date, this robot has saved over 1,700 manual hours and $47,000. Since partnering with Cognizant Robotic Automation Services in 2016, Community Health Choice has achieved impressive cost and time savings Due to the excellent results Community Health Choice has experienced with our Robotic Automation Services, it plans to continue the expansion of its intelligent automation initiatives.   About Community Health Choice Community Health Choice (Community) is a non-profit managed-care organization licensed by the Texas Department of Insurance, serving the local community. Established in 1997 and based in Houston, Texas, Community provides affordable and no-cost health insurance plans, for Medicaid, Children's Health Insurance Plans (CHIP), Health Insurance Marketplace, and Medicare options, to almost 400,000 residents of Texas. Committed to its mission, Community aims to improve the health and well-being of underserved Texans by opening doors to coordinated, high quality, affordable health care and health-related social services. For further information, visit their website at https:// www.communityhealthchoice.org. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll

be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/oup-reduces-risk-and-gets-future-ready-with-modern-it-estate ----- OUP reduces risk and gets future-ready with modern IT estate At a glance The challenge Our approach Business outcomes 75% 978 66% Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. As technology partner to the one of the world's leading university press, Cognizant delivers a global IT estate modernization that mitigates risk and drives operational efficiency. Industry Education Location United Kingdom Challenge Modernize and rationalize a legacy global IT estate to increase resilience and generate efficiencies by leveraging new technologies. Success Highlights Oxford University Press (OUP) is the one of the world's leading university press in the world, producing its first printed book in 1478 and receiving a royal license to print books in 1586. With over 500 years of experience at the forefront of knowledge and learning, today OUP publishes high-quality academic and educational resources and research around the globe. OUP has operations in more than 50 locations globally and is organized into three

publishing divisions: English Language Teaching (ELT), Academic and Education. Its titles range from academic monographs and textbooks to children's books and music. It also goes beyond traditional publishing, finding innovative ways to support learners in its mission to make knowledge accessible to all. OUP's technology estate had grown organically and was managed by multiple IT teams across the business. When OUP introduced a new Global Technology function with oversight and responsibility for the entire IT estate, the new team discovered that much of the infrastructure was end-of-life and no longer vendor-supported. There were many single points of failure, exposing risks to business continuity and recoverability. Maintaining the aging estate also required significant investment. OUP Global Technology saw an opportunity to mitigate risk and to modernize the IT infrastructure and applications while restarting some stalled digital transformation initiatives. This required the help of a trusted technology partner. OUP had already established a long-standing, strategic partnership with Cognizant for infrastructure service operations, application development, testing and support. With a proven track record of delivering transformation programs, we were selected to undertake the IT transformation and modernization project. Cognizant had an in-depth understanding of OUP's business and a wide range of relevant technology expertise. OUP also needed a flexible and adaptable partner, as the modernization would be delivered as multiple discrete projects, each with its own scope, goals and resourcing needs. We were able to meet this requirement for adaptability with our flexible 90% offshore resourcing model. Our approach placed us as an extension of OUP's teams, with executive sponsorship on both sides, a joint steering committee and a governance framework to monitor and address any risks. We implemented a change delivery framework to ensure each project was appropriately resourced for on-time completion and established a demand management function with the required organizational backing to manage and resource projects coming through the pipeline. For each project, Cognizant established a high-level demand brief and desired outcomes. This allowed a dedicated solution architect to propose a way forward for the project and create a blueprint for delivery. UK data center migration and modernization Cognizant managed the migration of OUP's Oxford data center to a new facility capable of securely hosting critical on-premises services. This involved strengthening disaster recovery capabilities, decommissioning unused infrastructure and simplifying the local area network (LAN) to make it modular and scalable. Device refresh and Microsoft 365 rollout We took over a stalled rollout of Microsoft 365, incorporating a device refresh with virtual desktops and Microsoft Teams to allow OUP employees to transition to a remote and hybrid working model. Americas infrastructure transformation We conducted a full modernization and partial cloud migration of OUP's primary US-based data center, which serves sites in North America and Latin America. Data storage was migrated from an end-of-support on-premises solution to a Microsoft Azure landing zone with enhanced reliability. A legacy Citrix platform was also migrated to a Microsoft Azure virtual desktop solution to enable work anytime, anywhere. A business-critical Trunk Media Gateway (TMG) was replaced with a modern software-defined networking (SDN) solution from Cisco, delivered as a cloud service. A new software asset management (SAM) system was implemented to ensure effective license management and utilization. IT spend

management OUP wanted to gain granular insight into its spend on services, licenses and support from IT suppliers so it could be more efficiently managed. For this, Cognizant designed and built a software solution to monitor and manage third-party IT spend, which paid for itself (and more) in six months. Facilities management Some projects required facilities and digital transformation expertise. To showcase our flexibility and adaptability, we were able to fully resource projects that involved, for example, preparing an unused floor of OUP's New York office for leasing to a third party, and managing a transition to a new warehouse services provider. Through this program, Cognizant has significantly strengthened OUP's disaster recovery capabilities, mitigating business risk while modernizing the technology estate. Additionally, the program advanced OUP's cloud initiatives and resolved persistent bottlenecks in network bandwidth. As a result, OUP now benefits from a stable, modern IT estate that enables more efficient operations and faster change delivery. Significant outcomes to date include: To realize its digital transformation plans, OUP needed a modern, resilient and high-performance IT and network infrastructure. Through its partnership with Cognizant, it has brought a legacy IT and connectivity estate up to date, reducing business risk, optimizing costs and creating a strong, flexible foundation for future innovation. With a large-scale business applications transformation on the horizon, OUP can confidently leverage modern, cloud-based software and services in its mission to help more people around the world achieve their potential through knowledge and learning. reduction in the volume of end-of-life equipment legacy on-premises servers decommissioned of workloads migrated to the cloud Watch video : https://www.youtube.com/watch?v=DJ4GT21ySBg About Oxford University Press Oxford University Press publishes for three primary markets across the world: research, education, and English language teaching. OUP's mission is to further the University of Oxford's objective of excellence in research, scholarship, and education by publishing worldwide. For more information visit https://corp.oup.com/. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy

====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/corelogic-rapid-power-automate-migration ----- CoreLogic achieves rapid Power Automate migration At a glance The challenge Our approach Business outcomes 5x 4 16 Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. CoreLogic swiftly transitioned from its traditional on-premises RPA platform to Microsoft Power Automate, unlocking transformative new capabilities. Industry Information Services Location Australia Challenge Migrate from on-prem RPA solution to Microsoft Power Automate within an extremely short timeline. Success Highlights CoreLogic, one of Australia's most prominent housing property insights and analytics providers, serves market data to its clients across a range of applications, requiring reliable, robust data automation. The company was operating in a mature data automation environment, with many of its operational processes running via its Robotic Process Automation (RPA) platform. CoreLogic's existing RPA platform made a significant change in its licensing approach and a challenging migration

path to unlock new cloud-based features that could accelerate the sophistication of the automation available. The company decided it needed a technology partner to assist in selecting a new cloud-based platform and to assist in a rapid migration project to unlock new cloud and AI transformation opportunities. With a hard target deadline for a migration program to be initiated, designed, and executed to avoid significant license fees, CoreLogic needed a partner it could trust to engage and achieve results quickly. As its trusted automation delivery partner and awarded Microsoft Intelligent Automation Partner of the Year, the company chose Cognizant to find the ideal path into the future. Having collaborated on previous digital transformation initiatives, Cognizant and CoreLogic came together and identified Microsoft Power Automate as an ideal migration opportunity. The teams worked in partnership to carefully map all automation processes and to design a new implementation in Power Automate that covered all requirements. With a tight delivery window of less than six months from initial conversations, a high trust relationship was formed to move quickly toward the deadline while ensuring fast decision making was core to the process with a clear focus on the final objective. "We always felt like we understood every decision we were being asked to make and that we had the expertise beside us to get us to where we needed to land," says Sarah Edwards, Executive of Operations at CoreLogic. In total, 16 automations were identified for migration from the previous RPA platform design, with a small number of previous processes decommissioned or consolidated into the wider design. Speed was made a high priority with some design decisions adjusted to push best practice finesse work to be phased in after the critical migration deadline was achieved. For example, process configurations were setup locally to each process for the sake of speed. Once the migration deadline was achieved, all configurations were moved to a central management system for better long-term maintenance outcomes. The migration process required a lot of careful execution planning, including the expansion of documentation for CoreLogic automations and the establishment of Australian infrastructure to suit the needs of the local operations on Microsoft Azure. Across the existing suite of robotics at CoreLogic, documentation varied in consistency. With no room for delays, the CoreLogic and Cognizant teams managed a process where they worked side-by-side to maximize Cognizant's migration execution capabilities while CoreLogic improved documentation as quickly as possible to feed into the development process with a level of consistency to reduce delays and confusion. New central RPA reporting systems were also implemented as a dashboard using Power BI to improve overall automation tracking and enhance tracking of all processes and how they delivered benefits to the CoreLogic business. Cognizant achieved delivery of the 16 required processes during six-month migration, meeting the hard target deadline and ensuring CoreLogic did not incur additional fees to its previous platform. The delivery was achieved with 100% accuracy in all rewritten code, with overall performance improvements alongside a 5x cost reduction. Microsoft Power Automate is adding features quickly, which is already saving CoreLogic time and resources. Planned work on a queue manager was cancelled when Power Automate added the feature natively, saving CoreLogic significant time and effort. With the migration achieved, CoreLogic now has access to best-in-class capabilities available through the Microsoft Power Platform. New PowerBI dashboards have greatly improved

clarity of the status of all bot transactions, revealing insights on execution time, transaction volumes, and manual versus automated processing time. New Power Automate cloud flow has also improved the maintenance processes for CoreLogic's RPA services. Bots and automations have also seen improved performance through the Power Platform, and Cognizant has demonstrated opportunities to introduce generative AI and Natural Language Processing for tasks such as the automation of property summaries. CoreLogic has set a goal of creating 100,000 hours of additional capacity for the business to support future growth and as a demonstrated commitment to furthering employee wellbeing through the automation of non-value adding work this year using smart automation and AI. Power Automate opens many opportunities to solve for processes that are required of staff but do not add direct value to customers. Having new automation capabilities gives Edwards and her team confidence they can pursue this business goal. With a tight six-month window for planning and execution, CoreLogic and Cognizant achieved a complete migration of all required automations, achieving a seamless transition for the company and its clients. With its Power Platform infrastructure now in place, CoreLogic is looking forward to unlocking even greater utility from Microsoft's AI and automation tools and continuing to enhance its service offering to Australia's property industry. "Having this ambitious deadline was hard and really pushed the team, but it also built a positive culture within the team. Together we achieved this," says Michael O'Brien, Robotics Technology Lead at CoreLogic. Reduction in platform costs Month execution timeline Processes migrated to Power Automate About CoreLogic CoreLogic is a leading, independent provider of property data and analytics. Its extensive breadth and depth of knowledge gathered over 40 years gives the company one of the most comprehensive property databases and visibility on more than 10 million properties in Australia. www.corelogic.com.au Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or

Premigration project keeps S/4HANA upgrade on track At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI.

Global manufacturer's customer —vendor integration hits timeline and synchronization marks to support larger-scale transformation journey. Industry Life sciences Location Global Challenges Tight timeline with risk of significant costs from delays and requirement variations from typical conversion practices Success Highlights Our client, a major medical device manufacturer with a global reach, was eager to embark on a transformation journey, migrating their old ERP system to SAP S/4HANA. This type of migration requires several complex preparatory steps that must be completed before the technical upgrade can commence. A primary and mandatory premigration step for this brownfield S/4HANA migration was customer/vendor integration, or CVI. In ERP systems, vendors and customers have separate master data models. However, S/4HANA employs the business partner distinction, in which

customers and vendors—any entity with which the company does business—are configured as business partners. For our client, this meant synchronizing two million records, with any failed conversions preventing the next stage of the upgrade. Additional factors included: Additionally, the project timeline was limited to three months to ensure our client could move forward with the technical migration. Any delay to the CVI process would have financial risk to our client; even a one-month delay in a project of this scope could have incurred additional costs of over $250K. As the SAP S/4HANA migration is a multivendor project, our client initially reached out to its SAP partner for this premigration activity, but Cognizant stepped in when our client's partner was unable to position the right resources within the tight timeline. We have delivered customer/vendor integration projects since 2022 for several global organizations. Going in, we understood that achieving 100% synchronization was mandatory for project success. With this data evolution, any updates to customer and vendor data are immediately transferred to the relevant business partner. Additional typical steps in these migrations include archiving customer and vendor data with deletion flags and activating a suppression check to bypass data errors such as postal and tax jurisdiction codes. However, our client did not opt for the suppression check to bypass data errors, instead opting for those data errors to be fixed to move forward with the migration. The Cognizant team created multiple iterations in lower environments, including development, quality assurance and verification, which helped to establish the processes and eliminate all the data issues in production. Initially, one full end-to-end conversion was executed in a sandbox environment. The team analyzed and corrected the data, then repeated the sequences in the other environments. In the first run, Cognizant was able to deliver a 99.999% success rate. We experienced an unsync rate of less than 0.001% out of over 1.9 million records. These errors were due to invalid tax number (VAT) data and quickly resolved. A critical initial stage of the brownfield S/4HANA migration, our client's CVI project was completed with zero down time, resulting in no impact to business operations. Our client was able to keep its original customer numbering after the migration—a key requirement for the project. Now it has achieved simpler, faster updates in customer-vendor master data that flow in real time to the relevant business partners. Business benefits included: As a result of the timely completion of this premigration project, our client was able to plan for the next phases of its transformation. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com

=======================

'Experiences' platform revolutionizes Mars' brand promotion

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/experiences-platform-mars-brand-promotion ----- The challenge Our approach 65+ 200+ 40% 300% 50+ Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI

insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Creating a new brand promotion website within the Mars current technology landscape would be challenging. Mars needed a smart, innovative execution to ensure scalability and speed, with attention to compliance and accessibility from the ground up. Cognizant was engaged to help Mars meet the challenge. The digital transformation focused on solving three key challenges: intertwining Mars digital and content ecosystems; enforcing data security, compliance and regulation standards; and ensuring that none of Mars' world-class brands were underutilized. Cognizant began by deploying a next-generation modular web platform to simplify the build, deployment and maintenance of Mars Brands' digital properties at scale and develop over 60 new capabilities to help ensure brand sites could launch on schedule and meet the rigorous Mars standard. Cognizant also helped create the Mars Experiences Platform to deliver best-in-class experiences globally with centralized capabilities that could evolve over time and provide security for the brand. In collaboration with Mars stakeholders, Cognizant used an agile development methodology to develop and maintain the platform, which consists of an interconnected toolkit of components, a wide spectrum of templates, third-party integrations and a robust back-end system deployed in the Cloud Native Acquia Cloud Site Factory. Every element of the platform was purpose-built to fast-track the deployment of Mars brand websites. The new platform enables Mars Brand agencies to use diverse templates to craft captivating stories, persuasive narratives and unique product offerings and campaigns that truly embody the Mars brand. To maintain momentum, once the lead brand site was in place within the Mars Experiences Platform, Cognizant cloned it, translated content, refined product offerings and quickly rolled out regional sites with minimal effort that not only significantly cut costs but accelerated the launch of numerous websites, with many Mars brands already reaping the benefits of the platform. Mars and Cognizant won the Acquia Engage award as industry recognition for the achievements in standardization, simplification, intelligent and innovative engineering, scalability and speed of the Mars Experiences Platform. Mars brands enabled brand sites launched within 18 months reduction in overall TCO increase in customer reach countries enabled for global operations I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/corelogic-modernizes-it-training-program ----- CoreLogic modernizes its IT training program At a glance The challenge Our approach Business outcomes 259% 75% 9 out of 10 Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and

efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. As CoreLogic transitioned its applications from on-premises to the cloud, Cognizant developed an award-winning digital collaborative learning program on Intrepid to successfully train CoreLogic's IT staff. Industry Banking & financial services   Location Irvine, CA Challenge Develop a scalable, impactful digital learning program to upskill, reskill and level-set CoreLogic's IT workforce on the company's newly installed Google Cloud Platform (GCP). Success Highlights Based in Irvine, California, CoreLogic® is a leading provider of information services, business intelligence and cutting-edge analytics solutions to the property industry. The company unlocks value for the entire property ecosystem by empowering agents, lenders, carriers and innovators with integrated solutions that optimize and elevate how they serve their end-customers. When CoreLogic decided to transition its IT infrastructure from an existing suite of on-premises legacy apps to apps hosted on the Google Cloud Platform (GCP), the company found that its traditional employee training methods were not up to the task of educating IT staff on the new platform. Educating employees on the new platform required a shift from the company's previous instructor-led sessions, which had long been plagued with problems. Among them: CoreLogic knew it needed to transform its legacy training program to one that promoted self-paced, digital learning on an online platform. The company engaged Cognizant's Digital Learning team to build a scalable, efficient and learner-focused

solution that would give its IT workforce the skills needed to remain competitive in a dynamic business environment. Managing and implementing the transition required a change management strategy to ensure learner adoption and success. First, the Cognizant Digital Learning team outlined business objectives with CoreLogic's IT leadership: First, the team assessed the training content to find gaps and restructure it to focus on identified knowledge areas. Then they developed the Cloud Enablement GCP Fundamentals Program—a five-week, cohort-based learning journey with gamified elements and an engaging, collaborative experience for learners. The program covers the basics of GCP, keeping in mind the requirements of non-technical staff. The learning content is divided into logical segments and distributed evenly across five weeks to let employees grasp technical knowledge while managing a full-time day job. The entire program is designed as a live academy with periodic synchronous and asynchronous learning events. It is hosted on Intrepid, a collaborative learning platform that empowers organizations to solve business challenges through engaging and applied learning at scale. Over 350 content pieces, or tiles, arrange learning content into short bites presented in diverse presentation modes such as videos, textual and embedded content, missions, quizzes, discussion forums and feedback surveys. In the first year of the Cloud Enablement GCP Fundamentals Program, Cognizant's Digital Learning team has rolled out a pilot set and three live cohorts of the training program. To date, 223 employees have successfully completed the training, versus 86 in the four years prior to implementation of the new program. As word about the success of the program spread among management, the team received positive feedback from multiple senior leaders. The program's class moderation approach has set the gold standard for effective and comprehensive support in online learning. Our CoreLogic Enablement Team's collaborative effort has been recognized by education technology and digital content leader VitalSource® Technologies, Inc. with its 2024 Intrepid Momentum Award for the Best Moderation of a Class. Encouraged by the immense success of the program, CoreLogic has asked Cognizant to develop a similar training program on advanced GCP topics for senior developers of the IT workforce. The new program aims to shorten delivery timelines by 30% due to re-use of assets and the solution framework from the Cloud Enablement GCP Fundamentals Program. CoreLogic plans to set up a centralized Technology Enablement Hub as a one-stop-shop for all training requirements of the IT workforce. The Cognizant Learning team is currently designing the framework for this learning hub, which will be hosted on CoreLogic's SharePoint site. increase in learner completion reduction in SME dependency rating for overall learner experience About CoreLogic CoreLogic is a leading provider of property insights and innovative solutions, working to transform the property industry by putting people first. Using its network, scale, connectivity and technology, CoreLogic delivers faster, smarter and more human-centered experiences that build better relationships, strengthen businesses and ultimately create a more resilient society. www.corelogic.com Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/health-plan-streamlines-accreditation-process ----- Health plan streamlines accreditation process with CareAdvance At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI

insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Physicians Health Plan jumpstarts NCQA case management accreditation process with agile CareAdvance implementation by Cognizant. Industry Healthcare Location US Challenge Meeting accreditation agency requirements Products and Services TriZetto Clinical CareAdvance Success Highlights Our client, Physicians Health Plan (PHP), elected to earn the National Committee for Quality Assurance (NCQA) accreditation for case management to help improve operating efficiencies through evidence-based best practices. PHP would complete a gap analysis and identify improvement areas for each of its members. Earning NCQA accreditation would also showcase the quality of PHP's programs and align its goals to case management practices across the country. Working with a consultant, PHP learned its case management documentation methodology did not meet NCQA requirements. As prerequisite to the accreditation, PHP would have to implement a new case management system and create a new complex case management (CCM) program. PHP set a very tight deadline for these projects so its case managers could become familiar with the new systems and program details before the NCQA look-back period began. However, PHP is a lean organization with few additional resources for implementing the new system and program. PHP accepted Cognizant's proposal for a six-month agile implementation of the TriZetto® Clinical CareAdvance® Case Management module and its standard assessments, which meet NCQA requirements out of the box. Using our agile implementation methodology, PHP and Cognizant teams achieved an early go-live date, beating the already short timeline by 19%. Because the implementation was completed ahead of schedule, PHP case managers spent additional time working with NCQA consultants to perform three mock chart review sessions before the start of the NCQA look-back period. This was invaluable, enabling the PHP clinical team to incorporate recommendations from the chart reviews prior to the NCQA survey. "Cognizant's team was focused and engaged to ensure we met our project metrics. Post go-live, Cognizant was very responsive in assisting us to improve workflow processes," said Kellie Banko, Manager, Case & Disease Management, PHP. PHP had already implemented the TriZetto Clinical CareAdvance Utilization Management (UM) module. CareAdvance modules integrate with PHP's core administration platform, TriZetto Facets which shares real-time claims, benefits and membership details with CareAdvance UM and CM to enrich collaboration between our client's UM and CM departments. In addition to the cearly go-live date and coming in under budget by more than 16%, the CareAdvance Case Management implementation has enabled PHP to: PHP's new case management processes help the team anticipate the needs of its members and populations and engage them proactively to improve health outcomes. These new processes also led to the client receiving NCQA accreditation for case management. About PHP At Physicians Health Plan, we exist to improve people's lives by making healthcare more accessible for the diverse communities we serve. Together with our extensive network of provider partners and hospitals, we provide our members access to high-quality, affordable healthcare so they

can live their best lives. PHP is owned by two of Michigan's top health systems, University of Michigan Health and Covenant HealthCare, and offers healthcare plans to individuals, employers, and Medicare beneficiaries throughout Michigan. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ====================== ----- Arcticle source ----- https:// www.cognizant.com/us/en/case-studies/etex-modernizes-its-it-foundation-for- a-new-era-of-sustainable-innovation ----- Etex modernizes its IT foundation for a new era of sustainable innovation At a glance The challenge Our approach Business outcomes <12 months 40+ countries 6,000+ users Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D

with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Cognizant and SAP partnered to migrate a business-critical SAP ECC environment to S/4HANA to ready Etex for future transformation and innovation. Industry Manufacturing Location Global, with HQ in Belgium Challenge Modernize and migrate a legacy SAP ECC applications environment to S/4HANA to support future business growth. Success Highlights Etex is a pioneer in the manufacture of lightweight construction materials, enabling people worldwide to build safe, sustainable, smart and beautiful buildings. Founded in 1905, its innovations and acquisitions in fire protection, plaster technology, modular construction and engineering have revolutionized the construction industry, aligning it with Etex's mission of inspiring ways of living. Etex sees its products as part of the solution to combating climate change, as they are recyclable and up to 45% less emissions-intensive to produce over traditional construction methods. The company has signed the United Nations (UN) Global Compact and is fully committed to helping achieve UN Sustainable Development Goals (SDGs) in areas where its products can have an impact. Etex has strong ambitions to grow its business and develop the company's sustainable product lines through internal innovation and further acquisitions. For this it needs a strong enterprise resource planning (ERP) platform with modern, business-enhancing functionality. Its legacy SAP ECC platform was facing end of support and Etex opted to take the opportunity to upgrade to SAP S/4HANA. This was a major modernization project and Etex conducted a comprehensive multi-year assessment to determine the right approach. It opted for a brownfield migration, carrying some business-critical processes and functionality over to S/4HANA and leveraging new S/4HANA features where possible. Etex wanted a world-class combination of systems integrator and technology partner to handle the migration and conversion. It therefore engaged Cognizant and SAP to deliver the end-to-end project. A target of 12 months was set for the whole environment to go live on S/4HANA. Throughout, Cognizant, Etex and SAP worked in partnership to ensure a smooth and successful project delivery with all parties working together to anticipate, address and resolve any issues. The modernization involved first developing a thorough understanding of the SAP environment. A full system readiness analysis was conducted to understand which aspects of the environment would need remediation prior to the move. A conversion plan for the migration was then created, using best-practice processes and frameworks. To de-risk the project, a six-cycle migration was planned. The cycles started with the sandbox environment,

being the lowest-risk, and progressed through to the production environment. Each cycle involved Etex, Cognizant and SAP working together to convert to S/4HANA, implement mandatory simplification items, make custom code corrections and migrate the data. The learnings from each cycle were applied in subsequent cycles, in readiness for seamless cut-over and go live. As part of our end-to-end approach, Cognizant also implemented a best-practice test management strategy that Etex can use for future business transformation projects. All six cycles were completed as planned, with Etex going live on S/4HANA in a single weekend at the end of the <12-month period. The smooth, on-time migration to S/4HANA allowed Etex to start benefiting from SAP S/4HANA features in a little over a year—a rapid timeframe for a full modernization of a complex legacy SAP ECC environment. Specific outcomes achieved to date include: Throughout, the collaborative effort between Etex, SAP, and Cognizant facilitated coordination and ongoing external benchmarking. This has been fundamental for the successful execution and establishment of the groundwork for the digital transformation journey. Etex was already an industry leader and pace-setter, with its lightweight, low-carbon materials enabling the transition to sustainable construction worldwide. Now, with new products and acquisitions on the horizon, Etex is preparing for a new era of sustainable innovation. The new modernization and migration project has ensured that its business-critical SAP core is ready for that shift, delivering a powerful new technology backbone that enables Etex to benefit from new S/4HANA features as they roll out. project completed on time and on schedule gain a modern ERP backbone benefit from a new digital core Watch video : https://www.youtube.com/watch?v=VSc3sqCXcgA About Etex Etex is an innovative and sustainable building materials company and a pioneer in lightweight construction. It employs 13,500 teammates globally, operating on more than 160 sites and seven Innovation Technology Centers (ITC) in 45 countries worldwide. For more information, visit www.etexgroup.com. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by

===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/fletcher-building-datahub-propels-business-wide-innovation ----- Fletcher Building Datahub propels business-wide innovation At a glance The challenge Our approach Business outcomes 3 80% 10% Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A new future-focused approach to managing complex data needs within a highly dynamic business framework is giving Fletcher Building flexibility for customer-centric transformation. Industry Manufacturing Location New Zealand and Australia Challenge Create a data exchange that flexibly processes and publishes information to make data the heart of a large, dynamic organization. Success Highlights Fletcher Building is one of New Zealand's largest listed companies, with operations ranging across manufacturing, construction, retail and distribution industries. Over its 100-year history, many strategic acquisitions have brought together a wide array of businesses. This also means a collection of legacy IT systems with little

compatibility, making operational integration a deeply complex problem to solve. "An organization as complex as ours presents significant challenges for unifying data insights and intelligence while maintaining the integrity of each individual business unit," says Joe Locandro, CIO at FletcherTech. "It requires a unique approach to data automation but if we can get it right, it creates incredible value for our teams and customers." FletcherTech is Fletcher Building's technology division. It wanted to capture and share intelligence across disparate IT systems while allowing individual business needs and differences to remain. On its journey toward a more customer-centric and data-led enterprise, FletcherTech chose Google Cloud Platform (GCP) to form the foundation of a new dynamic Datahub. GCP allowed data to be shared efficiently and flexibly between Fletcher Building businesses and could seamlessly adapt to the changing needs of the future. FletcherTech and Cognizant partnered closely to begin work on the Datahub. Together they built clarity around the required design for this central data exchange and how it needed to function. The team was careful to define the business objectives ahead of the technical solution. The aim was to establish a dynamic system to transform data into a company-wide asset, with the Datahub preparing data for distribution between company systems without being overly prescriptive or structured in ways that could become restrictive over time. Through APIs, FletcherTech could onboard Fletcher Building business units to facilitate data exchange, enabling better alignment with customer needs and business objectives. The team identified three key use cases where the Datahub would be called to action: Cognizant brought a diverse technology team to the engagement, with expertise across architecture, data, cloud and integration engineering. Cognizant and FletcherTech worked together to design the capabilities required in the Datahub and how GCP features mapped to these needs. A pilot program was devised to ingest, process and publish data from Fletcher Steel's ERP system to validate the Datahub design and the Delivery Management System built to manage data flows. A second integration was implemented to an e-commerce system to further validate the effectiveness of the Datahub and its data pipelines. From here, the speed of further business unit integration could increase as Datahub design work ensured scalability and stability. Each business unit's unique needs required careful attention and regular adjustments to the plan to ensure benefits were being unlocked through the Datahub's integrations. FletcherTech and Cognizant formed a high trust partnership where honest discourse helped maintain focus on the high-level objectives and to find smarter, cheaper and more effective ways to continue the journey forward. The Datahub has resulted in significant positive financial outcomes for Fletcher Building thanks to improved delivery management tracking. Along with savings through system modernization and decommissioning older reporting and analytics systems, every business that is onboarded to the new e-commerce system is expected to see overall savings to their business. While the Fletcher Datahub is an ongoing journey, with many more business units to be integrated in the future, the foundational product is in place and data is now available as a decoupled asset across multiple business units. In the most significant early successes, the Datahub now provides a customer-facing e-commerce reporting module that requires minimal effort or overhead. Looking ahead, with many more business units at Fletcher Building to be integrated, FletcherTech is confident in the value that is ready to be unlocked through the Datahub.

Despite the complexity of such a large and dynamic organization, the Datahub creates an avenue for generating a simplified data exchange where business value can be uncovered. year acceleration of modernization program saving in data quality efforts improvement in business process execution Watch video : https://www.youtube.com/watch?v=qU3ZncocFT4 About Fletcher Fletcher Building is a company with a celebrated history which started in New Zealand over 100 years ago. The manufacturing and distribution enterprise operates across New Zealand and Australia, employing over 14,900 people across the Tasman spanning the entire building supply chain, from raw materials to manufactured building products and delivering projects of great scale. For more information visit www.fletcherbuilding.com Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com

2595450_CS_GGM-NAM-HC_PacificSource_Facets_Named_Case_Study Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=======================

Tyl by NatWest launches and scales payments innovations fast

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/tyl-by-natwest-scales-innovative-payment-solutions ----- The challenge Our approach 2 million 70% £740,000 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive

advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Tyl by NatWest is the payment technologies arm of NatWest, a leading UK high-street bank. It has produced a raft of innovative solutions designed to make life easier for the UK's small business owners. Tyl by NatWest launched with just a 10-person team, but was soon experiencing high demand for its simple, frictionless services that allow business owners to take card payments on the web, on a handheld terminal or on a smartphone, and receive the cash in their accounts the next business day. With transaction volumes escalating to two million per week, Tyl by NatWest needed expert, on-demand help across all aspects of its digital and data engineering activities—from designing new products to integrating with third-party payments services and streamlining its merchant acquisition processes. Tyl by NatWest chose to work with Cognizant for our fintech experience and hard-to-find expertise in emerging technologies, as well as for our flex capacity and ability to support Tyl cost-effectively from our offshore delivery center in India using an agile distributed delivery model. Our engineering expertise and fintech ecosystem partnerships allow us to seamlessly support Tyl on the co-creation, engineering, rollout, support and maintenance of a wide range of technology products and features—from digital onboarding to mobile integration and innovative "tap to pay" services. Throughout our partnership, we have worked closely with Tyl and its partners to propose suitable ways of working and technology solutions to optimize service design and delivery. Tyl by NatWest launched with a vision to support local communities and make life

easier for small businesses. By working with Cognizant as its digital engineering partner, the bank has been able to realize its vision, developing innovative, robust payments solutions and programs that remove friction for business owners and contribute to a sustainable future for businesses and communities. transactions per week supported offshore capability optimizes IT costs generated for local communities I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/a-hollywood-studio-reshapes-31-year-old-residuals-system ----- A Hollywood studio reshapes 31-year-old residuals system At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Backed by AWS and a customized rules engine, the company's new cloud application makes a smooth transition to managing residuals in the streaming era. Industry Media & entertainment Location North America Challenge A media giant

sought to migrate its legacy residuals application to a modern AWS-based system flexible enough for the demands of modern content and distribution channels. Products and services Residuals Domain Consulting, AWS/Java-Angular based application & API development Success highlights Residuals have always been a complex part of the entertainment business. The payments compensate guild members—writers, actors and directors—for reuse of their work. They're a critical function for studios, which typically process hundreds of thousands of residual checks every year and pay out tens of millions of dollars. Streaming has upped the ante, making residuals even more complicated. Studios' legacy applications have strained to keep up. The in-house system used by our client, a US media giant, was typical. Built in 1995 with data migrated from a mainframe finance application, the system relied on an outdated non-relational database that struggled under digital-era payment volumes and contracts. Third-party service providers' annual costs were high and rising steadily. The company sought a cloud-native system to automate residual payments and streamline business processes while allowing it to manage all services in-house. Cognizant proposed a roadmap that included plans for a custom residuals application on AWS. The new application would enable the studio to manage the end-to-end business flow of residuals, with a customized rules engine that makes it easy to scale and accommodate updates like adding new titles and cast members. The roadmap included MVP use cases and a detailed project map based on our team's extensive industry and technical experience. The scope of the project was extensive. Cognizant managed and led the engagement using a global delivery model with experts across consulting, data analytics and migration, Java, UI and QA. Our team implemented 21 integrations and data feeds across the studio's landscape. More than 120,000 combinations of rules were synthesized to implement 2,000 residual obligation calculation combinations and rules. What's more, attrition by key client stakeholders during the design phase required Cognizant to reverse engineer code and data to analyze and redesign current-state business processes. The project's first step was to design the to-be state based on Cognizant's analysis of the client's ecosystem, its dependent business and system processes, and the impacted stakeholders. Because residuals are lifelong payments, retrofitting revenue and payment history for new data models would have to be exact. Accuracy of payments was a top concern that our team addressed by using multilevel data reconciliation techniques while migrating historical data. To provide granular reports and accurate calculations, the studio needed a more detailed view of residuals than its existing system allowed—its 12 legacy markets would need to expand to 19, and two territory groups to five. The new application packs a host of efficiencies for the studio. It features an intuitive user interface (UI) and a UI-based rules engine that enables the system to scale and add rules with no code changes. New titles and markets can be added quickly, and bulk changes are easy to execute. In addition, the new application's inception to date (ITD)-based calculation is an important advance, allowing the studio to adjust revenue without dependencies on other applications. The legacy system calculated payments based on monthly and quarterly revenue. Its inability to recalculate payments based on common changes, such as title mapping and obligation setup, regularly led to costly, out-of-system settlements and penalties. With ITD calculations, the business is free to change the obligation setup—title attributes, talent, guilds or prorations—

and the application automatically applies the correct rules and recalculates the payments from inception. As a result, payments are timelier and more accurate. New cast members and guilds can be added at any time. The new application has also helped the studio significantly lower its costs by bringing in house the services it had contracted to third-party residuals systems. For example, the application automates the maintenance of exhibition contracts for pay TV and streaming video-on-demand markets, a service the studio had previously outsourced to an external payment provider. Other benefits for the studio include: The modern residuals application streamlined what had been a costly, labor-intensive process and set up the studio with a system ready for the future of content distribution. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ===================== ----- Arcticle source ----- https:// www.cognizant.com/us/en/case-studies/axa-insurance-co2-accounting-reporting ----- AXA UK & Ireland sets a new standard in CO2 accounting and reporting At a glance The challenge Our approach Business outcomes 2050 300 180 Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of

generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A carbon accounting model and project delivery emissions calculator from Cognizant enable the UK-based insurer to monitor, optimize and report on IT carbon efficiency. Industry Insurance   Location United Kingdom Challenge Implement a standards-compliant model for measuring, monitoring and reporting on actual GHG emissions across a large and diverse IT estate. Success Highlights AXA UK & Ireland, a long-established financial services provider, is part of the global AXA Group and ranks among the UK's leading insurance companies. It offers millions of customers peace of mind across important aspects of their lives—from health to car, home and business insurance. AXA is fully committed to the global effort of combating climate change with a focus on its own operations, the investments it makes and the broader insurance industry. It has set the goal of achieving net zero greenhouse gas (GHG) emissions by 2050 and is a member of the Net Zero Insurance Alliance (NZIA), which aims to decarbonize insurance and reinsurance underwriting portfolios. AXA knew that a significant proportion of its GHG emissions was generated by its IT operations and was determined to minimize them. In addition to measuring Scope 1 and Scope 2 emissions from its own IT estate, the company wanted to be able to better measure and manage Scope 3 emissions generated by supply chain partners, including IT service providers and hosting companies. While AXA was able to take a snapshot of Scope 1 and 2 emissions at a given moment, it could not measure them in sufficient detail for internal and external GHG reporting. It lacked a robust model that would allow it to monitor actual changes in emissions over time, or to measure emissions generated by external consultancies working on AXA projects. That changed when AXA engaged Cognizant as its managed services partner for its legacy IT estate, which included 300 platforms, applications and tools. In addition to its managed services, Cognizant offered a proven solution for granular, continuous GHG emissions monitoring and carbon accounting across the managed IT portfolio. AXA

wanted to implement a robust framework and method for baselining GHG emissions across its data centers, networks and end-user devices, which could be regularly updated to monitor actual GHG emissions over time. This was especially important as AXA aimed to measure carbon efficiency improvements from future projects such as a planned cloud migration. It was also looking for tools to accurately assess the carbon efficiency of third-party IT consultancies and solution providers as part of a sustainable procurement transformation. Cognizant's solution combined a granular carbon accounting model tailored to AXA's IT estate with a detailed baseline of as-is emissions across the estate. We also implemented our proprietary and innovative Delivery Carbon Footprint Calculator (DCFC), which predicts the emissions on every work order issued under our managed services agreement with AXA, enabling the carbon footprint to be optimized ahead of delivery. These solutions have been developed by Cognizant and fully align with Greenhouse Gas Protocol accounting and reporting standards for corporate IT estates, creating a reporting-ready solution for AXA UK & Ireland. The solutions we provided break down as follows: The new model meant that for the first time, AXA UK & Ireland was able to estimate a baseline of GHG emissions for the target IT portfolio, discovering that emissions were in the order of 1,500 tCO2e per year. With this model in place, it can now resample emissions at regular intervals to assess and report on the impact of IT sustainability initiatives—such as transformation projects or moving more of its workloads to the cloud—as it strives to achieve its 2050 net zero target. Specific outcomes achieved to date include: Prior to initiative, AXA UK & Ireland knew it wanted to optimize GHG emissions across a large and diverse IT estate, but had no quantitative model or a framework to support that ambition. Now, AXA can measure, predict, monitor and manage emissions to a high degree of granularity, with a model that reflects GHG Protocol standards and delivers accurate carbon accounting estimates. With a deep commitment to minimizing the impact of climate change, AXA UK & Ireland is setting a new standard for carbon accounting in the insurance industry as it works towards its net zero target. net zero target date IT platforms, applications and tools monitored work orders assessed for GHG impact About AXA UK & Ireland AXA UK is part of the AXA Group, a worldwide leader in insurance and asset management, with 147,000 employees serving 94 million clients in 50 countries. In the UK and Ireland, AXA operates through a number of business units including AXA Insurance, AXA Health and AXA Ireland. AXA UK & Ireland employs around 10,000 staff. For more information, visit https://www.axa.co.uk. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be

reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/core-logic-google-cloud-migration ----- CoreLogic shifts to Google cloud – Tax GCP Migration At a glance The challenge Our approach Business outcomes 500+ 150+ 150+ 480+ 25% Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. When one of CoreLogic's highest-revenue business unit began to outgrow its on-premises IT infrastructure, it was time to migrate to Google Cloud. Industry Banking & Financial Services Location Irvine, CA Challenge Migrate data and

applications for one of the company's most complex and high-revenue business units from existing on-premises servers to the Google Cloud Platform (GCP). Success Highlights Based in Irvine, California, CoreLogic® is a leading provider of information services, business intelligence and cutting-edge analytics solutions to the real estate industry. The company unlocks value for the entire property ecosystem by empowering agents, lenders, carriers and innovators with integrated solutions that optimize and elevate how they serve their end-customers. CoreLogic was incurring high costs on its existing on-premises server data center, due to system redundancies and expensive Oracle WebLogic middleware licenses, which were charged based on the number of Java Virtual Machines (JVM). An early adopter of digital technologies such as cloud, CoreLogic was seeking to transition the costly legacy on-premises infrastructure for its Tax Ecosystem business unit—which accounts for up to 40% of revenues for client business —to the Google Cloud Platform (GCP). As a data and analytics firm, CoreLogic was looking to leverage GCP's multiple business benefits, including: The project had a strict deadline of Q1 2024 to transition the Tax Ecosystem business unit from on-premises infrastructure to GCP or face significant overrun costs. Cognizant has managed CoreLogic's Tax Ecosystem business unit for over a decade, overseeing both technology and operations. Given this extensive experience and proven track record, it was a natural choice for CoreLogic to entrust Cognizant with leading their cloud migration initiative. Among the scope parameters were the following: In migrating the IT platform of CoreLogic's Tax Ecosystem business unit to Google Cloud, Cognizant achieved multiple business benefits for the company, including: Cognizant successfully delivered on CoreLogic's 1Q24 deadline, avoiding delays and associated cost overruns. In addition, CoreLogic achieved dramatic cost savings by eliminating on-premises computing infrastructure costs, using GCP-native monitoring tools and creating infrastructure as code (IAC) for the cloud. on prem servers eliminated applications migrated services migrated databases migrated cost savings About CoreLogic CoreLogic is a leading provider of property insights and innovative solutions, working to transform the property industry by putting people first. Using its network, scale, connectivity and technology, CoreLogic delivers faster, smarter, more human-centered experiences that build better relationships, strengthen businesses and ultimately create a more resilient society. www.corelogic.com Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise,

without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/investment-management-firm-cloud-migration ----- Investment manager ensures a seamless move to the cloud At a glance The challenge Our approach Business outcomes 80% 150+ 680+ Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading global investment management firm needed assurance that its cloud migration would be flawless. Cognizant's stress testing provided valuable peace of mind. Industry Capital Markets Challenge Test and validate all aspects of a planned massive cloud migration to ensure a smooth and seamless transition for portfolio managers, traders and clients. Success Highlights For years,

the technology platform of a leading global investment firm, which manages over $1.5 trillion in assets, was built on an on-premises software solution: Charles River Development version 9.6 powered the firm's servers. The firm was looking to migrate the entirety of its front- and back-office applications from on-premises servers to the cloud, using the Charles River Investment Management Solution (CRIMS) 23R2 solution. This software as a service (SaaS) software automates front-, middle- and back-office processes for buy-side firms, helping enable accurate and timely investment decision support. Since CRIMS would manage the firm's critical applications, it was imperative that the migration occurred seamlessly and transparently to stakeholders, and that the cloud platform was stable and reliable from the get-go. For these reasons, the firm called in Cognizant to conduct comprehensive testing and validation of the new platform. The client had a strict, tight timeline for this high-priority cloud migration of its applications. Cognizant was integrally involved in end-to-end testing of the entire CRIMS cloud migration. To facilitate and streamline product testing, we automated more than 50 flows and developed a reusable framework for testing the IT environment to support multi-currency, multi-region (North America, EMEA, Asia-Pacific) implementation of CRIMS. Among specific tasks were to: A top project priority—and thus, a key to Cognizant's approach—was testing and validating dozens of custom-built applications that enabled the firm's portfolio managers and traders to accomplish everyday, rules-based tasks. This included: With Cognizant's stress testing of the CRIMS software completed, the firm was able to meet its deadline to migrate applications from on-premises servers to the cloud. The firm has also: The above accomplishments have facilitated timely, end-to-end validation of major business workflows—such as portfolio modeling and order generation—for portfolio managers, trade analysts and clients, while detecting defects earlier with reduced manual effort. By validating that the cloud migration was achieved properly and with high quality, and that key features worked as planned, Cognizant added considerable business value for the investment management firm—improving performance, saving costs and giving the client peace of mind. faster QA test cases automated for custom applications test cases for comprehensive coverage Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template

rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/banking-digital-payment-app ----- A to Zelle®: Bank upgrades its P2P digital payment app At a glance The challenge Our approach Business outcomes +11% +40% 5M Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. To keep up with customer demands for quick and easy online transactions, a leading US bank upgraded its Zelle® mobile app with convenient QR coding. Industry Banking Challenge To enhance its customers' digital experience and facilitate digital and self-service transactions, the bank sought to upgrade its Zelle platform with QR code functionality. Success Highlights A Top-10 bank in the US serves millions of customers across the country, offering a wide range of products and financial services: consumer and small business banking, commercial banking, corporate and investment banking, wealth

management, payments, and specialized lending. Nearly 7 in 10 US online adults used a digital payment to make a purchase in 2023, according to Forrester. Fully aware of this industry trend, the bank offers its retail customers multiple digital channels to conduct transactions, including web and mobile apps. One of those apps: Zelle®, one of the world's leading person-to-person (P2P) payment platforms. To enhance its customers' digital experience and shift the transaction mix more toward digital and self-service channels, the bank was looking to upgrade its Zelle platform. Specifically, the goal was to add QR code functionality, so customers could receive Zelle payments via QR code without having to log on to the app. Cognizant has long been a trusted IT partner of the bank, consistently engaging with its digital channels team on application and infrastructure support, digital channels development and modernization, QA services, cloud migration and enterprise data, analytics and payments. So when the Zelle QR initiative emerged, Cognizant was the bank's first call. Cognizant was part of initial strategy discussions, proof of concepts and final execution, all of which were instrumental in building the solution. To construct and implement the Zelle QR solution, Cognizant built a number of cloud-based components from scratch, including: The solution tech stack followed a microservice-based architecture and a Java spring boot solution to manage the generation of QR code pass-throughs. Combined with Cognizant's mobile expertise, that ensured native mobility across iOS and Android platforms, as well as spring boot APIs in Amazon Web Services (AWS). When the Zelle feature was rolled out—first in pilot, then in successive waves—the bank's app included a new Zelle QR widget that, within a month of launch, was enabled by 100,000 customers. With the new ease-of-use functionality, customers can now simply select a QR code from a gallery to receive payments ,without having to log in to the app. The enhanced app was subsequently rolled out to around 5 million bank customers, who can now speedily access QR codes from their devices' home screens to quickly and easily make bank transfers. The upgraded self-service component of Zelle has boosted customer engagement and led to strong growth in adoption—increases of 11% quarter-to-quarter and 40% year-to-year. In the first three months after launch, 28 million Zelle were recorded. In upgrading its Zelle platform with QR functionality, the bank has enhanced its customers' digital experience, further shifting its transaction mix toward digital and self-service channels—and meeting the robust and increasing customer demand for quick, smooth and simple online banking. quarter-to-quarter adoption year-to-year transaction growth customers in rollout Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved.

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/england-football-association-fan-engagement ----- England's Football Association increases active fan accounts by 335% At a glance The challenge Our approach Business outcomes 335% 9.5 million 94% Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The FA's new digital engagement program anticipates and meets the needs of millions of players,

fans and volunteers, helping make football in England truly 'for all.' Industry Media & Entertainment Location United Kingdom Challenge Deliver a large-scale digital transformation to enable The FA to engage in a personalized way with the millions of people who participate in football in England. Success Highlights The English Football Association (The FA) is the oldest football association in the world. Formed in 1863, it's responsible for overseeing all aspects of the game in England, from grassroots matches played countrywide by amateurs, to globally streamed broadcast championships like The FA Cup. The FA orchestrates the development of football and its players, with a mission to deliver 'Football for All'. However, to do this effectively, it must interact with all the communities that engage with football in England—including county FAs, fans, players, clubs, organizers, referees and coaches. With shifts in consumer and broadcaster behavior changing football at all levels, The FA wanted to use data-driven insights and capabilities to enable deeper and more real-time engagement with participants of the game. This deeper engagement would form part of a holistic digital transformation program that not only expands football's reach, but streamlines its backbone operations to connect football across England—while embedding digital innovation across The FA's core operational infrastructure. Accomplishing this would require a reimagining of The FA's technology ecosystem, which comprised a disparate range of products and platforms—some over 10 years old. The FA needed in-depth expertise and guidance on this journey and appointed Cognizant as its official digital transformation partner for the long term. Cognizant implemented a full business engineering program, combining data modernization and digital consumer products to provide a continuous, accurate and data-driven view of football participation in England. More than 250 Cognizant associates were embedded within The FA, working as one with its internal teams. The partnership has delivered many end-to-end digital experiences, built using insights from user research that enables The FA to engage with audiences in new ways: Englandfootball.com The FA's direct-to-fan brand and the home of English football online. Its rewards program, My England Football, connects commercial partners to fans and delights them with offers and opportunities. FA Women & Girls A digital product designed to increase the participation of women and girls in football by sharing engaging content and signposting opportunities to play football for girls of any background and/or ability. Matchday by England Football An app that helps grassroots teams orchestrate a football game from a smart device on match day. It allows players, parents, referees and managers to connect centrally, pick a team, determine a formation, share the game venue and timings, take payments and ensure players are registered with The FA and are not under any disciplinary sanctions. England Supporters Club A knowledge-sharing hub for fans of the stadium experience, helping facilitate travel, ballots and ticketing news for England matches worldwide. Data platform To further The FA's aim to be a data-driven organization, we built a robust data analytics platform on Microsoft Azure Synapse together with a set of data products to enable business users to better understand the data and produce reports as needed. This platform creates a strong foundation for future analytics use cases across all The FA's business lines. As a result of Cognizant's ongoing digital transformation partnership with The FA, its mantra of 'Football for All' is reflected and realized through a digital-first, inclusive football experience. The digital engagement program has exceeded

key objectives in multiple areas, including: Cognizant and The FA share a vision of making football easier to find, run and participate in for people of all genders, ethnicities, abilities and disabilities. Thanks to our digital transformation partnership, The FA's digital engagement program continues to reach and include more and more participants. By delivering relevant, personalized experiences to every fan, The FA can create moments and connections that ensure everyone feels part of the England Football story, no matter how they participate in the sport. Increase in active accounts engaging with The FA User interactions in year one—250% of target Customer satisfaction rating achieved About The Football Association The Football Association is the governing body for football in England. For more information, visit www.thefa.com. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ==================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/coventry-building-society-achieves-operational-resiliency-with-aws-migration ----- Coventry Building Society achieves operational resiliency with AWS migration At a glance The challenge Our approach Business outcomes 75% 40 minutes 100+ Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales,

find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Cognizant guides one of the UK's largest building societies through a cloud transformation, de-risking a legacy IT environment and readying the Society for growth. Industry Banking Location United Kingdom Challenge Improve the resiliency of a legacy IT estate and prepare the Society for growth by conducting a cloud migration. Success Highlights Coventry Building Society is one of the UK's largest building societies and a top ten UK lender, providing a range of mortgages and savings products to more than two million members. Based in Coventry and with a deep commitment to sustainable finance, Coventry Building Society was the first building society in the UK to achieve B Corp status and is ranked among the best UK workplaces for women in Great Place to Work® UK's 'super large company' category. The Society has ambitious objectives to expand its business and diversify its product range, cementing its position as one of the UK's leading building society's. However, its legacy on-premises IT infrastructure was standing in the way of those goals. In particular, a vast Microsoft Windows 2012 estate, comprising more than 900 servers, was facing end of support. This not only hampered growth but also posed resiliency and continuity risks to the business. Coventry Building Society knew it had to transform and modernise its IT infrastructure and improve resiliency. A change in IT leadership brought a new Cloud First strategy: seeking to migrate and modernise its IT infrastructure to the cloud. This required the help of a trusted, collaborative partner with deep cloud transformation experience and financial services industry expertise. After evaluating several potential partners, the Society chose Cognizant. We approached the project with Coventry Building Society's challenges, strategic goals and sustainability commitments fully in mind. Rather than leveraging our partnerships with individual cloud providers, we conducted an independent assessment to evaluate which platform would be the right choice for the Society. Having identified and recommended Amazon Web Services (AWS) as the most suitable platform,

we carried out a detailed discovery process to understand and map the legacy IT environment before making a phased plan to de-risk as much of the Windows 2012 estate as possible and migrate to AWS. To de-risk such a large migration we started with two lighthouse projects to gain insights, and to serve as a broad template for the remainder of the transformation programme. Highlights of our approach to the transformation project included: Cloud platform selection: Our independent assessment considered not only the Society's current and future technology requirements but also its existing investments and its environmental, social and governance (ESG) commitments. Coventry Building Society is committed to investing in Coventry, and our analysis of local talent pools showed that there were more AWS skills available than for other cloud platforms, enabling the Society to hire locally. Discovery and analysis: We used smart tooling, including AWS Application Migration Service (MGN) and Cloudamize, to analyze the Society's existing workloads to understand which could be lifted and shifted into AWS and which might need to be modernised. This analysis revealed that many workloads would require an infrastructure upgrade, and that many applications also needed to be upgraded. We worked with Enterprise Architects across Coventry Building Society to classify every workload and define an appropriate migration or modernisation path. Landing zone rebuild: We reviewed Coventry Building Society's existing AWS landing zone and rebuilt it in line with scalability and security best practices for enterprise AWS landing zone architecture. "Fail fast" lighthouse project: To de-risk the migration, we ran a lighthouse project with two pilot workloads. The aim was to find any pain points early, so we could better tackle them once the full migration was underway. For that reason, we selected two low-risk but tricky workloads that each required an application upgrade—and as it turned out, only one proved capable of migration. However, this "fail fast" approach meant we could focus on those workloads that could migrate and upgrade the on-premises data center—which still had a number of years left on its contract—to handle those that had to stay. Automated migration factory: With the lighthouse projects completed, we embarked on a phased migration of the Windows 2012 workloads that could be migrated to AWS. We created a migration factory team with onsite and offsite capacity. A front door team of architects and engineers were responsible for analyzing and validating each application and designing the AWS environment for it before handing the application to the factory team to execute the migration using automated tooling. Change management and upskilling: From the outset, we approached this as a people project as much as a technology one. The cloud migration meant new ways of working for the Society's IT workforce, who were familiar with on-premises systems. We brought Society engineers into our team to learn new cloud skills, including DevOps, product engineering and incident management. We also conducted regular show-and-tell sessions —including one specific session at CBS Live for around 600+ people, as well as a specific project communication session with 250+ engineers from the Society to gather feedback and ensure everyone was brought along on the cloud transformation journey. Cloud center of enablement (CCoE): To ensure continued operational resiliency, we implemented a cloud operating model with a Responsible, Accountable, Consulted and Informed (RACI) matrix and IT Infrastructure Library (ITIL) processes. We also designed and supported the formation of a CCoE and upskilled the Society team assigned to it. Thanks to its migration to AWS, Coventry Building Society has resolved the

resiliency issues that had made its on-premises IT landscape a risk to the business. It has also gained a new, flexible and scalable IT environment that will support its growth plans—and benefits from an upskilled IT workforce and best-practice cloud operating model to ensure agility and resiliency going forward. Specific outcomes to date include: Before the migration, Coventry Building Society had a sprawling, legacy on-premises IT estate that posed a risk to the business in terms of resiliency. After partnering with Cognizant, it now benefits from a scalable, resilient and enterprise-ready AWS landing zone that has enabled a significant proportion of applications and workloads to be migrated to the cloud. Its legacy server estate has been upgraded and de-risked, and the Society can now progress confidently with its expansion and diversification plans with the knowledge that its IT infrastructure can support its ambitions for decades to come. increase in IT resiliency to provision a new environment servers decommissioned About Coventry Building Society Coventry Building Society is one of the UK's largest building societies and a top ten UK savings and mortgage provider. It is committed to making financial services simple and open for its members. Its website allows savers to compare the Society's savings accounts with similar products across the whole market. For more information, visit coventrybuildingsociety.co.uk. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/automation-speeds-investor-updates ----- From four days to 45 minutes: Automation speeds investor updates At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add

gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. By automating its fund updates, a growing asset management firm creates reports in under an hour—and frees portfolio managers to spend more time on investment strategies. Industry Capital markets Location United States Challenge A fast-growing asset management firm automates the creation of its quarterly reports, enabling portfolio managers to spend more time on investment strategies and new fund development. Success highlights   A private equity asset manager generated big returns from its investments, but preparation of the funds' quarterly investor updates weighed it down. With fund data tracked in Excel-based spreadsheets, it took days to convert the performance data into reports for the firm's 50-plus funds. Validation required tedious, line by line manual review. Worse, the problem spiraled as the firm's successful investment strategies led to new funds and more reports. To control the headcount growth needed to generate the reports, Cognizant recommended an agile, automated process. The new process would enable portfolio managers to prepare data quickly and accurately and create easily downloadable reports for the funds' limited partners as well as data and trade analysts. A key task for the team was to create processes that mirror how portfolio managers work. As the team implemented business intelligence software from Sigma Computing, it applied the technology in a way that reflected the managers' underlying investment strategies and created automated processes and a dashboard to support them. Critical project paths included long data discovery and validation sessions with

multiple stakeholders. The sessions ensured stakeholders' tacit knowledge was incorporated into automated controls and data quality checks. The new master report standardizes reporting requirements for reference data that's aggregated from multiple sources. The master report delivers 99% data accuracy of key details such as current shares, fund value and net partnership value. It also includes end-to-end business flows and scenarios to validate functionalities. To ensure a smooth rollout for the firm, we provided an extensive, three-month user acceptance testing (UAT) before the final go-live. Quarterly fund reports that took four to five days to finalize are now prepared in 45 minutes—a 93% reduction in development time. Equally important, the automated reports have dramatically changed the nature of portfolio managers' work. They now have fund performance data at their fingertips. With fewer prep errors and more accurate data, they feel more confident about the data and have more time to spend evaluating underlying investments and fund performance. In addition, on-demand reporting capabilities allow them to run incremental check-ins on fund performance. Source data refreshes that once took 45 minutes per report now take 60 seconds. What's more, the new system's visibility makes it easy to view important details such as who signed off on reports, the date a report was generated and when the exceptions were viewed. The business benefits of automated reports continue to grow. The firm continually finds new use cases for the reports and suggests new views and cuts of the data for additional business functions. Highlights Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/entrada-data-hub-delivers-immediate-roi ----- Entrada data hub delivers immediate ROI At a glance The challenge Our approach Business outcomes +116% 8 weeks 12 hours Related case studies Contact us Thank you for your interest in Cognizant.

We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Industry Travel & Hospitality Location New Zealand Challenge Entrada's legacy booking systems could not integrate with major OTA platforms for real-time sales processing. Success Highlights Entrada Travel Group took an acquisitive approach to growing its tourism services business. With a range of preexisting businesses brought under its umbrella, Entrada was managing an array of booking engines with varied legacy demands. Over recent years, online travel agencies (OTAs) have also become the primary method for travelers to find services and experiences to enjoy. From Expedia to TripAdvisor and many more, the OTA quickly reduced the use of direct bookings across the industry. Entrada found its legacy booking platforms could not integrate with OTAs in real time. A new technology solution was needed to list Entrada services across a range of OTAs in real time from all businesses in the group to maximize sales and marketing opportunities. With its legacy booking platforms incapable of integrating with OTA platform application programming interfaces (APIs), Entrada sales and marketing teams were doing a lot of manual work to make their tours and coach services visible to these booking environments. But manual processing required teams to delist availabilities 24 hours prior to avoid issues with double bookings, cancellations or other scenarios where poor experience can be caused. For

tourism operations, there is a constant balance required between overbooking and leaving empty seats. Double bookings lead to complaints, negative ratings and bad experiences for customers and staff. Empty seats leave money on the table. Only real time integrations across all booking engines offer the best route to achieving maximized booking results. For the OTA platforms, there are strict requirements on tourist services for access to API integration. Data must be responsive within set millisecond precision, so they deliver the best possible search experiences for users. It was critical that whatever new solution Entrada pursued would meet these OTA specifications to achieve its goals. Cognizant ran a workshop with Entrada to help the company fully understand the challenges it faced with bringing its legacy systems together for efficient integration with OTA platforms. Together, we explored a range of potential solutions, with careful consideration for the internal skills of Entrada's teams and technical solutions that achieved the best possible outcomes while minimizing cost. We decided to take a phased approach, beginning with the creation of a product integration hub (PIH) to bring together the data from all Entrada booking systems. The PIH would then act as the gateway to connect with OTA platforms with a single system, ensuring the company would meet all requirements for real-time integration. The PIH was developed as a central service built on AWS. Cognizant chose open standards to design a flexible architecture that could be deployed in Kubernetes and virtual machines through continuous improvement/delivery release pipelines and be highly performant on hybrid cloud. No other provider in New Zealand has built a platform that provides API gateway, API management, service mesh and event mesh systems for a tenth of the cost of a traditional enterprise service bus (ESB). Building the PIH was a highly collaborative process. Cognizant worked closely with the Entrada IT team as well as its sales and marketing teams to ensure the PIH would help the company meet its automation objectives as effectively as possible. Working in Agile sprints, the minimum viable product for the PIH was live within two months of project commencement. From there, specific OTAs were targeted for integration to focus the work into phases and align budgets to specific target outcomes. Through each OTA cycle, the onboarding process became faster and smoother. The PIH greatly enhanced Entrada's operations via real time OTA integrations. In the first month alone, Entrada saw overall sales increase by 116% year over year. This delivered complete return on investment (ROI) in less than a month. Beyond the immediate sales success, Entrada unlocked new opportunities and benefits through the real-time OTA integrations. Sales and marketing can now quickly test and explore special offers across OTAs and see near-immediate feedback on price adjustments. And from its previous 24 hours availability stop, Entrada moved to 12 hours as its new standard. The new product integration hub gave Entrada the transformation it needed to fully participate in the modern tourism digital sales ecosystem. With immediate results that saw the company leap to new heights in its sales performance while reducing overall costs, Entrada gave its business a critical reset for the future.   Year-over-year sales growth in one month From project start to MVP delivery OTA sales window versus 24 hours minimum under manual process About Entrada Travel Group Entrada Travel Group connects people and places across New Zealand and Australia, delivering great journeys and providing amazing experiences. The company helps people go places through top-quality, seamless passenger transport as

well as the best tourism experiences on land and water. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/optimizing-banking-cloud-costs ----- Optimizing cloud costs helps bank fund strategic IT initiatives At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT

capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. By implementing FinOps, a US regional bank cuts cloud spending by millions—and reallocates the savings to fund key IT investments. Industry Banking Challenge To rein in its cloud spending, a US regional bank implemented FinOps, saving $3 million annually and redeploying the funds for strategic IT initiatives Success Highlights In cloud computing, the meter is always running and that can mean mounting costs. When annual costs for Microsoft Azure soared to $18 million, a large US regional bank sought to rein in cloud expenses and, equally important, develop a more educated and informed approach to cloud consumption. The CIO tapped Cognizant to help the bank shift its cloud use from reactive to proactive. The goal was to not only prioritize and execute savings in on-demand cloud usage but also to reallocate the funds to strategic initiatives, such as data center consolidation and investments in payments and deposits improvements. To help the growing bank meet its business goals, Cognizant developed a custom program that introduced the concept of FinOps to the IT staff, extending it beyond cost savings to include transforming the culture and processes for better cloud cost optimization. The FinOps engagement extended Cognizant's five-year relationship with the bank on managed services that range from application development and platform support to automation and quality engineering. Our strong ties with the organization extended to the CIO and senior management. We kicked off the FinOps program with an eight-week assessment. The bank's monthly Azure spend topped $1.6 million, with more than 35,000 + line items across multiple Azure resources. IT needed controls in place to understand what each line item was, who owned it and where the cost should be allocated. For IT leaders, visibility into the bank's Azure use was eye-opening. The bank quickly set a goal of making cloud cost optimization part of its DNA, and in addition to instituting Azure sprint cycles, it participated in a FinOps Maturity analysis. In response to the findings, it piloted a FinOps 101 training for IT staff that emphasizes cost transparency. Key training principles included helping teams better understand the financial impacts of technology decisions and how engineering and development practices impact cloud spend. The bank's plans to extend its use of FinOps highlight the program's success: IT leaders are now looking to expand FinOps to include AWS usage and the cloud operations of a newly acquired bank. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/global-bank-delivers-a-modern-corporate-prepaid-card-solution ----- Global bank delivers a modern corporate prepaid card solution At a glance The challenge Our approach Business outcomes $30M 500 80% Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. When a financial services giant wanted to offer a prepaid card program to corporate clients, Cognizant developed a new cloud-hosted platform for the solution. Industry Capital markets Challenge Transform an outdated technology platform and drive the successful relaunch of a prepaid card business to serve the bank's corporate clients and their employees and customers. Success Highlights One of the largest multinational banks in the US—with a presence in 100+ global markets and over $2 trillion in assets under management—is a leader in investment banking, financial services for consumers and small businesses, commercial banking, financial transaction processing, asset management and private equity. The bank was looking to relaunch its dormant prepaid card business to attract and serve new corporate clients and their customers. The reboot required the capabilities of a modern prepaid card platform: physical and virtual cards, online cardholder and client portals, and support for digital and mobile applications. However, the bank's onsite, server-based architecture was outdated, and could not support these new technologies, nor achieve the business growth that comes with a modern user interface and tech stack. Continuing a longstanding collaborative relationship, the bank called in Cognizant to help define its new prepaid business roadmap and modernize applications to meet the new requirements. Cognizant collaborated with the bank to define a new prepaid business roadmap for modernizing its infrastructure to meet the new requirements. With a team of multiple SMEs in both technical and non-technical spaces, Cognizant used an agile approach to drive transformation for the bank's prepaid platform relaunch. Cognizant got to work building a real-time direct funding platform supported by digital technologies, including a mobile-enabled user interface (UI) and access to a suite of secure, cloud-hosted application programming interfaces (APIs) through the bank's gateway. The new platform's highlights: Taking end-to-end ownership of the program, Cognizant created a modern solution that achieved the bank's goal: to create a corporate prepaid relaunch program via a hybrid cloud-hosted application rollout supported by digital technologies, with mobile-enabled UI and cloud-hosted API for integration with customer systems. An overriding benefit of the initiative is that it enables clients to offer prepaid cards to both customers (for sales promotions and rewards) and employees (for unbanked payroll, T&E expenses, etc.). Clients can track their cardholders' usage and even adjust and control electronic disbursement of funds. To date, the bank has successfully onboarded the first wave of corporate clients onto the prepaid platform and is managing end-to-end promotional card issuance for employees and customers. The solution is attracting multiple new corporate clients, with the cardholder portal being lauded by clients as a game changer. in transactions in one year hours saved in development increase in cardholder portal registrations Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/increase-patient-collections ----- Quick call volume response increases patient collections At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI

insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The MetroHealth System call center suddenly faced skyrocketing call volume and a staggering abandonment rate. After implementing operational best practices, customer satisfaction improved and abandonment scores decreased within six months. Industry Healthcare Challenge Implement a strategic and sustainable operations solution to support business changes. Products and services Cognizant Revenue Cycle Management Workflow Success Highlights MetroHealth, a large safety-net healthcare system in Ohio, and Cognizant have collaborated on revenue cycle solutions since 2013, including staffing of its financial counseling call center. In January 2023, MetroHealth saw a 100% increase in inbound calls month over month at its Patient Access Financial Counselor call center due to a change in self-pay pricing in the pharmacy, which significantly increased the scope of the financial assistance application process. This pharmacy update was not anticipated or communicated ahead of time. As a result, inbound calls doubled almost overnight, causing the average call hold time to spike from 48 to 250 seconds. Additionally, call abandonment rates increased by 14%, and customer satisfaction scores dipped 10% almost immediately. The MetroHealth team partnered with Cognizant to provide a solution to these operational challenges. First, the team needed to understand the change in scope for operations and track the long-term impact on the call center. While there was an option to allocate additional staff to lower call times and abandonment rates, that was not the most effective approach to mitigate the issue, especially since the 40% call volume increase had become a permanent operational reality. MetroHealth needed a strategic and sustainable operations solution to support the growing challenge. The first step to implementing operational best practices in the MetroHealth call center was to collect and analyze data. Once data became available, the team created a list of opportunities and prioritized action items, including engaging with other impacted departments and gathering staff input. Analyzing the data allowed the team to identify technology solutions, streamline workflows and determine necessary staffing for peak call periods and long-term needs based on time of day, time of week and holiday seasons. In MetroHealth's case, analysis showed that an additional full-time employee was necessary. When the new employee was onboarded, Cognizant and the MetroHealth team used leadership change management tactics to assess training, policy and process documentation. Measuring trending metrics allowed them to gain insights into call center operations and improved morale by fostering engagement and celebrating improvements. By June 2023, six months after the initial call center partnership was initiated, Cognizant had streamlined the previous process for patients to request the documents they needed to apply for financial assistance. The updated workflow focuses on a document request log, which is housed on MetroHealth's shared drive, allowing Cognizant and MetroHealth to have a real-time view of the request to work on throughout the day. After reviewing technology and phone system functionality, as well as clarifying call agent scope of work and managing team performance, Cognizant brought average

hold times and abandoned call rates down to acceptable thresholds. Average call center abandonment rates for the healthcare industry are 6.91%, but after the new operational procedures were implemented, the MetroHealth call center was once again far better than average at 4.25% in Q3 2023. Customer satisfaction scores also recovered despite a sustained increase in call volume from the previous year. Before the changes, the average annual score was 4.37 out of 5, and despite the dip in Q1 and Q2, the call center managed to increase the score to 4.49 in Q3, bringing their yearly average back to the same level it was at in 2022. In addition to improved metrics and data, Cognizant's solution increased patient collections. Billing Manager Charvatte Figard explained, "Going through our call center really helped us get patients we may have never had records of before because they were paying cash. It allowed us to help them in other areas, too, because our financial assistance rating program is just not for pharmacy; it's also for their medical visits."   Because patients were now calling in, collections increased and the call center was able to offer additional value to those who may not have known that MetroHealth offers more than pharmacy services. When the calls started to come in, Cognizant ensured the team had scripting to make a uniform statement across the board to determine eligibility and avoid confusion for both the patients and the call center staff. Cognizant sent customer satisfaction survey reports weekly, and for surveys with lower scores, the call center team conducted an in-depth analysis to assess whether the messaging was contributing to the lower rating. Ultimately, Cognizant addressed the abrupt spike in call volume quickly and according to best practices. Using data-driven decision-making was key to ensuring long-term success for the call center rather than a temporary fix that would be ineffective in weathering the next big change. About MetroHealth The MetroHealth System operates five hospitals, four emergency departments and more than 20 health centers throughout Cuyahoga County, Ohio. It serves more than 300,000 patients annually, two-thirds of whom are uninsured, or covered by Medicare or Medicaid. MetroHealth is home to Cuyahoga County's most experienced Level I Adult Trauma Center, verified since 1992, and Ohio's only adult and pediatric trauma and burn center. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com Template rendering in progress please

wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/healthcare-managed-services-process-automation ----- Powering business expansion with TriZetto QNXT At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The adoption of TriZetto QNXT helped MedPartners automate adjudication, reduce costs and gain the power to grow. Industry Healthcare Challenge Find and implement a claims and referral management platform to drive business expansion Products and services TriZetto QNXT TriZetto QNXT Workflow Engine Success Highlights MedPartners is a managed services organization wholly owned by Clinicas del Camino Real, Inc., a company that delivers healthcare services in Ventura County, California. Clinicas launched MedPartners to expand its revenue streams by offering administrative and claims processing services

to central California markets. While MedPartners operated an on-premises core system, it outsourced its claims adjudication services to the core system's vendor. As the business grew, it became apparent that the initial core administrative system could not support MedPartners' vision and expansion. Minimal automation capabilities of the legacy claims processing system resulted in a low auto-adjudication rate, averaging about 40%. MedPartners staff were manually adjudicating the remaining 60% of claims, including all institutional claims. This required significant resources. Any growth in claims volume would require MedPartners to hire dozens of additional employees and acquire office space for them. Physician referrals were also creating challenges in the way requests for referrals had to move manually from MedPartners' utilization management department to its nursing review area. Then, after the referral decision was made, staff had to write, print and mail notification letters to patients and specialist healthcare providers. This process was slow and prone to inaccuracies, leading to friction in provider and patient relationships. MedPartners' system vendor was often late in updating its system with new CPT/DX codes and these outdated codes led to incorrect claims adjudication and attempts to claw back erroneous reimbursements, creating further provider discord. In addition, error-prone, delayed processing put MedPartners at risk for state regulatory fines and was likely becoming detrimental to its reputation. In short, the existing core system did not enable MedPartners to present a compelling quality or value story necessary to win new business. MedPartners searched for a modern core administrative platform that could support its business expansion plans. Requests for Proposals (RFPs) and site visits led to the selection of the TriZetto® QNXT™ platform from Cognizant. QNXT offers the automation and integration capabilities needed to automate critical manual processes and integrate key third-party systems and applications. These capabilities also enable MedPartners to achieve a much higher auto-adjudication rate, streamline referrals and contain costs. The new integration between QNXT, the provider portal and MedPartners' electronic medical records (EMR) system resulted in a 34% automatic approval of all authorization requests coming from the EMR. QNXT ingests and processes referrals every 15 minutes. It updates header and service level status, and QNXT microservices automatically generate authorization letters to providers. We integrated a fax application to automate digital faxing to providers while the client's business team receives completed notifications for review. QNXT's ability to integrate key third-party data and applications saves costs by allowing MedPartners to perform system maintenance in-house versus using an outside vendor. A QNXT API securely obtains physician data directly from the NPI registry, streamlining provider loads. The integrations have improved accuracy and throughput in claims editing and third-party pricing and code maintenance. All MedPartners' institutional claims now adjudicate automatically. The organization automatically transmits ANSI 835s to providers so they have direct visibility into claims volumes at their clearinghouse. We also helped MedPartners identify and address root causes of pending claims, reducing monthly pended claims to less than 10,000 per month, compared to as many as 30,000 to 60,000 claims previously. Only extremely complex claims now require human attention and manual adjudication. MedPartners' auto-adjudication rate improved from an average of 40% to consistently more than 75%. The referral program, previously 100% manual, has now been

automated by 50%. Operational efficiencies have increased by 50%, enabling MedParters to redeploy 25% of its staff to other key initiatives. Efficiencies from automation and integration powered by QNXT have generated an annual labor savings of more than $821,240. Provider service calls about claims have dropped by 20%, and provider appeals and disputes by 15%. The overall improvements, coupled with positive reductions in operations, have also raised health plan audit scores by more than 20%. Accurate, timely claims adjudication results in less friction for health plan members and their providers. Automated referrals expedite members' access to the health services they need, which should lead to better health outcomes. MedPartners is a managed services organization (MSO) wholly owned by Clinicas del Camino Real, Inc. Clinicas provides quality, comprehensive and preventative healthcare services to Ventura County, California. MedPartners offers claims, eligibility and medical management processing services to health plans serving central California markets. For more information visit www.clinicas.org. Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/jsw-mg-motor-business-process-solution ----- JSW MG Motor India creates an end-to-end customer journey At a glance The challenge Our approach Business outcomes 140+ 5 minutes 5,000 customers Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan.

Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. From pre-sales through production and service support, Cognizant delivered JSW MG Motor India with a complete business process solution using SAP and Adobe. Industry Automotive Location India Challenge Establish greenfield ERP and marketing platforms to achieve rapidly scalable and sustainable launch to Indian market Success Highlights As JSW MG Motor India (MG) prepared to launch its brand into the Indian market for the first time, establishing local operations from a standing start was a vast undertaking. MG needed to develop complete technical systems for vehicle manufacturing, inventory management, order processing and post-sales service, as well as a public-facing customer experience, and build a next-gen integrated marketing engagement platform. The Indian automotive market is highly competitive, with many strong legacy-brands firmly in place. MG needed to build brand awareness fast and aimed at a unified customer experience with a clear brand narrative across online and offline consumer touchpoints to achieve consistent messaging. The company targeted hypergrowth to establish itself quickly in the Indian market or it would struggle to achieve long-term success. With a view to building a cost-effective end-to-end operation, MG required a technology partner to design its fully integrated service, production pipeline and dealerships. By enabling this integration across marketing and vehicle order channels into the ERP, the company could minimize manual touchpoints and establish fast execution of order flows to achieve rapid production and vehicle delivery as well as smooth post-sale service processes. MG and Cognizant partnered early in the planning stages for the brand's India launch. This market research offered time to establish a deep partnership and a clear understanding of the company's plans and

ambitions. Through a consulting-led approach, the partnership orchestrated a complete end-to-end business process built on SAP and Adobe platforms. By designing the entire business process workflow in the planning phase, MG would establish a highly streamlined technology foundation for its digital and physical operations, maximizing business efficiency and productivity from day one. The engagement focused on the core MG ERP backbone for Indian manufacturing built on SAP ECC, the brand marketing platform built for e-commerce journey on Adobe Experience Cloud and dealer business management on SAP DBM. As a greenfield operation, Cognizant needed to design and deliver a complete foundational installation of SAP ECC. This set the manufacturing bedrock for MG's operations to meet the needs of the first model rolling off the production line in time for an aggressive launch campaign. The SAP ECC required integration with parent company manufacturing engineering systems and logistics engineering systems, connecting the four key processes for vehicle manufacture—body shop, paint shop, general assembly line and final buyer. Using Adobe Experience Cloud for the marketing platform, Cognizant gave MG a website that operates as a fully integrated digital marketing tool. This holistic approach achieved deep integration across physical and digital touchpoints for a true omnichannel marketing system. Cognizant also ensured that the brand-driven approach for MG resonated with the target market, attracting the right customers to the brand. Cognizant and MG curated a plan for the complete customer journey through the pre- and post-purchase lifecycle across brand and dealer websites, dubbed the MG Xperience Cloud. This resulted in a digital customer experience that felt as rich as walking into a physical showroom and customizing your own car. The Adobe Analytics suite gives MG access to insights from all digital interactions with its brand and could deliver personalized experiences using Adobe Target. Adobe Campaign helped MG to nurture its online leads and then expand its post-launch reach using Adobe Audience Manager. Once JSW MG Motor's customers purchased a vehicle, the invoicing, car services and warranty were facilitated by Cognizant through integration with a dealer business management (DBM) platform to connect manufacturing with the company's new local network of 150 dealerships. This also required Cognizant's local expertise to ensure JSW MG Motor systems were compliant with the new GST taxation requirements in India. While many business operations maintain manual processes to connect sales to production, Cognizant and MG designed a complete integration that gave it an efficiency edge in the market. From JSW MG Motor's customer lifecycle perspective, Cognizant touches their customers' lives in day-to-day activities, starting from pre-sales to attracting and helping them to choose their cars online. The MG Xperience Cloud offers customers a detailed ordering experience, allowing a dynamic selection of vehicle options. When an order is placed, all customizations flow into SAP ECC to ensure accurate and timely order management and fastest possible delivery times, meeting MG's customer expectations. This seamless process provides a comprehensive end-to-end customer experience. Additionally, through SAP DBM, the dealership network efficiently manages all post-sales needs. The MG launch was a tremendous success. All technical systems achieved scalability and robust performance while digital CX platforms surpassed traffic expectations. Online vehicle bookings on launch day surpassed those achieved offline, demonstrating the success of the digital campaign and the

confidence customers had in the online order experience. Its first car in market, MG Hector, booked over 27,000 cars in just 45 days, achieving a sellout success. MG surpassed the results seen by established competitors in the same vehicle segment. The deep digital experience enabled continuous customer satisfaction and robust sales engagement. The company was able to achieve a fully paperless car purchase journey, with delivery direct to home. Since launch, Cognizant has deepened its MG partnership further, taking over ongoing support for SAP ECC and SAP DBM platforms to become the sole technology partner. MG achieved its desire for hypergrowth at launch to become a strong brand in the Indian car market. This tested the scalability, efficiency and reliability of the customer experience and car production platforms, achieving strong performance efficiency that empowered MG's success. The launch of the company's first three vehicles in India have achieved sellout results and allowed for rapid expansion of MG dealerships. dealer websites live within one month scalable car launches that achieved "sold out" status concurrency touched on the web platform About JSW MG Motor India JSW MG Motor India Private Limited is an automobile manufacturer in India, which was established in 2019. Since 2023, it is a joint venture between the Shanghai-based Chinese automotive manufacturer SAIC Motor and Mumbai-based Indian multinational conglomerate JSW Group, which markets vehicles under the British MG marque. The company is headquartered at Gurgaon, India. https://www.mgmotor.co.in/ Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com

Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ==================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/auto-retailer-enterprise-transformation ----- US automotive retailer modernizes enterprise processes to save $50M At a glance The challenge Our approach Business outcomes Related case studies Contact us Thank you for your interest in Cognizant.

We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Efficiency improvements across the corporate structure create best-in-class customer and employee experiences Industry Retail Location United States Challenge Inconsistent back-office processes across locations with paper- and spreadsheet-based legacy functions Success Highlights Our client is a leading U.S. automotive service and tire dealer with over 1,300 stores, a growing market share, thousands of employees and a presence across dozens of states. The company has expanded through numerous acquisitions, a strategy that helped it achieve a strong position in the industry but also left back-office operations with outdated and inconsistent processes. Prior to this engagement with Cognizant, many of its key functions remained paper- or spreadsheet-based, leading to significant inefficiencies. The company sought a partner that could help them leverage standardization and modernized technology solutions that were tailor-made for its needs. It wanted to take a strategic and holistic approach to transformation, making improvements across all aspects of back-office operations, from finance and accounting to the supply chain and digital marketing. Its goals also included: Shepherding this transformation required a multiyear partnership that would touch nearly every aspect of the company's operations. The company chose Cognizant as its partner due to our team's proven capabilities, industry

acumen and prior success in the retail space. The company was keen to collaborate with an organization that understood both the commerce space and industry and had the ability to create solutions customized for their needs. Cognizant devised a multiyear project plan that spanned five diverse corporate functions, weaving together a program that leveraged both existing and new technologies, built holistic efficiency improvements and standardized activities across the enterprise. Cognizant's linear approach to elevating these distinct functions looked like this: Finance and accounting We redesigned processes from the ground up, introduced new workflows using Basware and ServiceNow and developed a superior BlackLine system for improving insights into month-end accounting. These changes accelerated the close cycle by 30%, improved the vendor chargeback business value delivery by $348K and reduced the Cash App turnaround time by 92%. The team is anticipating a $14M cost reduction over five years from these projects. Facilities management and service desk operations We empowered service desk teams with tools (ServiceNow) and information that sped problem resolution and reduced average handling time. This included transitioning to end-to-end problem ownership, optimizing the knowledge base and adding remote troubleshooting, collaborative browsing and real-time dashboards. The new self-service support options leveraged automation to reduce inbound calls by 35% while improving the employee experience and customer satisfaction. Estimated cost savings are in excess of $5M. Human resources We reengineered the company's learning and development processes to improve employee satisfaction and reduce costs by 50% (or $14M) over the course of five years. Currently the team is also on track to realize a 33% gain in productivity across all HR transformation processes. Customer service Customer service transformation is an ongoing effort that began in 2023 with the establishment of a centralized contact center and includes plans to implement tools for automation including conversational AI, chatbots, a CSM portal and SMS and robocall functions, plus a custom 360-degree customer view for cross- and upselling. In two pilot programs, the efforts increased client booking conversion rates by 69% and reduced the average answer speed from 60 seconds to 13. Going forward, the client is on target to realize an overall improvement in efficiency of 40 to 50%, $10M in cost savings and a $40M increase in product cross- and upsell by the final stage of this program's implementation. Supply chain and digital marketing This is the final phase for the project, underway as of this writing. The plan is to implement next-generation tools and intelligent process automation, build a reporting center of excellence and leverage automation tools for content marketing, including mail and ads builder tools, to improve the efficiency and impact of outbound email marketing. Through this work, Cognizant has committed to achieving a 37% uptick in productivity and $7M in realized cost savings in this area of business. As of this writing, this client is currently three years into a five-year program that spans multiple business areas. It is realizing multiyear, multitowered enterprise transformation that has not only modernized its technologies, reengineered process flows and operating models and integrated automation capabilities, but it has become a self-funding flywheel for future projects. The client is expecting an aggregate savings of $50M over five years with outcomes including: In recognizing the success of their initiatives, our client specifically noted the tactical decisions and strategic support that contributed to the outcomes. Cognizant (Nasdaq-100: CTSH)

engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ===================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/leading-bank-scales-customer-service-with-cloud-and-ai ----- Leading bank scales customer service with cloud and AI At a glance The challenge Our approach Business outcomes $9 77.35% 57.5% 23% 3.7% Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT

capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Cognizant implemented a modern, cloud-based contact center powered by advanced AI and flexible solutions for a leading bank that addresses scalability, cost and customer experience challenges. Industry Banking Location US Challenge US-based bank wanted to implement a digital strategy with AI-based solutions to increase efficiency, profitability and customer satisfaction. Products and services Success Highlights A leading US-based bank was using a legacy contact center platform that hindered its ability to expand and adapt to the current dynamic banking environment. The bank was incumbered by a high cost of ownership, maintenance and change management challenges, and inflexible scaling options. The bank's contact center handled 4.7 million calls per month on average during peak seasons when call volumes doubled from the usual 190,000 calls per day. The outdated system made it difficult to adopt new digital strategies that would support a comprehensive customer journey. Post-call analytical capabilities were also insufficient and this impacted decision-making and operational efficiency. While most of the contact center platforms utilized AI, the IVR system had limited options and could not support a natural language-based solution, which the bank needed to enhance customer experience. The system didn't use AI-driven features, or allow any operational challenges, and this made the premises-based operations expensive and inefficient compared to emerging cloud solutions. These constraints negatively impacted profitability, customer satisfaction (CSAT) and Net Promoter Score (NPS)—all factors that would ultimately increase customer churn. Cognizant was engaged for the project to design an approach to improve customer experience, optimize agent utilization and enable robust data analytics that could drive better business decisions. We partnered with AWS to implement a CCaaS-based solution and transition the bank's contact center to a cloud-based platform. Our approach included mitigating risks for critical business units moving to the platform by first transitioning smaller entities with limited impact. It also involved creating a staggered release plan that operates with agility while continuously delivering features to end users. More than 7,000 contact center agents were migrated to the platform. The agents use two different custom desktop configurations based on business needs, along with the default AWS CCP desktop application. We also implemented an AI-based voice solution to handle calls across three business lines and one helpdesk–with Amazon Connect for enhanced flexibility and scalability–to manage 10 million interactions monthly. A custom tool for contact center operations streamlined business-driven changes without the need for developers. Integration with external contact centers and back-end systems ensured seamless operations, while an agile rollout minimized risks. The implementation of solutions enabled Cognizant to transform the call

handling process while driving efficiencies and cost savings. Solutions implemented include: The new modern, cloud-based solution led to significant improvements in the bank's contact center operations and addressed issues of scalability, cost and customer experience. The advanced AI solutions added flexibility that generated $9 million in savings. The containment rate (the percentage of inbound calls completely handled by the IVR, divided by the number of total incoming calls) increased to 77.35% adding to further efficiency gains. We identified areas for optimization and provided strategic guidance on architecture, reporting, routing and complex integrations. The accelerated rollout of Amazon Connect shortened time to value, improved customer satisfaction and cut operational costs. Key improvements included: These key improvements resulted in $15 million in savings over six months, improved customer satisfaction scores, lowered operational costs and drove more efficient call handling–as measured by agent handling time, CSAT scores, operational platform usage costs and call disposition. million in savings due to staff reallocation   increase in containment rate to 66% CSAT improvement reduction in contact center operational costs QoQ reduction in transfer rate Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com © Copyright 2024, Cognizant. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Cognizant. The information contained herein is subject to change without notice. All other trademarks mentioned here in are the property of their respective owners. Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Data-driven decisions raise retention

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ software-contract-management-platform ----- The challenge Our approach

80% reduction $10 million in revenue $3 million in savings Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading software company had trouble generating renewal reports that track the expiring licenses of the different products and services used by its corporate customers. Before approaching Cognizant, the company used Microsoft Excel-based manual reporting, which was not only time-consuming but also involved a complex procedure. Without a centralized data warehouse, the company lacked a single source of information from which it could retrieve the required data on about-to-expire licenses. As a result, the company was losing renewal and retention opportunities. To achieve the client's key strategic objectives, Cognizant radically transformed the company's current model using an agile delivery approach. Our software technology experts developed two dashboards that sit on top of a data warehouse. The first dashboard lets managers view each team's upcoming renewals in specific windows of time and track sales teams' performance. The second dashboard lets managers and sales representatives track renewal pricing. This solution enhances the client's revenue forecasting capabilities by identifying incorrectly priced renewal opportunities, such as expiring subscriptions. It also eliminates the time spent on manual data processing for report generation and helps

management make better decisions. Cognizant also provided the client with a single platform for renewal rate trend analysis and metadata-driven automated business rules management. Automation helps the client identify potential renewal opportunities and reduce its renewal efforts by 80%. The Legal Compliance Review System Cognizant developed assists in identifying expired licenses still in use, saving the company $3 million. in renewal effort from increased booking over the next two years due to reduced efforts I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

AI improves patient journey

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/machine-learning-improves-patient-journey ----- The challenge Our approach Uncovered Partnered Developed Improved Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI

insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global biotechnology company needed a way to sift through extensive notes taken by its patient services division to improve customer care and patient outcomes. The company wanted to extract meaning from the call notes by analyzing the data to answer key questions on factors that influence patients to continue treatment. The company partnered with Cognizant to gain insights into what motivates patients to start, discontinue and switch their use of medications. Working with the company to understand its products, patients and business needs, we identified the words and phrases of greatest interest within its case notes and built the ontologies and taxonomies required to train an artificial intelligence application to recognize this content. Our life sciences technology experts and the company applied machine learning and natural language processing (NLP) to years of unstructured, free text notes. To more effectively share the findings with client stakeholders and senior leadership, we created a 40-page narrative that presented our results in an understandable and actionable format. The insights from machine learning and NLP improved patient support, increased the odds of patients properly taking medications and identified roadblocks that caused them to stop treatment. The company created new key performance indicators (KPIs) for business processes, workflow improvements and coaching for improved patient engagement. Next steps include more complete documentation of the insights, training in documentation techniques and exploring how this approach could improve other functions, such as sales and marketing. 30 meaningful insights and nine key recommendations with stakeholders to create taxonomies and ontologies KPIs to monitor and encourage actions that maximize patient wellness and drug sales training for patient services staff by creating better documentation and increasing the focus on patient interactions I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Boosting the customer experience

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ utilities-application-consolidation ----- The challenge Our approach 50% ~$1.5 million $1.4 million per year Up to $23 million Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity

across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A major U.S. power utility that supplies electricity and natural gas to commercial and industrial customers in 15 states needed to streamline its application and system portfolio. The utility's pricing process challenged its pricing specialists because they were unable to capture or enter sub-components in the system at a granular level, leading to inaccurate and sub-optimal pricing. In addition, the utility's existing framework didn't offer segmented pricing and limited its flexibility to launch products with exciting new offers. The utility wanted to rebuild its pricing system to enhance accuracy, flexibility and the customer experience by consolidating its applications and building a new content management system (CMS). Cognizant's utilities experts partnered with the utility on an application consolidation program called Amplify. It not only enhanced the utility's process and operational efficiency but also helped improve the customer experience. The program covered 15 states, six independent system operators (ISOs) and the regional electricity authorities, each of which follows an independent set of rules. Amplify enhances the pricing systems that calculate the cost of components, capturing cost components in a new database and enabling the utility to develop integration services to transform its retail cost components. Because the utility's customers were dissatisfied with its existing framework, it built a new CMS on the Sitecore platform to fix invalid pricing issues and push relevant offers to customers at the time of renewal. The platform also alerts customers to special offers and improves the utility's product mix by enabling it to introduce bundled products. We adopted an agile methodology to deliver this project, deploying incremental functionality at the end of each four-week sprint. The Amplify program helped reduce the number of applications across the utility's value chain by 50 percent, leading to an approximate savings of $1.5 million in overall project costs related to operational efficiency. In terms of customer

experience, the program consolidated billing statements and enhanced pricing functionality. The new CMS also has the potential to reduce the customer churn rate by $1.4 million per year. reduction in number of applications across the retail utility value chain saved on overall project costs due to the Amplify program expected reduction in customer churn due to the new CMS potential annual operational savings I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

========================

App reinvents utility service experience

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/utilities-mobile-experience-development ----- The challenge Our approach 90% 82% 200,000 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI

insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A top-performing utility major wanted to improve their customer experience by developing a mobile application to stay ahead of the competition. The company realized they had minimal digital engagement with their customers. Based on its successful business engagements with Cognizant for over 10 years, the utility company reached out to us to drive their mobility and utilities digital transformation initiatives. The goal was to improve customer experience and enhance customer satisfaction—in two phases. In the first phase, Cognizant built an easy-to-use app on the iOS and Android platforms, with all the basic functionality customers need to access their accounts, pay bills and make service requests. We also built in analytics to track and analyze customer engagement. Phase two, which is currently under development, will include advanced features—such as voice and mobile watch integration as well as mobile wallet—that offer personalized support while helping to define the company's mobility vision for the future. The mobile application helped enable quick access to critical information. The instant communication channel had the customers connected with the company at all times. Further, with the development of phase two, the journey to digital transformation will be cost effective and more efficient. increase in customer satisfaction scores increase in daily new users app downloads and counting I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Cloud optimizes ERC data

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/sap-analytics-cloud-implementation ----- The challenge Our approach 90% improvement Improved Faster Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from

them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Given the scale of its activities on a critical infrastructure tunnel project, Elizabeth River Crossings (ERC) possesses vast amounts of data across business functions and stakeholders. Exponential growth in project work meant it needed better visibility over its data. ERC's incumbent business intelligence platform, SAP BusinessObjects, is good for daily, monthly and annual reporting but presents challenges when leveraging advanced analytics and scaling up performance. Having migrated a significant portion of its on-premises infrastructure to AWS, ERC decided to take its BI platform to the cloud and turned to Cognizant for help implementing SAP Analytics Cloud on AWS. ERC engaged Cognizant for our expertise in cloud migration. The need for insights based on predictive analytics was greater than ever, given the expanding scope of the company's projects. Specifically, ERC needed increased insight into toll road usage, customer type, revenue, costs and internal operations. The project involved migrating SAP BusinessObjects and its components to the cloud, as well as implementing and configuring SAP Analytics Cloud on AWS. The migration enabled ERC to utilize SAP Analytics Cloud's ability to create specific single-view dashboards that offer insights into customer payment patterns and behavior, day-to-day traffic patterns, traffic volume predictions, customer care call center volumes, operational performance monitoring, and transactions and the revenue expected from them. ERC's migration to SAP BusinessObjects and implementation of SAP Analytics Cloud on AWS delivered a host of tangible benefits, including a 360-degree view of the business, overall system performance and availability improvements, on-demand capacity and improved SAP Data Services job performance, which increased by over 90%. in SAP Data Services jobs overall system performance and reliability data retrieval compared to on-premises set up I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Sensyne starts app taking on COVID-19

The challenge Our approach 16 days Low-code/no-code GDPR- and security-compliant Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. During a crisis, acting quickly makes all the difference. Just as COVID-19 became a pandemic, healthcare technology company Sensyne Health quickly jumped in to help. Its objective was to help people track their symptoms to assess their COVID-19 risk, share the required information with doctors to expedite decision-making in critical situations and avoid unnecessary hospital trips that could increase their health risk. Sensyne envisioned an app for the community that is both easy to use and accessible across devices to maximize use, especially among people with poor technology literacy or no access to the internet. Because the solution would contain sensitive healthcare data, it also needed to comply with the EU's General Data Protection Regulation (GDPR) and

feature advanced security. Sensyne approached Cognizant to create the digital symptom tracker app. Cognizant proposed an app based on the Microsoft Healthcare Bot service, integrated with not only Microsoft Azure-based authentication and database services but also Microsoft Healthcare Bot verification. Building the app within a low-code/no-code environment and leveraging our close partnership with Microsoft helped speed development. The application development team applied tried-and-tested best practices for agile development and conducted separate virtual meetings with Sensyne staff and technical teams to enable around-the-clock development. We used Microsoft Teams to communicate with critical stakeholders. As speed was key to the engagement, we accelerated delivery at every stage. In five days the team had a working prototype to take into production. By day 10 the app was completed, and by day 16 we had launched the app. The global team delivered a mobile-first, GDPR- and security-compliant COVID-19 health monitor with Microsoft Power BI reporting in place. Cognizant worked with Sensyne to create CVm-Health, a freely accessible digital-first mobile app that enables people to record and monitor COVID-19 symptoms and related health risks. The app monitors and manages users' COVID-19 testing status, and also includes a vital signs tracker to record and store their vital signs. Because this data can be easily shared with a medical provider, the speed and efficacy of care during this crisis improves. An omnichannel user experience makes the app accessible via smartphone, tablet or computer. Those without access to these devices or the internet can choose to have a friend or family member use the app to track their symptoms and report to a doctor or other healthcare provider. to launch the app technologies leveraged to speed app development COVID-19 health monitor meets all regulations I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

======================

Process redesign saves $2M

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ap-ar-process-redesign ----- The challenge Our approach 70% 10% $200M $2M Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI

insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading cloud-based software company struggled to achieve the desired efficiencies and scale needed to support consistent growth in terms of accounts payable (AP) and accounts receivable (AR) functions from its facilities in South America and Central Europe. The prior IT service providers' collections data was consistently in the low range of 60% based on its historical records. As a result, the company was forced to pursue other options to improve cash flow and reduce the aging of outstanding receivables in conjunction with standardization across geographies. The company reached out to Cognizant —their tried-and-tested strategic partner of seven years—to help them achieve the 70% collections goal. As a first step, we conducted an audit of the aging receivables report and performed a detailed analysis of the baseline. We redesigned the end-to-end AR process by establishing standard operating procedures (SOPs) for collections and billing agents. This helped agents identify their goals and achieve measurable targets, consequently improving efficiency and outcomes. Simultaneously, our data scientists analyzed customer payment patterns, which drove our collections approach, touchpoints and timeline. They identified that 30% of customers pay after a reminder call, so our agents called immediately after the due date and achieved quicker payments. Our experienced Cognizant team worked closely with agents to understand and address their challenges. We leveraged the company's own global CRM platform to mirror the processes between the company and its customers. Cognizant also streamlined the company's operations and call center to reduce language barriers and service disruptions as well as acquire highly skilled resources. Cognizant not only accepted the challenge but also achieved the 70% target collections goal in a record time span of six months. Our efforts, in collaboration with the support of our client's leaders and agents helped the global software leader achieve more than $200 million in additional cash flow as well as save costs of approximately $2 million in the first 18 months. The company's aging invoices were reduced to less than 1% with a 10% improvement in

productivity within the first year itself. We have also bagged the client's approval for a future project that will be handled by our robotics process automation team. collections goal target achieved in just 6 months improvement in productivity in the first year additional cash flow cost savings I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

ERP migration accelerates Danzas' ops

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/erp-cloud-migration-improves-operations-danzas ----- The challenge Our approach Reduced Increased Created   Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn

from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Danzas AEI—a top logistics and freight-forwarding provider in the United Arab Emirates—wanted to modernize its enterprise resource planning (ERP) systems, including back-office and core operations. The company also wanted to migrate to a technology platform that would maximize efficiency and reduce revenue leakage. Highly customized business processes, which had grown organically over the past 15 years, were driving complexity. Danzas' legacy ERP system did not have a procurement capability, so approximately 80 staff members performed all associated processes manually using Microsoft Excel. In addition to suboptimal financial processes and delayed month-end closes, the company had little ability to manage suppliers. A simple ERP software upgrade would not renovate old business processes, so the management team decided to modernize the company's technology platform, incorporating standard best practices, and then roll it out across the enterprise for better governance. Danzas turned to Cognizant for help. Cognizant led the transformation, using Oracle Cloud for modules such as financials, procurement and supplier management, as well as a platform-as-a-service (PaaS) implementation to enable business process reengineering. The solution runs on a single instance of Oracle Cloud, lowering the total cost of ownership. It features single sign-on, redundancy, recovery as backup, and a suite of reporting and analytics tools, including those for days sales outstanding and productivity, to help reduce revenue leakage. Automated procurement and supplier management processes enable Danzas to analyze spending. Our Cloud Accelerators blueprint, which is based on global best practices, helped speed the migration. The development team used a combination of agile and waterfall practices, driven by each case, and rolled out the modules in two phases. The project dataset covered over 6,500 customers, more than 950 suppliers, 36,000 accounts receivable invoices and two years of general ledger balances. Given the complexity of the processes and the fact that they were performed manually, it was a challenge to map them to design new ways of working. Our team worked closely with Danzas to help the employees adapt to the new working model through campaigns, training and awareness sessions. With its automated, workflow-driven solution, Danzas generates significant cost savings while increasing compliance and controls. The procurement team can now make data-based decisions leveraging the rate charged by the supplier and other performance metrics. And with streamlined processes and best-in-class accounting systems, the Danzas AEI finance team can easily analyze, reconcile and close data. The cloud migration also improved the employee experience. Staff can now use mobile devices for approvals, making their jobs easier and more efficient. With a modern cloud infrastructure in place, Danzas is nimble and ready to take on new opportunities. revenue leakage and improved controls by automating manual processes agility by removing the need to maintain an ERP platform on-premises a unified system of auditable records   I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

Gas provider improves CX, saves 35%

The challenge Our approach $121,000 15% 30% to 40% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading European provider of gas, electricity and boiler services sought to replace its outdated billing system with an upgraded version to meet customer expectations in the digital age. The company's existing Oracle® Utilities Customer Care and Billing (CC&B) software was about to become obsolete, while its existing core systems were built on legacy platforms that didn't provide the required flexibility and advanced digital capabilities. The major roadblock to this implementation was moving from an obsolete version to one that had been upgraded over a period of nine years. Increasing regulations added to the complexity. The company engaged Cognizant's utilities digital experts to upgrade its Oracle CC&B system so it would be better positioned to compete in the digital era. Cognizant partnered with Oracle to upgrade the client's

platform. Although supported by the old version of Oracle CC&B, the programming language Cobol was no longer a part of Oracle's support and upgrades. To determine if the converted Java code could perform the same function as the original Cobol code, our team scanned over 30,000 lines of code to understand the logic and developed test cases. We then used a Cobol-to-Java (C2J) automation tool as part of the migration, saving conversion time and resources. We successfully converted over 3,500 existing components to Java. Using reverse engineering, we also created 30 design documents from scratch. These documents can be used to gain insights for future projects. Using the C2J automation tool eliminated higher licensing and support costs. The upgraded system expands self-service capabilities for the client's customers, reducing the cost of customer service. It also engages customers more effectively through customized offers. savings as a result of successful C2J tool and system performance optimization increase in customer retention and acquisition reduction in the total cost of ownership for CC&B systems and associated applications I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Intelligent automation spurs 8X ROI

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/intelligent-automation-strategy-health-insurer ----- The challenge Our approach $40M 8X 600% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your

manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A major U.S. health insurer, operating more than 30 health plans for 30 million members, wanted to streamline its ancillary claims administrative functions through automation. The company wanted to implement an enterprise-wide automation strategy that will digitally transform its numerous business functions, including how the insurer processes approximately 100,000 health insurance claims per day. The company also wanted to improve the member experience through quick and accurate claims settlement. The insurer engaged Cognizant, its long-time IT and business operations partner, to provide automation solutions. We developed and implemented cloud-based intelligent process automation, effectively augmenting the client's workforce with more than 2,000 bots. These bots run 20 hours a day, six days a week, and have self-healing properties to ensure minimum downtime without manual intervention. Liaising with the insurer, we supported the creation of an automation center of excellence for collaboration across business units. The continuous integration and continuous deployment process boosted the client's claims processing capacity to 3.5 million per month. Besides claims adjudication, our robotic process automation solutions enable payment integrity, benefits coordination and claims reclassification. Our bots make the client more flexible in tackling emerging business needs, like addressing the operational impacts of COVID-19. In four weeks, we configured bots to help the Centers for Medicare and Medicaid Services reverse its claims sequestration policy and ensure providers receive accurate reimbursements. Cognizant's bot analytics dashboard also enables transparent reporting and supports bot performance fine-tuning. In addition, Cognizant developed an opioid lock-in process that automates the end-to-end analysis, detection and prevention of opioid/narcotics (controlled) drug abuse. By deploying bots, Cognizant helps the insurer not only enhance member experiences and conform to regulatory compliance processes but also lower costs. This has helped the insurer save $40 million each year by processing 43+ million claims per year. Now, claims are processed 600% faster with a 99% success rate and 8X ROI. The new automation center of excellence provides a foundation from which the client can expand automation to more sophisticated business transactions and respond effectively to dynamic market needs. saved per year by processing 43+ million claims per year ROI through cloud-based automation faster claims processing I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of

IPA yields 4X ROI for client

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/intelligent-process-automation-agriculture-food-company ----- The challenge Our approach $20M More than 90% 4X Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading international agricultural and food company wanted to streamline its largely manual and fragmented order fulfillment, financial reporting and customer care processes using intelligent process automation (IPA). An end-to-end IPA solution would improve how it serves customers while reducing unit cost and cycle time, from procurement to final delivery. At the same time, the client expected the solution to scale globally and leverage existing resources whenever possible. The client also wanted to capture the expertise of

business users who have a better understanding of specific process-related issues. The client chose to partner with Cognizant for our expertise in manufacturing process automation and implementing IPA technologies, as well as our extensive experience in integrating automation with SAP and JD Edwards. Cognizant recommended a center of excellence (CoE) approach to ensure employee adoption of intelligent process automation across locations, as well as enable the client to evaluate and prioritize automation use cases based on feasibility and predicted return on investment (ROI). Use cases are vetted based on the client's CoE criteria, and then implemented via a federated delivery model. The CoE created bots to automate the client's sales order process from end to end. Automation bots also streamline processes in customer care, contract management, pricelist creation, payment terms updates and order processing. Apart from this, the client leveraged the Cognizant Automation Center to automate more than 120 IT use cases in the areas of trading, operations and supply chain, human resources and corporate finance. We created a framework to empower non-IT users (also known as citizen developers) to recommend and design bots to streamline processes, training more than 90 citizen developers in the client's operations in Asia and Latin America. With continued support from Cognizant automation teams, the client's citizen developers manage 80% of the automation development process. To date, they have created a variety of bots from a strong pipeline of automation processes. These automation initiatives save 52,000 hours per month, enabling associates to take on higher value projects. Automating the order entry and fulfillment processes improves handling time by 75% and saves 28,000 FTE hours annually. As the intelligent process automation initiative continues to mature, there is a growing emphasis on reusable assets to further accelerate the automation of additional processes. We are also identifying other processes that are suitable for artificial intelligence and machine learning. savings process improvement return on investment I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Process speeds TFA payments

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/end-to-end-payment-processing-teach-for-america ----- The challenge Our approach Efficient Improved Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value.

Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Teach For America (TFA), a U.S-based educational non-profit organization founded in 1990, aspires to confront educational inequalities in underserved areas. To support its mission to advance children's education, TFA builds strong donor relationships that provide the necessary financial support for its program. With a network of 64,000 teachers and alumni, TFA serves in more than 9,000 schools across the U.S. Despite TFA's rapid growth, the internal infrastructure of the educational non-profit is not well-equipped to process incoming donations. The existing TFA gift-payment processing solutions involve several internal and external systems for handling different payment types. Although the standalone systems are fit for their designated tasks, they lack integration and automation. The result is lengthy learning curves for gift processors and time-consuming revenue accounting, which increase both the chances of human error and the need for additional data cleanup. The lack of an end-to-end payment processing solution led TFA to reach out to Cognizant for help. The organization also wanted a solution that would reduce manual effort and enhance resource utilization. Cognizant started by mapping TFA's payment technology and business processes with a goal to design a donor payment solution that would simplify and streamline the current donor payment processes. Working with the non-profit's executive sponsors and strategists we set guiding principles and identified opportunities to improve donor experiences. Our proposed processing solution architecture will increase processing speed and accuracy and reduce system complexity. This gift-processing portal will also ensure improved reporting and analytics, with access to dashboards and insights for both TFA and its donors. While employees will be able to view donation trends and match donor profiles with incoming payments, donors will be

able to register and view payment histories. The proposed platform will reduce processing time and manual interventions as well as provide comprehensive data analytics and real-time snapshots of payment status. The gift-processing portal will act as a unified and simplified integration source for all payments. It will also enhance security and accountability while accommodating current and planned payment types. In addition, it will provide extensibility to future payment modes such as digital currency. Cognizant charted two implementation routes for TFA's process transformation to help the non-profit manage its costs and resources. The first route speeds TFA to the new gift-processing platform within a few months, while the second route takes a phased approach that still delivers quick wins as TFA continues to assess and balance its priorities and resources. Cognizant's proposed plan to develop an integrated gift portal will position TFA to accept future payment types and create a strategic donation gateway to route payments efficiently. The plan will also help streamline the process of linking payments to donor profiles and provide stronger integration to increase automation, reducing manual efforts. Our recommendations will enable TFA to objectively evaluate the capabilities of potential payment processing vendors and create a two-pronged roadmap to transition from its current state to the new gift-processing platform. Irrespective of which implementation route TFA prefers, the non-profit will be able to increase the clarity around its gift-processing platform design and gain a robust understanding of possible end solutions. routing of payments through multiple payment options reporting and analytics tracking manual efforts and payment processing time I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=======================

One-click resiliency for Swiss Re

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/sap-s4hana-migration-azure ----- The challenge Our approach Industry-first 95% Zero-error 170 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong

AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. As part of an IT modernization initiative, Swiss Re, one of the world's largest reinsurers, wanted to migrate its SAP S/4HANA running in a hosted private cloud environment to a hyperscale public cloud based on Microsoft Azure. The goal was to enable higher levels of efficiency, minimize operating costs and optimize capital investment. With this move, the Swiss Re team also expected to achieve greater agility to develop prototypes, as well as evaluate new features for its enterprise applications. One of the biggest technical challenges was that the existing SAP applications in the private cloud were not built with high availability. This low availability resulted in reduced infrastructure resiliency and a greater number of application component failures. Cognizant, a long-time Swiss Re partner, functioned as the systems integrator on this project. Our team carefully crafted a plan to migrate the company's distributed SAP applications to Microsoft Azure. During the course of the project, the team built numerous automated processes on top of SAP S/4HANA. We leveraged DevOps to create an industry-first, one-click SAP disaster recovery (DR) solution to improve resiliency, reduce manual errors and speed recovery time. The team also achieved wider IT process automation, as 95% of the infrastructure build was automated. Cognizant partnered with SUSE, a multinational, open-source and enterprise software developer, to design a clustering architecture based on the company's SUSE Linux Enterprise HA Extensions. The redesigned high-availability architecture ensures the external application programming interfaces will continue to work without any modifications to the service endpoints after migration. Swiss Re's migration to Microsoft Azure is one of the insurance industry's largest projects to date. It helped the company boost efficiency, improve core SAP application availability, minimize operating costs and optimize capital investment. The Swiss Re IT team can now monitor the entire DR process from a central portal. The program also increases the team's agility to develop prototypes and evaluate new enterprise application features. The migration project has now entered a cloud managed services phase, with Cognizant supporting the new cloud environment. Swiss Re's modernized IT infrastructure—the result of Cognizant's robust partnership with Swiss Re,

SUSE, SAP and Microsoft—will enable the company to fulfill its long-term growth strategy. one-click SAP DR solution improves resiliency infrastructure build automation enables consistent, repeatable and faster deployment transition of SAP applications with a high-availability architecture virtual servers migrated to Microsoft Azure I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

TriZetto Facets transforms health plan

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/health-plan-integrated-platform ----- The challenge Our approach   20% 99% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn

from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A major U.S.-based health plan wanted to expand its dental business while reducing operational complexity. But legacy processing platforms limited its ability to take action. To meet its goals, the health plan needed to phase out legacy IT systems, eliminate dual maintenance of group and membership data, and consolidate resources and skill sets. The plan engaged Cognizant to migrate its dental product administration onto a single integrated platform that supports business expansion as well as new product development. We helped the health plan migrate its dental product administration from multiple legacy mainframe platforms to the TriZetto® Facets® core administration platform. With this in place, the plan implemented the TriZetto® Facets® Dental module and migrated its dental offerings to the same platform. Next, the plan implemented TriZetto® Facets® Real-Time Claim Processing Services with its integrated dental clearinghouse functionality to provide near-immediate responses to eligible claims. The combination of solutions and Facets integration enables the health plan to integrate membership set up across products and plan options while generating a single bill and consolidating electronic remittances. Collocating dental and medical memberships on one system helps the plan increase efficiency and accuracy across operations and processes. The supplemental TriZetto Facets applications helped the health plan successfully consolidate multiple legacy dental applications on one integrated platform. This integrated platform streamlines dental processes, improving performance as well as provider and member experiences. The health plan also continues to increase its savings opportunities as the portal expands self-service options across broker, group, member and provider constituencies. Offering subscribers a one-stop shop for dental and medical plans, along with a single dashboard view of their benefits, positions the health plan to grow its dental business. increase in first-pass rate on dental claims production load success rates during member migration to the Facets platform I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

======================

Cloud cuts capex by 70%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cloud-based-remote-work-solution ----- The challenge Our approach > 70% 5 weeks Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity

into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. One of the leading players in the retail and consumer goods sector sought to deploy a scalable, resilient and cost-effective cloud-based enterprise mobile management (EMM) solution in place of its existing legacy on-premises virtual desktop infrastructure (VDI) solution. As a direct selling company, its core business users are service center and call center employees who interact with end customers. Its existing VDI solution lacked certain functionalities—including accessibility, performance, scalability—and data security limitations. The company was also concerned about the high capital and operational expenses associated with purchasing and maintaining hardware and software for the existing platform. The unexpected onset of the COVID-19 crisis required employees from all departments to work remotely to ensure productivity while complying with the retailer's security policies. Cognizant stepped in to enable secure remote working and ensure business continuity for the retailer during the COVID-19 crisis. The Cognizant team identified the cloud-based Windows Virtual Desktop (WVD) implementation as the best fit for the client's virtual workplace needs, considering it the most secure and productive method to keep employees engaged and connected at the most needed times. We adopted Microsoft Intune as the retailer's new EMM platform and shifted 1500+ users from on-premises to this cloud-based solution. Our in-house tools helped automate and integrate different aspects of the retailer's applications. We integrated third-party cloud apps as well as other data centers using multiple server-to-server (S2S) links (hub and spoke) in a mere five weeks. Following its digital transformation initiative, the retailer achieved capex savings of more than 70% of its original expenditure. The retailer's employees can now access corporate data and applications from anywhere on any device, with all the necessary security

measures in place. With the workplace transformation, employees receive the corporate machine directly—on auto-pilot mode and with all corporate policies applied—in a couple of hours rather than imaging a whole machine over days. The transformation also provided resiliency and scalability while improving productivity and employee experience. capex savings achieved post digital workplace transformation time taken to implement a VDI environment with anywhere, anytime access I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Building robust strategies with Geisinger

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/interoperability-compliance-strategy-geisinger ----- The challenge Our approach Real-time delivery Alignment Inclusion of 3 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The Centers for Medicare and Medicaid Services and the Office of the National Coordinator created a new set of federal interoperability rules to improve member experiences and outcomes. These complementary rules call for clinical and administrative data to be made available digitally and on demand by authorized apps. The goal is to give members quick and easy access to their clinical and administrative data. In addition to meeting the January 1, 2021, interoperability compliance deadline, Geisinger wanted a strategy to expand its interoperability compliance work to create new capabilities. Cognizant collaborated with Geisinger on a comprehensive interoperability strategy and launched a consulting and advisory project coordinated by a team of subject-matter experts. To ensure that Geisinger's interoperability investments became a technology asset in the future, we defined a strategy for meeting compliance requirements in the short term and developed a long-term approach to creating differentiated member experiences based on new interoperability capabilities. Our teams also conducted education and visioning sessions to ensure Geisinger stakeholders understood the breadth of business processes and other operations affected by interoperability. To demonstrate the potential of interoperability and validate components of the Geisinger strategy, the teams worked to design and build a proof of concept (POC) using the TriZetto® Connected Interoperability Solution, a modular set of software-as-a-service interoperability products. We also developed a Test Mobile Application to fully demonstrate the solution's end-to-end capability. The POC clearly showed the promise of interoperability by demonstrating the standards-based, real-time digital communication of a longitudinal view of a member's health information from a payer's internal systems to a mobile app created by a third party. The strategy designed by Cognizant in collaboration with Geisinger has high-level cost projections for the actions required to achieve compliance. In addition, it includes implementation planning, application programming interface gateway development, data aggregation, terminology normalization, data mapping, member consent management processes, architecture design support, an orchestration hub and a requirements analysis. of data to third-party apps with corporate interoperability roadmaps HL7® FHIR® standard sources from a data warehouse I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Orica automation modernizes IT

----- The challenge Our approach $2M+ 99.8% 80% Contact us Thank you for your interest in

Founded in 1874, Orica is the world's largest provider of commercial explosives and innovative blasting systems for the mining, quarrying, oil and gas, and construction markets. Orica realized that to better serve customers, the company had to migrate its users from legacy SAP and non-SAP enterprise resource planning (ERP) systems to an automated system that would help users process sales orders, contracts and financial models to supply goods, and improve material requirements planning forecasting. Users include subject-matter experts, business executives and owners, and supply chain employees, among others. Lack of standardized business processes led to low visibility into the company's performance. The need for a scalable enterprise solution was evident, as Orica's teams in multiple countries had to rely on disparate processes across the major mining markets. The company reached out to Cognizant for help. Believing in our delivery capabilities, Orica engaged Cognizant to design, implement and manage a global ERP system based on SAP S/4HANA. The Orica project codename, "4S," is a nod to the solution's design, which is simple, standard, single and SAP-first. It generates data-driven, real-time decisions and actions that the company and its customers can put to work. To increase overall utilization and efficiency, we simplified

the SAP technical operations. Cognizant collaborated with Microsoft and SUSE to design the world's first high-availability solution on Azure with a multi-node iSCSI interface. This gives Orica the ability to switch to a reliable second node automatically, without any business disruptions. The new system operations, based on managed platform as a service (mPaaS), enables Orica to choose from a pay-per-use pricing model categorized by three unit-based tiers — platinum, gold and silver — for its cloud infrastructure and SAP administration services. Using this model, Orica can increase or decrease its workload on a monthly basis. Additionally, Cognizant implemented mPaaS automation and deployment use cases, which resulted in cost-efficient implementation. The new system would support operations for customers in more than 57 countries and standardize processes for industry operations. Users can now access the new system from anywhere, any time and on any device. The new disaster recovery service level agreement for the recovery time objective is now 4 hours, with near-zero data loss, thanks to the Azure platform features that safeguard backups against physical infrastructure failure and manual mistakes, such as accidental overwrites or deletions. Through this program, users gained access to a modern intelligent enterprise application that provides a responsive user interface with more than 1,400 Fiori applications for business transactions in the SAP S/4HANA system. savings over 3 years by periodically analyzing cloud capacity utilization increase in system availability of system infrastructure automated I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

Streamlining functionality at PostNord

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/postnord-robotic-process-automation ----- The challenge Our approach 30% improvement 50,000+ ~40% reduction Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Formed through the merger of Sweden's Posten AB postal service with Denmark's Post Danmark A/S postal service, PostNord AB is one of Europe's largest public and private shipping providers. Though the merger brought together organizations with similar business models, each had disparate ERP systems. PostNord wanted to improve internal processes by eliminating operational redundancies. The PostNord Shared Services Finance team collaborated with Cognizant, its trusted Digital Finance & Accounting transformation partner, to drive its digital transformation. PostNord worked with Cognizant to identify how non-core financial and accounting processes could be performed more efficiently, helping the state-owned entity meet cost reduction and revenue enhancement targets. To automate iterative processes, we implemented robotic process automation (RPA) in four core finance and accounting areas: AP, AR, GA and international accounting. We reviewed back-office processes and identified opportunities to achieve PostNord's vision, and then executed the RPA approach. Following client approvals, the automation went into production. Next, we extended the scope of automation to front-office practices. We then looked at other business processes to see where we could automate tasks. We also named and created work profiles for the robots. Partnering with Cognizant enabled PostNord to overcome inefficiencies in its systems, helped integrate operations so human resources can resolve more complex problems, and improved customer and vendor relations. We implemented 17 individual bots to realize operational improvements, achieving a 30% improvement in capacity utilization for existing personnel. We delivered an annual productivity boost of more than 50,000 person-hours, allowing the company to change staffing levels and reassign front-office staff to higher value activities. As a trusted strategic partner, Cognizant now advises PostNord on developing harmonized, efficient and high-quality process solutions. in overall efficiency by scaling automation across 50+ subprocesses and 150,000 transactions person-hours saved across functions per annum, improving productivity in time needed to handle customer disputes/invoice

investigations, beating industry benchmark* of 13 days *Source: APQC (American Productivity & Quality Center) Accounts Receivable and Collections Key Benchmarks, January 2021 ©2024 Cognizant, all rights reserved I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Retooled banking app improves CX

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/mobile-banking-app-development ----- The challenge Our approach Achieved top 3 ranking 3.5 million 100% increase Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to

stay competitive in the evolving world of AI. A large U.S. bank holding company wanted to improve communication with its customers and discover better ways to support them through innovation and automation. The company sought to provide a secure application, which would enable customers to manage their finances. A few years ago, our client decided to revamp its mobile banking application and replace its legacy platform. Due to our long standing relationship with the bank, it partnered with Cognizant Digital Experience to deliver a new platform and solution. The organization needed a user-friendly and advanced mobile application that would help their customers better manage finances through simple and intuitive interactions. Over the past few years, Cognizant's banking technology experts, upgraded and replaced its legacy vendor banking platform, moving it from a predominantly web-based experience to the next-generation of mobile banking by developing applications for iOS and Android. We also integrated mobile activity, analytics and reporting into business process management and other productivity and sales channels. A universal application development project to build a new mobile app environment was initiated. This implementation created personalized digital banking experiences enabling customers to organize, engage and manage all aspects of their financial lives. The mobile app for iPhone, iPad and Android is a complete banking experience that enables customers to pay bills, send or receive payments with Zelle, make transfers, get credit scores and locate a local branch. The U.S. bank holding company improved communications with its customers and created a secure, interactive user destination to help them better manage their finances and facilitate intelligent selling opportunities. The collaboration with Cognizant helped double the traffic on mobile channels from 30% to 65%, across the banking customer base. We continue to roll out new features and enhancements, including a personalized dashboard, enhanced security for card control and customization, push notifications and augmented reality to expand the company's application capabilities offering cross-selling opportunities and to build a consistent platform across its lines of business. consistently in the U.S. Banking Mobile App Satisfaction study active users supported on a personalized mobile banking platform in both iOS and Android app ratings I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

For TGS, the right data at the right time

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/oil-gas-data-as-a-service ----- The challenge Our approach 95% 5 hours 4.5B records Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership

in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. TGS, one of the world's largest providers of 2-D, 3-D and other forms of sub-surface data to oil and gas companies, was facing a challenge: Its customers had no direct visibility into sub-surface, geological or meta data, and it took too long to deliver insights. The process was cumbersome. Raw data needed to be segmented and cut onto physical tapes that were shipped to customers—an expensive manual process. TGS needed a better way for customers to access the 2-D and 3-D seismic data from which to make accurate decisions on where to drill, both onshore and offshore. To power a new data-as-a-service (DaaS) offering, TGS selected the Cognizant BigDecisions® data analytics platform running on the Amazon Web Services (AWS) public cloud. The team began by migrating 200TB of tape-based data to the cloud. TGS implemented an AWS-based data lake solution to process petabyte-scale sub-surface data and enable searching of specific data points. BigDecisions ingests seismic data directly to the cloud, speeding meta data extraction by 75%. It also enables an end-to-end searchable repository of metadata for easy search and cataloging. As a result, customers can now access personalized geospatial mapping data to pinpoint the insights they need, reducing data delivery time from five days down to five hours. This helps customers greatly reduce time spent deciding where to drill and eliminates the chance of coming up empty. Customers can preview data online, drill down and examine data from various perspectives before making a purchase decision. TGS now speeds access to insights via

an online information ecosystem powered by a cloud-based big data analytics solution. This data modernization project has helped elevate TGS from being a data provider to a source of real sub-surface insights that oil and gas customers are using to inform their own innovations and make more informed drilling decisions. less time spent pinpointing optimal locations to drill to deliver information to customers, down from 5 days migrated to the public cloud via AWS I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Mobile app sparks 150% growth in use

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/mobile-app-cx-improvement ----- The challenge Our approach 150% 4.5 Sub-2 second Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI

insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. When a major communications service provider sought a makeover for its mobile app, it wanted more than a new look. Its goal was an all-digital frontend. A sleek, modern customer experience (CX) was a must. In addition, the telco planned to position the app as its primary channel for customer engagement, mission critical for everything from self-service and payments to promotions. To achieve the telco's goals, Cognizant's Communications team partnered with the company on an innovative contract that established business key performance indicators (KPIs) as targets. Outcome-based contracts are distinctly different from traditional service-level agreements because they focus on business value. To better understand the telco's business, we assembled a cross-functional team that gave us a holistic view across the client's organization, architecture and development. Working together, we jointly conceptualized business and technical KPIs that ensured value for both partners. Although the upfront work required a significant investment of time, the collaboration gave our team time to develop the trust that's at the heart of the outcome-based model. Use of the agile development methodology led to regular iterations that provided big impact through small improvements. Mapping the call flow journey from the frontend to the application server, and then to the backend legacy system, helped us spot bottlenecks such as database calls that were slowing response time for frontend users. Through the combination of our focus on client business outcomes and the use of agile methodology, the client gained a mobile app that now serves as its primary channel for customer engagement. In one year, the app's rating in Google Play Store rose to 4.5 from 3.3, and in the Apple App Store to 4.3 from 3.3. growth in use of the app for recharges and payments rating for the mobile app in the Google Play Store average customer log-in time, reduced from 8 seconds I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

ERC Digital Tolling cuts ops costs 40%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/digital-tolling-solution ----- The challenge Our approach 90% 80% 50% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our

ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Elizabeth River Crossings realized that its on-premises legacy technology could not keep pace with other tolling operators' transition to all-electronic tolling. To capture insights, identify process inefficiencies and bottlenecks, and uncover revenue fluctuations, the operator needed greater flexibility and agility. ERC wanted to address toll transaction losses and the redundancy of operating two data centers in the same region—both located in 100-year flood plains. At the same time, ERC wanted to improve license plate recognition, capture all toll transactions, maximize revenues and deliver customer friendly, accurate invoicing. To address the challenges brought on by the legacy system, ERC engaged Cognizant for an end-to-end digital transformation to migrate and modernize its data center and back-office operations. A proprietary cloud migration framework and toolset enabled ERC to migrate the existing data center quickly, seamlessly and in the least disruptive manner. The new cloud-native, serverless solution enables ERC to automatically scale, allowing the operator to cut operational costs by 40%. The Cognizant Digital Tolling Solution delivers end-to-end real-time visibility, empowering toll operators to eliminate inefficiencies and redundancies, and identify what actions should be taken and when. By using advanced artificial intelligence (AI), self-service and cognitive capabilities, the system delivers omnichannel customer service built on a modern, secure microservices architecture. Our solution brings a range of business benefits, including 100% application and infrastructure availability as well as cost benefits resulting from the digital transformation. The solution provides a 360-degree view of any toll transaction with comprehensive, real-time information. The solution also enables ERC to handle accounting matters—

such as closing the quarterly books—on time and accurately. As a result, ERC's operational costs have been reduced by 40%, along with lower cost and time requirements for reviewing images and manual errors using the new OCR license plate review engine. of infrastructure refresh cost and process eliminated reduction in data center leasing and maintenance costs savings on annual software license cost I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=======================

Standardized billing boosts efficiency

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/scalable-billing-platform-improves-inmarsat-operational-efficiency ----- The challenge Our approach $4M 70% Up to 80% 5 days Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps

in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Inmarsat, a leader in global mobile satellite communications, discovered inefficiencies in its internal and external processes after years of growth through numerous acquisitions. During a four-year period of global expansion, Inmarsat found itself maintaining and operating 38 disparate billing applications and tools, 40% of which were no longer supported due to legacy IT infrastructure and complexity arising from having 5,200 different pricing plans and more than 2,400 product, service and subscription plans. The significant gaps in systems and business processes limited its commercial competitiveness. Inmarsat also faced other challenges—longer lead times and higher costs to launch new products and services, lack of clarity and accuracy as customers received multiple bills, inefficiencies caused by manual billing and higher risk in business continuity, relatability and stability due to different billing systems aged 10–20 years. The billing errors and mediocre user experience affected customer experience (CX). Inmarsat engaged Cognizant to create a seamless, end-to-end experience for all billing interactions. Cognizant—a trusted long-time partner of Inmarsat—implemented the approved, four-phase OneIT solution that included discovery, design, build and business migration over the course of 45 months. Based on industry best practices and specific commercial requirements, we simplified disparate billing capabilities into a single, standard and scalable platform. We also helped add pricing flexibility, dynamic discounting and the agility to support future commercial models for new products, services and go-to-market strategies. Implementing commercial off-the-shelf billing technology enabled the company to achieve the lowest total cost of ownership, while a single, core application facilitated business process rationalization and reduced the complexity and cost of having multiple integration points. With internal billing operations, Inmarsat now also has the flexibility to meet rapidly changing needs without contractual overhead and the significant interdependencies that come with other OneIT rationalization programs. Transforming disparate billing capabilities into a single scalable platform gave Inmarsat the commercial agility, CX and operational efficiency it needed to support growth. By redefining processes within a single, simple and scalable billing platform, the company achieved a range of benefits—$4 million in annual savings, reduced legacy rate plans by 70%, improved efficiency for revenue posting each month by 85% and increased overall business performance by 50%. The new solution also eliminated the risk of system obsolescence and material failure in billing processes while employing security that complies with cybersecurity policies. annual savings on OpEx and CapEx costs reduction in legacy rate plans reduction in time required to implement pricing updates reduction in daily sales outstanding I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

IT platform migration for future growth

The challenge Our approach 750+ 200+ 40+ 2+ terabytes Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Following a divestiture from its parent company, an insurance and pension provider wanted to separate its IT infrastructure and services from existing parent IT systems. To ensure a successful transition, the client wanted to migrate between IT platforms seamlessly and quickly, adhere to industry governance and compliance standards, and meet a fast-approaching deadline for the data center exit. To support its strategic objectives and move workloads from its parent company, the client considered public and private infrastructure as a service (IaaS) options, along with how to create a scalable, elastic cloud-based environment with end-to-end service delivery. With limited time to establish an IT platform of its own, the company engaged Cognizant to provide guidance and services. During the transition, our client had the opportunity

to reduce costs, focus on innovation, improve agility and increase security for its 650 employees and 350,000 customers. To address the business requirements and market demands for a faster time to market, the Cognizant team worked to leverage a Cloud Steps Framework and designed, developed and implemented a DevOps-led migration platform on Amazon Web Services (AWS) using native services. After building the platform, the production workloads were seamlessly moved to a run team. As a result, our client was able to monitor and optimize the workload, providing better services and new digital solutions to its customers. Over the 24-month implementation, Cognizant provided value to the client by accelerating its workload migration from the parent company to the newly developed IT platform. We successfully migrated over 750 mailboxes, two terabytes of Microsoft OneDrive data, 200 SharePoint sites and 40 key business applications—all without disrupting the client's end users. We implemented IT service management (ITSM) processes, secured the client's network, and created a digital one-stop service desk with bilingual functions supporting Danish and English. This new IT platform allows the company to contribute positively to its customers' well-being and good health while remaining an industry leader. mailboxes migrated to the cloud Sharepoint sites migrated key business applications migrated of Microsoft OneDrive data migrated I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Vopak saves 20% back office costs

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/digital-transformation-vopak ----- The challenge Our approach Up to 20% savings 90% of trained employees 11 terminals Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific

solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Royal Vopak is a leading independent tank storage company with 400 years of experience in storage and transshipment. The company provides clients with safe storage facilities for bulk liquid products and gases across 71 terminals in 23 countries, but it lacked a modern and centralized system that streamlined its business processes. Vopak envisioned a singular, global way of working across five continents. To help realize this vision, Vopak turned to Cognizant for our expertise in global scalability, business process optimization, technology and organizational change management. Vopak's transformation journey began with a series of consultations, starting with a big-picture assessment of its business goals, including eliminating non-value-adding activities. After an in-depth analysis, the company selected the software-as-a-service-based Oracle Enterprise Resource Planning (ERP) Cloud. As part of our strategic Oracle ERP Cloud implementation we created a rollout scheme that groups and sequences countries logically, and the resulting time-saving insights apply to future rollouts. We also reinforced country-by-country adoption with a Lean change management approach and end-user training, including standardized modules for impact assessment, stakeholder engagement, a change agent network, communication and locally adaptable training materials. When COVID-19 regulations posed a unique set of challenges mid-implementation due to varied government responses to the pandemic, Vopak trusted Cognizant's guidance and boldly committed to the launch schedules and we were able to deliver the first phase of implementations on time. To maximize our blended learning approach developed before the pandemic, we combined e-learning, webinars and virtual classrooms to alleviate the challenges COVID-19 posed. Cognizant's strategic planning process helped Vopak benefit from digital transformation quickly. This change management methodology has proven practical in empowering Vopak staff to embrace digitization: 90% of trained employees say they use the new skills and processes. Our blended learning approach helps prevent rollout delays, supporting on-time delivery for Australia and Singapore, and ensures error-free data migration. While digital transformation helped advance Vopak's immediate goals, it also ensures enduring success, reduces operational costs, generates business insights and valuable service opportunities, and identifies and removes operational inefficiencies. on back office functions use the new skills and processes operations were optimized I would like Cognizant to contact me based on the information provided

above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Cloud speeds app release by 300%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ digital-engineering-enables-transformation ----- The challenge Our approach 300% 75% 40% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. For Severn Trent Water (STW), one of the largest water service providers in the UK, legacy tools, waterfall development, manual processes and siloed teams inhibited innovation. STW's software-driven business covers real-time metering and leak, water quality and wastewater management. With almost 60% of its more than 350 applications heavily customized commercial-off-the-shelf apps, including SAP and third-party field management apps, maintaining this large and complex

portfolio left little time for innovation. To cut costs and free up time, STW engaged Cognizant Digital Engineering for a sustainable digital transformation. After conducting over 60 interviews with STW staff Cognizant zeroed in on three goals: To achieve these goals, we recommended shared workspaces, goals and incentives; Agile and DevOps processes; and adopting a modern technology stack on cloud unlocking applications from legacy data centres. STW business leaders trained on value-stream mapping, with the help of a "Weighted Shortest Job First model", to do the right prioritisation in different business situations. The core transformation team—STW leaders and Digital Engineering experts from Cognizant—focused on modernizing team structures and encouraging Agile development teams to work on application features that interested them the most. Meetings shifted away from the office environment to bring previously siloed teams together. Cognizant's partnership with STW on its digital transformation journey—spanning people and culture, process and technology—won the 2019 DevOps Industry Award for Most Successful Cultural Transformation and the 2019 ISG Paragon Award in EMEA for Collaboration. Application release time accelerated from 12 weeks to four weeks. STW freed up 20% more time to innovate while improving job satisfaction and helping STW attract and retain top talent. In an anonymous survey, 85% of employees felt empowered, 90% felt they belonged, 78% felt they now had empathy for other teams, and 88% felt collaboration and communication had improved significantly. acceleration in application release cycle acceleration in project start time increase in first-time right ratio I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Tracking best business opportunities

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ tender-management-solution ----- The challenge Our approach ~40 45+ 100+ Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders

must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Leading biotechnology company CSL Behring needed a global solution to identify and track the thousands of Tenders that generate significant annual revenue. The company wanted to be able to identify upcoming Tenders, respond to current ones and get the results of past responses so that it could more efficiently and profitably decide whether to bid and how to bid for each opportunity. As Tender management is a very complex process and is often handled by local bid teams—and tracked manually by spreadsheets and phone calls, using unique processes for each geography—it was difficult for the top management to get an overall view of the current and expected Tender pipeline and the revenue it is expected to generate. Determined to deploy a solution across 75 markets worldwide to optimize its Tender management process, CSL Behring partnered with Cognizant to select and deploy a solution to realize its vision. After a comprehensive evaluation, CSL Behring chose FBK CM|XS (BackOffice) for its maturity, flexibility, support for end-to-end Tender management and ability to provide analytics and reports with KPI dashboards in a corporate business intelligence system. The FBK CM|XS application was extended to also manage requests for proposals (RFPs) and requests for quotes (RFQs) opportunities. Cognizant and FBK developed over 100 proposal templates in more than 10 languages and 18+ currencies. The deployment team consolidated and standardized data about Tenders and competitors in a data lake and provided analytics and reports in KPI dashboards. Working closely with the various local teams over 18 months and despite the travel bans imposed during the COVID-19 pandemic, the deployment of the solution was on time and under budget. CSL Behring is now able to prioritize, prepare and submit winning and profitable proposals as a result of implementing a global Tender management system, in partnership with Cognizant and FBK. The joint Cognizant & FBK team configured the solution to meet the requirements of each market and user group, ensuring it was functional and met all legal requirements. The benefits include a centralized repository of harmonized data with bids and their status, visibility and insights into the global bid pipeline and improved

decision making via centralized reports and advanced analytics. The new global Tender management solution is expected to reduce overall operation costs through standard processes and automated approvals and increase overall revenue. onboarding workshops provided local experts trained proposal templates developed I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Britvic's fortifies cloud ops

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/sap-migration-aws-cloud ----- The challenge Our approach Reduced Improved Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Global businesses increasingly

find themselves investing heavily in data center infrastructure to keep track of sprawling IT operations. This was the case with Britvic, a British manufacturer of marquee soft drink brands. It needed to manage its data center footprint while reducing operational costs, achieving the agility to provision SAP systems on demand and lowering capital investment. However, with a complex IT history built up over many years, the company also wanted to upgrade its SAP applications, migrate them to a hybrid cloud model with Amazon Web Services (AWS) and implement a robust disaster recovery system—all while minimizing disruption to the business. The company turned to Cognizant for help. As a first step, we applied our cloud assessment and transformation framework for a combined upgrade and migration to AWS cloud. In addition to an efficient solution for migrating on-premises SAP systems to AWS cloud, we provided a defined methodology, toolkits and training. Working with Britvic, we developed scripts to guide the automatic shutdown and startup of its SAP systems. We transferred development and system integration testing environments from an on-premises data center to the AWS cloud in Europe. We helped build on-site user acceptance testing and production systems using Microsoft Cluster Server (Windows Server) failover clustering. We also helped build a standalone disaster recovery server that runs through an SQL failover cluster to ensure continued availability through two levels of reinforcement. Our team worked with Britvic to establish trust and a close client relationship by clearly communicating mutual expectations and developing a robust strategy to meet the defined objectives. We demonstrated our thought leadership in design and cloud migration by sharing our experiences on similar successful projects. This approach reinforced our reputation as a trusted and experienced advisor. We ensured that Britvic's SAP applications were upgraded to a stable, secure and highly available environment through a hybrid cloud while maintaining robust disaster recovery capabilities. We completed the project with minimal disruption to the business. Using cloud hosting for SAP applications reduced Britvic's IT operational costs. The pay-as-you-use model in AWS also reduced the company's capital expenditure. IT operational costs using cloud hosting for SAP applications stability and agility by provisioning SAP project systems on demand capital expenditure with a pay-as-you-use model in AWS I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Papa John's delivers with PapaCall

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/papa-johns-automated-ordering-solution-papacall ----- The challenge Our approach Up to 50% 15% 95% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in

your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The effects of the coronavirus pandemic took Papa John's revenue skyward in 2020, increasing same-store sales by 13.5% in the fourth quarter. This increase in volume led Papa John's to examine efficiency as a target for innovation, specifically in its ordering processes. Of the 30% of orders placed by phone, between 10% and 12% were abandoned due to non-answer, indicating lost revenue. As phone calls can affect many steps in the process—including delivery time—automating the order process could help the restaurants focus their resources on the important task of making and delivering pizzas. Papa John's wanted to optimize its operations for growth and improve customer service by cutting order wait times and eliminating dropped calls on phone orders. Cognizant worked with the food services giant to automate ordering operations by designing an end-to-end, intelligent, cloud-based omnichannel solution, referred to as PapaCall. The PapaCall solution encompasses a centralized ordering model that uses advanced analytics to provide agents with hyper-personalized menu suggestions for customers based on prior preferences. For the contact center agents, we chose a unified agent desktop solution that combined restaurant and e-commerce systems with real-time integration to enable order accuracy and efficiency. During a two-month pilot with 75 stores, we were able to help Papa John's realize savings from the new overflow call handling process and, as a result, additional revenue. Now, all order takers in the contact centers use the integrated system to process a phone order, customize if necessary and collect payment—all on

one screen. The new centralized ordering system enables hyper-personalized offers for customers and allows front-line employees to focus on serving guests. The success of this pilot led Papa John's to expand the program into 1,500 stores and rollout to franchisees with a custom-built portal that allows franchisees to onboard the PapaCall solution seamlessly. The portal also provides detailed, easy-to-interpret invoices for the services. This new approach and the intuitive layout of the system interface have been reported to help reduce phone order time from over five minutes to less than three minutes. By increasing operational agility, PapaCall enables Papa John's to quickly and smoothly shift to off-premises dining triggered by COVID-19. improvement in Papa John's in-restaurant metrics increase in revenue per order customer satisfaction (CSAT) score for services delivered with the new ordering solution I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=====================

FBHP unifies broker engagement

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/health-plan-broker-engagement-solution ----- The challenge Our approach 32% 28% 22% 30% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee

experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A key to expansion for any health plan is the ability to deliver solid client-stakeholder engagement capabilities and experiences that enable the agent/broker channel to engage effectively with customers. Farm Bureau Health Plans (FBHP), however, faced challenges related to disparate business processes and technology that didn't deliver the desired agent experiences. These challenges included fragmented broker engagement, limited use of digital in support of agents/brokers working with clients, and disconnected user experiences. Turning to Cognizant, FBHP sought advice and assistance in selecting a future-state agent/broker engagement platform. The vision for the platform was to redesign the agent experience and to improve the way brokers engage with their clients, while yielding a favorable ROI. FBHP engaged Cognizant Consulting to help uncover any unmet needs of agents/brokers, and then design new capabilities to support them. We structured the engagement based on our proven business-led digital transformation approach and conducted several design sessions to reimagine the broker experience. These included 'future-first' workshops as well as experience design, process design and technology design workshops. Our high-impact engagement included close communication with FBHP's CIO and COO, as well as other managers and staff. We also interviewed external experts/executives to further inform the future-state experience design. The broker engagement solution included, among other deliverables, a broker capability map and a library of future-state capabilities, 10 user personas, a future-state business architecture and eight future-state business process flows for the full quote-to-card process. The new broker engagement solution is expected to deliver a range of benefits that will elevate and unify the agent/broker experience, support client expansion plans and create a one-stop solution for all broker processes to reduce operational friction. We continue to partner with FBHP to reimagine the experiences of its consumers, members and providers, for whom strategy and design engagements are currently underway. Through these follow-on programs, we will continue to build FBHP's trust in our healthcare consulting team to deliver insights on time and help move the business forward. projected increase in productivity gains for brokers and internal employees estimated increase in broker engagement estimated increase in account annual value estimated increase in member retention rate I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

BPaaS improves healthcare CX

The challenge Our approach Enhanced Decreased Compliant Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Parkland Community Health Plan (PCHP) needed to improve how it meets the growing needs of its medically underserved populations in North Texas. It sought to digitize its information technology platform to better manage health data, member transactions and the physicians and hospitals in its network. PCHP wanted to transition from outsourced administration to remedy declining membership and gain better reporting. As nearly all its operations were outsourced, there was little visibility into areas that needed improvement. Cognizant responded to the managed care organization's request for proposal, recommending the long-term benefits of TriZetto® QNXT™ as a platform, and was chosen for the transformation engagement. Cognizant introduced the TriZetto® QNXT™ core administration platform, leveraging a business process as a service (BPaaS) model to include enrollment, claims,

customer service and regulatory reporting modules. The platform delivers all care management, member services, provider relations and quality and data analytics. Thanks to the BPaaS model, PCHP avoided the purchase of new technology and gained the flexibility and scalability needed to carry out its long-term growth plans. The transition was smooth and compliant with virtually no disruption to member services or operations. Thanks to the new system, PCHP has increased productivity and lowered core system costs. Now, with fully integrated member touchpoints, PCHP effectively coordinates all administrative and clinical aspects of its member experience. The system's capabilities offer the provider's teams more control over members' experiences. New analytics options give PCHP insight into how to effectively engage members while putting the plan provider in a much better position to coordinate care and enhance members' experiences across their healthcare needs. Unlike previously outsourced systems, the QNXT™ BPaaS core administration solution allows PCHP to put members at the center of the system and increase accountability. The solution also serves as the foundation for future expansion opportunities. productivity since the QNXT™ BPaaS platform has gone live core system costs from previous year's costs transition in a virtual environment I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

Leading tech lab saves $2M a year

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/field-service-app-lab-instruments-provider ----- The challenge Our approach ~90% 50% 24/7 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add

gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading technology-based lab instruments solution provider had previously rolled out a CRM system for its service organization. That system brought many advantages but also challenges to field service engineers (FSEs), who had logged in to the CRM to view and manage their service orders. This meant the FSEs had to boot up their PCs, log in to the VPN and then log in to the SAP CRM—a process that could take up to 20 minutes. These delays happened as the FSEs worked with customers, who had to stand by for their service confirmations. To cut customer wait times, FSEs would wait to close out service orders until the end of the workday. The lab instruments solution provider engaged Cognizant to design a new field service app to help FSEs manage their entire CRM workflow without opening their PCs. Together with the client's IT Mobility group and a group of its FSEs, Cognizant designed a field service app that enables engineers to spend more time working directly with customers. We began the project by mapping a day in the life of an FSE. We captured their design ideas, designed a prototype and then proposed an app that would address key FSE pain points. We worked with a set of FSE pilot users to refine the app into a tool, addressing all objectives and making the process run smoother. As an ongoing effort, the team continues to look for ways to improve the app, which positively impacts the lives and productivity of FSEs. The new app increases efficiency for FSEs, who can manage their entire CRM workflow without ever opening their PCs. They can manage service orders, check parts tracking information, order parts, capture digital signatures and create and email service confirmations from a mobile phone while on the road or at a customer site. Customers interact with the app, too, to sign service confirmations, which helps to position and promote our client as technologically innovative. When the project first launched, 40,000 sessions happened per month. Today, up to 110,000 sessions happen each month. The lab instruments solution provider also saves 10 minutes per session, or half the time. The result is 1 million minutes saved per month worldwide, or $2 million in savings per year. of service calls are now closed in the app reduction in service request closure time access to service order and lab instrument part status information I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

====================

Upgrades elevate news brand's apps

The challenge Our approach 10% From 2.0 to 4.7 From 2.5 to 4.3 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The news division of a multinational media and entertainment company held an enviable market position with brands that included some of the industry's most trusted and recognized outlets. But as the news division began moving into the streaming sector, it realized its mobile app experiences were falling short. The apps lacked the reliable, high-quality video needed to attract advertisers and subscribers, impeding success with streaming models, such as over-the-top (OTT) and direct-to-consumer (DTC). The division partnered with Cognizant to reengineer solutions for quality video. Cognizant originally partnered with the division to support platform development and QA for streaming services. However, as the division's platform expansion

encountered the video setbacks, we transitioned to product engineering, bringing a unique mix of video engineering expertise and Agile development methodologies. We upgraded video playback using a combination of cloud- and HTML5-based development technologies. Agile development sped up feature upgrades, with enhancements ready for release every two days, down from two weeks. Our team customized and implemented an automated QA solution to identify the root causes of playback issues. We also addressed tactical needs, such as crowd testing the apps prior to launch, enabling the division to assess features and incorporate user feedback. The boost in video quality helped the news division's streaming efforts gain traction. The division's parent company then decided to scale the solutions and video player platforms we created, launching streaming platforms for its lifestyle and entertainment brands. This increased the company's overall subscriber base and generated higher revenues from ad monetization. Our teams continue to partner on advancing the news outlets' user experiences. We're now working to create personalized landing pages that reflect viewers' individual interests and preferences. increase in net promoter score, from 44 to 47 jump in app ratings for Android jump in app ratings for iOS I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Platform boosts teller performance

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/core-banking-platform-boosts-performance ----- The challenge Our approach <6 hours ~10% Reduced code complexity Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific

solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A multinational financial services company was functioning with a legacy teller platform, with a local server running at each of its 5,000+ US retail bank branches. The monolithic legacy platform limited the bank's ability to roll out new features, as it required substantial effort and time to manually deploy new features to all its branches. The bank also wanted to migrate from its existing in-branch server model to a high-performance, browser-centric application with a centralized infrastructure that would speed time to market, lower costs and help improve customer experiences. The bank engaged Cognizant to help with the modernization initiative. We used modular development technologies and an up-to-date digital tech stack to design, develop and help roll out a new high-performing digital branch teller platform with a browser-based common UI. Our team designed and co-developed the new platform by reverse-engineering more than 50 types of customer transactions and 2,000+ business rules from the legacy system. Our client entrusted the Cognizant team with developing complex and critical backbone modules for deposits, foreign currency and regulatory reporting. We integrated every transaction from these modules—and modules developed by our client and other vendors—with a wide variety of peripheral devices, keeping the "middle logic" standardized for all while enhancing the user experience of each. We delivered high-quality code for the massive, highly business-critical and complex platform that supported a seamless rollout and paved the way for digital transformation. We also delivered a variety of reusable components, accelerators and innovative solutions, such as lazy loading for UI components, a transaction locking mechanism and a custom rules engine for reusable business rules. Because the new modularized, cloud-enabled platform uses modern engineering principles, the bank anticipates increased business agility and improved reliability of branch operations. The bank also plans to leverage the insights and data analytics the platform enables to transform customer experiences and teller interactions. IT deployment time, reduced from 6 weeks faster response time from 10 million to 1.5 million lines of code I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

24/7 piracy protection delivers big benefits

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/24-7-piracy-protection-delivers-benefits ----- The challenge Our approach 5-minute 5M 24/7 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading multinational media and entertainment company needed to step up its anti-piracy monitoring from weekday-only to 24/7 coverage. The company's goal was to clamp down on illegal consumption of high-profile video content by scaling its ability to rapidly surveil and suppress piracy across international time zones. However, one of the biggest barriers to scaling was the high cost of staff working during non-business hours, weekends and holidays. Off-hours monitoring was especially needed to protect the company's theatrical movie releases that typically open on Fridays. It reached out to Cognizant to develop a strategy and solution to combat pirated content. Cognizant had partnered with the company's brand and marketing teams for several years on strategic IT and digital programs, and this longstanding relationship

made us a natural choice as advisor for the company's anti-piracy efforts. We developed a solution that extracts the host information and URLs, and then establishes a quality assurance checkpoint to confirm or reject domains based on final review. The legal notice is then sent directly to the hosting domains with a copy to the client's legal operations team to check enforcement compliance. Our team's Digital Millennium Copyright Act (DMCA) expertise ensures thorough knowledge of online copyright and potential infringement. To establish 24/7 monitoring and enforcement, we provide the client with flexible staffing and support for livestreaming enforcement during major sporting and screening events. We have built a database of 9,000 sites that lets us scan faster for illegal viewing. We also analyze illicit streaming devices using testing applications developed with Kodi, the popular open-source software, to verify they're not delivering unlicensed content through set-top boxes. As a result of the partnership with our team, the media company now removes five million links annually and enables the timely delivery of DMCA takedown notices. Illegal streaming can be suppressed at a much faster rate, including the delivery of automated takedown notices to piracy hosts in response to team alerts. The quick legal notification and suppression of host sites is a critical capability that allows our client to reduce the ability of consumers to discover the illegal sites online. The positive business outcomes demonstrate the value of 24/7 monitoring. Now our client can identify and suppress five million piracy host sites each year, including approximately 65,000 livestream event videos and major movie trailer leaks. response time to reported incidents of piracy piracy host sites identified and suppressed each year monitoring achieved I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=====================

Streaming success fuels global growth

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/dtc-streaming-applications ----- The challenge Our approach 100% 20 Features added Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible

business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A premium cable provider wanted to transform 20 core content delivery applications to serve the fast-growing on-demand streaming sector and position the company for market leadership. The company's media supply chain was built to serve programs and events that air at scheduled times. However, streaming capabilities require a supply chain that serves the non-linear direct-to-consumer and over-the-top (OTT) services. The cable provider also wanted its media supply chain to improve scalability, efficiency and service. It turned to Cognizant based on our team's extensive media expertise and quality delivery. Cognizant closely partnered with the cable provider to ensure our architecture and solutions would deliver on the organization's critical business needs. We assembled a team to lead the transition and gain a deeper understanding of the company's complex application landscape. We leveraged Cognizant's consulting team to understand the "as-is" business process and the scope of individual applications, as well as system and business process integration points. Working side by side with the client's software managers, we established a creative, productive relationship. In a rapidly evolving sector like on-demand content, it was essential to transition the company's software development processes from waterfall methodology to the faster, iterative Agile development approach. We migrated the media supply chain from on-premise to the cloud-based Amazon Web Services. The decision to adopt Agile development contributed to our delivery of 100% quality content. By identifying all defects during story development, transitioning to the new platform encountered zero defects or disruptions—a standout result that far exceeds typical quality ratings of 90%. Since the supply chain's launch, our team has continued to serve as product owners for the cable provider's applications and processes. The successful media supply chain positions the company for global expansion in the streaming sector. We're now working to roll out the capabilities beyond North America, with steps underway to expand into Latin America. Our team also partners with the client to deploy personalized ads to deepen subscriber engagement.

quality content delivery core content delivery applications revamped every 15 days I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Roche cuts feasibility process 36%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/roche-clinical-feasibility-process ----- The challenge Our approach 36% reduction 4 days Streamlined Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. An industry pioneer and veteran biotech, Roche, like other complex pharmaceutical organizations, struggled with complexity and consistency in its approach to clinical trial feasibility— leading to challenges for both site stakeholders and internal study teams. Roche's use of multiple systems to conduct feasibility highlighted a lack of

standardization and added to the inconsistency. Lack of system standardization resulted in the same questions sometimes being repeatedly asked of the same principal investigators (PIs), complicating an already time-consuming feasibility process. Internal study teams also suffered from not having a consistent, efficient process. Given that feasibility is performed infrequently on an as-needed basis, only when a new study is initiated, global and local study teams across different therapeutic areas often had no clear guidance on the process to follow or systems to use. To standardize its feasibility process, Roche implemented the Cognizant Shared Investigator Platform (SIP). As one of the original sponsors that helped design the platform, Roche was already on the path to transforming its clinical trial collaboration with research sites on Cognizant SIP. Roche was also one of the early adopters of the Cognizant SIP Feasibility module, having recognized the need to harmonize the feasibility process for both external site stakeholders and internal study teams. Site staff entered the necessary data about their facility set-up and equipment (in a feasibility questionnaire) so that they could access and register to use Cognizant SIP. With all core information in the platform, Roche could focus its feasibility questionnaires on protocol-specific questions to solicit high-value information, eliminating the need to ask sites to spend time and effort providing redundant information about their facilities. Similarly, for Roche's internal teams, establishing a streamlined process would help them reach the ultimate goal of shaving time off the feasibility process to bring medicines to patients faster. Over the course of a 15-month period, Roche decreased its average feasibility questionnaire completion time by 36%, from 11 days to seven days. There was even a company record broken in a single month, where the average completion time across the company was reduced to only four days. The improvement in turnaround time is due to several benefits achieved with the adoption of Cognizant SIP, including significantly shortening questionnaires, at times by half. Roche expects these productivity gains to compound as more internal teams are onboarded to Cognizant SIP and successfully use it to drive various clinical trial processes forward. in average feasibility questionnaire completion time average questionnaire completion time in a single month, setting a company record feasibility questionnaires to let PIs spend more time addressing critical, study-specific topics and complete questionnaires much faster I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Automation cuts costs 50%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/aize-cuts-asset-surface-inspection-costs ----- The challenge Our approach More than 50% reduction Automated inspections Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific

solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Based in Norway and the UK, Aize revolutionizes project execution and operation in heavy-asset industries using software to increase efficiency, improve collaboration and reduce costs. The process of detecting rust on the surfaces of various assets used in energy industries is a widespread challenge that drives up costs and extends the operational efforts manual asset monitoring requires. Getting ahead of maintenance issues, before something breaks down, can potentially save people's lives and prevent natural disasters. Performing rust detection without the benefit of any technology support can take up to three months. Aize collaborated with Cognizant to develop an innovative solution for the automatic detection of rust anomalies for sub-surface and topside assets installed in the oil and gas and other heavy-asset industries. Working closely with Aize, Cognizant helped develop a novel solution to auto-annotate suspected rust areas using still images extracted from video streams collected during drone flights over land-based storage tanks. Leveraging computer vision tools, the solution trains a machine learning classification using a weak supervision methodology that obtains pixel-level fuzzy labels. This approach alleviates the burden of obtaining hand-labeled data sets, which can be costly or impractical. Aize sees the automated detection solution as the first step toward autonomous unmanned inspections using sophisticated machine learning-powered sensors backed by weak

supervision. The new platform's goal is to hold a digital twin, or digital representation, of an oil rig, vessel, gas container or other heavy asset typical of those in use by Aize's clients. Engineers use the platform to work with an asset's digital representation and plan detailed inspections in advance of location visits to save potentially 50% of the effort it typically takes to conduct an inspection. Once on location, staff follow the plan and record everything in the system, capturing a history of the development of issues on a particular asset. The solution helps energy operators dramatically reduce the cost of rust detection and the cycle time of performing a quality inspection while improving the quality and integrity of operational work processes. in effort required for integrity inspections of oil and gas assets for surface corrosion number of resources needed for inspections I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Lender cuts cost per loan 20%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/underwriting-process-redesign-reduces-costs ----- The challenge Our approach 28% increase 20% decrease 76% increase Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee

experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading US mortgage lender wanted to optimize loan closing time within its retail and wholesale underwriting channels. The company also wanted to reduce operating costs, lower cycle times and improve pull-through rates. While initial underwriting approval typically takes 72 hours from when a loan is submitted, this process can take longer if the processor submits incorrect or incomplete documentation to the underwriter. Traditionally, an underwriter reviews whether each document in the package is needed for loan approval, and these extra reviews can potentially increase the denial rate and decrease loan processing efficiency. Processors' lack of clarity around documentation requirements posed another challenge for the lender. Determined to solve these challenges, the company engaged its long-term strategic services partner, Cognizant, to help implement a solution that would position it for loan processing success. To optimize the company's loan closing time within its retail and wholesale underwriting channels, Cognizant conducted a detailed due diligence review to identify bottlenecks in the loan processing pipeline. Upon further evaluation, we suggested a process redesign to move the pre-underwriting process to a direct to underwriting (DTU) team at one of our shared offshore centers. After the lender agreed to our initial proposal, we began a test project with only six FTEs. Then, after reviewing the program's overall success, we extended the work to a full-time process. In coordination with the loan processing team, the DTU team serves as a standardized 24x7 checkpoint to ensure each loan file includes the correct documents before it goes to an underwriter for review. The DTU team eliminates ambiguity for the processors by creating automated sheets with written descriptions of the purpose and use case for each loan document. The improved productivity and overall efficiency of the loan origination process boosted the final approval cycle time by 37%. What's more, our client realized its vision of optimizing loan closing time within its retail and wholesale channels. Currently, the DTU team processes over 18,000 loans via more than 150 FTEs handling business across all 50 states. Decreasing the number of times each loan is touched during the underwriting process from 3.8 to 2.6 helps the lender deliver loans with 99.8% accuracy, exceeding the company's 98% expectation. By coordinating with a DTU team and eliminating unnecessary documents from loan files, the lender reduces review time for underwriters and its loan turnaround time. As a leading national mortgage lender, the company continuously strives to optimize closing time for its customers, and the DTU team at our shared offshore center helps make this goal a reality. in loan approval rate year-over-year in cost per loan year-over-year in file submissions to underwriters I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to

Firm cuts time to market 50%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ digital-transformation-cuts-time-to-market ----- The challenge Our approach $200+M <4 weeks 30% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading US-based software company faced bandwidth issues in resourcing, managing different partners and executing its product roadmap. The product roadmap's disparate management approach forced the company to release generic campaigns that lacked personalization. Balancing work priorities among different stakeholders created growing dependencies and delays. The company wanted to migrate to cloud for scalability and better data-driven decision-making capabilities. It also wanted to reduce overall infrastructure costs, centralize disparate smaller teams, and deploy a third-party personalization

and experimentation platform. The company partnered with Cognizant on a digital marketing transformation and the selection and deployment of a personalization platform. We brought strong product engineering expertise and quickly ramped up staff with skillsets such as data, development, digital engineering and quality assurance. We immediately offloaded the client's staffing requirements, taking ownership of the process from end to end. To maintain clear and consistent updates during the project, we used a robust, three-tier governance and communication model with the client's business and IT leadership, holding weekly delivery reviews, monthly strategic reviews and a quarterly executive connect summit. Working with the client's marketing and development teams at the offshore center, we planned, built and released projects. After initial R&D, we determined which tool to bring in, selecting the best SaaS platform to help the company handle everything needed to roll out marketing campaigns. For more scalable and reliable data coverage, we migrated the in-house data lake to AWS Cloud. The engagement positively impacted the client's revenue over a two-year period, increasing from a baseline of $95+M in the prior year to annual revenue of $160+M in year one and $200+M in year two. The SaaS-based digital experience platform lowers time to market by 50%. Campaign rollout dropped to less than four weeks. The platform also helped the company focus and personalize campaigns, reducing pain points through better decision-making, which positively impacts revenue. annual revenue generated in year two campaign rollout time, reduced from 8-10 weeks decrease in overall infrastructure costs I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Finserv automates operations

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/finserv-compliance-automation-platform ----- The challenge Our approach 7–8M 80% 237 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business

with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A significant uptick in new global mandates from regulatory bodies across the Americas, Europe and Asia-Pacific motivated our client, a European financial services firm, to create a scalable platform to support faster responses to regulatory requirements. The current platform used hard-coded rules that made changes difficult. Because Cognizant was familiar with the existing platform, we joined forces with the client to support the implementation of its next-generation compliance platform. To ensure the implementation moved forward efficiently, while giving the client's SMEs the time they needed to focus on the new optimization, Cognizant ran the legacy compliance management platform, including front- and back-office operations. Joint teams with deep regulatory expertise then worked together to build the new platform. Cognizant's priority was to own and operate the existing system and to deliver mutually agreed on business outcomes. Cognizant proposed a solution that included acquiring the Common Regulatory Reporting Engine (CRRE) platform from the client and initiating a three-year contract to provide end-to-end service for this platform. As the incumbent provider in the CRRE platform's development and testing services, we had the expertise necessary to propose an outcome-based solution. The scope of the project included transitioning two applications—the CRRE platform and the Trade Reporting Platform—to Cognizant under a managed services contract with change-the-bank services transitioned first, followed by run-the-bank services. The financial services firm entrusted us with testing the new platform, an approach made easier by our familiarity with its development and implementation. We improved the operating model by supporting production issues and queries, along with existing QA and testing activities. Key to the implementation's business outcomes is the trust placed in Cognizant to run the CRRE platform, which is a highly critical business function for the firm. The daily volume of transactions is high, at seven to eight million reports per day sent to regulators across the Americas, Europe and Asia-Pacific. The range of financial products supported includes collateral, commodity, credit, equity, FX, rates and valuations. And each trade requires compliance with different regulations. Implementing AI/ML bots using open-source natural-language understanding reduced

dependency on SMEs. Optimizations made through Agile/DevOps process improvements increased annual story point deliveries. Looking ahead, plans for the CRRE include more AI use cases to automate the combing of data to ensure the firm meets regulatory compliance globally across all asset classes. reports handled per day by the new compliance platform reduction in dependency on SMEs story point deliveries a month I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=======================

Digital speeds global sales reporting

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/streamlined-sales-data-management ----- The challenge Our approach 3+ million 200 Cycle time cut Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps

in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Maintaining corporate and financial applications using 40-year-old legacy technology created operational cost and risk for a world-renowned restaurant chain. The system was supported by a wealth of internal knowledge, but there was almost no documentation. To mitigate this risk, the client wanted to transition off the existing system. In addition to the constraints of doing business using the legacy system, the restaurant chain had difficulty collating sales information from more than 37,000 of its restaurants across the world. Challenges with the monthly sales close process and timing added inefficiencies and reporting constraints. Maintaining business data from three different business lines further complicated the month-end close process. This scenario, combined with already limited skilled resources to maintain the legacy systems, led to inconsistencies on reported sales within enterprise systems. The global fast-food chain partnered with Cognizant to modernize its mission-critical sales data management system. We initiated the project with discussions on how best to re-engineer the existing system architecture. We proposed a discovery phase to document each business process, leveraging reverse-engineering tools. We then created detailed documentation to capture the as-is state and separated the legacy and tech-based monolithic solutions and moved them to a cloud-native digital solution on Amazon Web Services (AWS). After finalizing the technical design, we planned three sequential releases and began building the framework of the new system. Throughout the project, we held product demos and sprint reviews every three weeks with product, business and IT owners to gather feedback. We leveraged multiple AWS tools and technologies to provide a robust, mobile-compatible sales modernization system integrated on the AWS platform. The autoscaling system provides real-time data processing with high availability and the capacity to handle peak concurrent users. The entirely new, modernized global sales system is now a single, integrated web application that collects, consolidates and reports worldwide sales data, covering the end-to-end sales-close process. We transformed five distributed, 40-year-old legacy systems into an integrated, intuitive, cloud-native and single-source-of-truth system that supports streamlined processes. The modernization program helps the client not only reduce its legacy footprint but also take a huge leap forward with digital transformation in its global enterprise system portfolio. The fast-food chain now enjoys the benefits of a single window, highly responsive, resilient and scalable cloud-based digital ecosystem that handles restaurant sales closure reporting and data reconciliation processes from all international and US domestic markets. incoming sales data transactions ingested and validated from 37,000+ stores worldwide within minutes concurrent API invocations per sales submission from one month to one hour to provision the cloud infrastructure I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

KHS settles claims faster with TriZetto

The challenge Our approach 83% 90% 62% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Kern Health Systems (KHS), a managed care health plan headquartered in Bakersfield, California, serves recipients of Medi-Cal, California's Medicaid program for low-income individuals in Kern County. During the pandemic, there was a rapid increase in Medi-Cal members as employees cycled off their company-sponsored healthcare and state eligibility guidelines relaxed. In addition to KHS's growing claims volume, the plan needed to meet state regulatory requirements to develop alternative payment model (APM) programs in support of its Medi-Cal business. California regulatory mandates require KHS to create new provider contracts quickly. However, the plan's growing number of claims led to more time-consuming manual work and the need for additional resources to handle the increased claims. To tackle these

challenges, KHS needed a partner that was more than just a vendor, so the plan turned to Cognizant. We worked with KHS to update its automated processes and enable APM contracts, so that the plan could negotiate complex new APM contracts and convert existing fee-for-service contracts to alternative payment methods with accuracy and efficiency. The new capabilities use the TriZetto® NetworX Suite®, comprised of NetworX Pricer®, NetworX Modeler® and NetworX Modeler® Analytics. The solutions help KHS meet its business, technological and operational requirements and offer benefits such as real-time integration and alignment with core TriZetto® QNXT™ software, flexibility to support complex provider contract reimbursement types, increased auto-adjudication and automatic pricing. The implementation builds on a long-standing partnership with Cognizant, when KHS first became a TriZetto QNXT client and opted to help us enhance our NetworX solutions. Over the extended engagement, QNXT and the NetworX Suite have helped KHS grow claims processing automation, introduce new products and meet compliance requirements while maintaining the provider's auto-adjudication goals—all without having to add additional staff. The TriZetto NetworX Suite helps KHS automate its APM processes, making it easier to manage contracts and view the financial implications of moving from a fee-for-service contract to an APM. By leveraging NetworX Suite, KHS has not had to increase its number of claims examiners or configuration team members. This adds efficiency and allows the provider to redirect staff to other operational and compliance-related priorities. KHS leverages the NetworX Suite to ensure timely provider reimbursements. The NetworX Suite also allows KHS to incorporate telehealth reimbursements quickly—within minutes for each contract. overall auto-adjudication with QNXT and NetworX overall automatic system pricing with NetworX decrease in manually priced claims with NetworX I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Real-time validation reduces fraud

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/real-time-account-validation-reduces-fraud ----- The challenge Our approach 100% success rate ~7.5 million payments Detected 53% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee

experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading American bank holding company allows customers to make payments on certain products, such as loans and credit cards, using external demand deposit accounts (DDAs). A DDA lets customers withdraw deposited funds at any time, without advance notice, via external accounts from other banks. However, anyone who knows the bank account information of others can make transactions using these accounts, which can lead to fraud. The bank amassed fraud losses of around $3.3 million per year because the company's external accounts were not being validated as customers made payments. To reduce fraud losses and control the transactions made with external accounts, the bank decided to build a real-time validation capability for external DDAs. It turned to Cognizant to implement a solution to address its challenges and goals. The two-phased project began with the primary validation of accounts using an early warning system (EWS) and secondary validation using microdeposits. Real-time validation and EWS services allow the bank to exchange information between organizations to prevent and combat fraud. With the EWS validation process, the bank can ensure, with the utmost security, whether the external account can be added to a customer's profile. It also checks the status of the account each time, prior to any payment being made. In the second phase, we implemented the validation using microdeposits. If a customer is not satisfied with their initial EWS validation's rejection, the system prompts the customer to opt for additional validation using microdeposits, which allows them to continue adding the account. In addition to real-time validation, our banking technology solution includes features such as velocity control, pluggable UI, reusable API and stimulus check validation. Real-time validation helps our client identify potentially fraudulent accounts and significantly reduce fraud losses. The single external validation API can be used by other lines of business as a foundation for different use cases, helping the bank reduce

development costs and time to market. We also tailored the API to address our client's unplanned and immediate COVID-19-related requirement to cash stimulus checks for customers and noncustomers. Using the external account validation API and the EWS, Cognizant helped the bank tackle its fraud losses and add more transaction control for customers. in validating ~10 million payments via the velocity control function validated via the EWS of ~1 million external accounts as needing further validation using the EWS I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

DevOps reduces infra effort by 400%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ digital-foundation-improves-cpg-omnichannel-experiences ----- The challenge Our approach 400% reduction 71% reduction New features Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. One of the world's largest consumer packaged goods companies wanted to establish a simplified digital foundation to improve operational efficiency and deliver agile omnichannel experiences. It sought to improve time to market by reducing the timeline required to develop and deliver new features and apps. It also wanted to enforce security on a global scale, improve productivity, increase Agile adoption, automate app development and resolve issues with data inaccuracy and inconsistency. The company engaged Cognizant to conduct a multifaceted due diligence exercise across its architecture, engineering processes and operations to identify gaps and provide a roadmap to launch these new capabilities on a single digital foundation. The company's original digital landscape included a mix of environments and systems across various infrastructure and data centers. We focused on building a Microsoft Azure environment to converge the hybrid landscape and digitally transform the enterprise. This enabled our client to develop various cloud-native apps within its ecosystem to support multiple operations without disruption, onboard users/apps and deliver new functionalities. The approach also helped it to deploy apps quickly and seamlessly, manage apps in production with zero downtime and handle updates without impacting end customers. Cognizant helped the company execute a digital transformation strategy across regions with a comprehensive, continuous delivery platform that accelerates development for Java and .NET apps within its client ecosystem. We built complex and resilient microservices-based functionalities using Spring Cloud and Spring Boot, employed Camunda containerization and performed end-to-end CI/CD automation to enable platform portability and scalability. The digital foundation and enterprise-wide platform has proven to be a critical decision-making tool for the company, allowing it to achieve end-to-end visibility into inventory availability, product freshness and fulfillment statuses and providing the ability to synchronize planning and fulfillment capabilities in near-real time. By deploying this tool with DevOps automation, IT operators can make iterative updates, increase the frequency of new feature releases, receive faster feedback and avoid manual processes for infrastructure provisioning and configuration. The automation also reduces lead time to deploy features, limits errors and increases platform reliability and availability. The company is now positioned to deliver an omnichannel experience on a simplified, integrated platform in a more cost-effective, agile, secure and efficient manner. in CI/CD configuration effort, from 4–5 days to 30 minutes in build optimization time by using containerization launched within a few weeks instead of eight to 12 months I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Fintech provider raises CSAT by 20%

The challenge Our approach 1,100+ total sites migrated $1.2M in annual savings 20% increase Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. One of the world's largest sources of financial and technical assistance for developing countries wanted to redesign its intranet to provide a modern, simplified platform for users. The client's intranet is an important business tool, used by over 30,000 staff members and consultants to access corporate information and collaborate with each other. User feedback showed that staff wanted a platform with easier navigation and better access to content. In addition, complicated site administration pushed many users to other systems, resulting in a disconnected experience with inconsistent branding and navigation, and multiple disparate sites across the organization. The intranet also lacked a simplified governance process. The client turned to

Cognizant—a long-time trusted vendor and strategic partner—to modernize its intranet design and meet its goals. The intranet redesign was part of a larger digital workplace initiative that would enable staff to find information, collaborate and work securely on a simple and intuitive platform. The team conducted a survey and tree testing (a usability technique for evaluating the findability of topics in a website) to guide their decisions as they started the project. Four pillars guided the team's design approach: flexible technology, designed with a mobile-first approach; Agile project management, incorporating continuous feedback during the intranet design process; governance with a light touch, streamlining platform requests through a single portal; and modularity and scalability, empowering platform owners to design pages that meet their own content strategy needs while ensuring a cohesive user interface and experience across the platform. The redesigned employee experience platform and digital workplace provide the client's staff with a flexible, secure, stable and accessible working environment—and an easier way to work from home during the pandemic. With its enhanced and simplified user interface, the platform is a modern source for employee engagement, knowledge sharing and collaboration. The digital workplace will continue to grow to meet future goals. Plans for the employee experience platform include incorporating podcasts and videos, as well as leveraging AI and machine learning to create a more personalized experience for users. The platform will also integrate additional accessibility standards to better serve a diverse workforce. to the cloud, with the modernization initiative due to reduced cloud remediation costs in customer satisfaction scores, from 70% to 90% I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=====================

Engineering AMF1 to act on intuition

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/engineering-amf1 ----- The challenge Our approach Boosted Reduced Increased Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. An intuitive operating model Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can

channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The year 2021 was full of change for Aston Martin, with the rebrand from Racing Point to Aston Martin Aramco Cognizant Formula™ (AMF1) and breaking ground on a new factory. The team also established plans to hire 200+ new people, all of whom would need to get up to speed very quickly. Bringing more change, the new FIA cost cap requires the team's finance and operations groups to comply with new limits on the amount of money each team can spend in a season, demanding new thinking about how to ideally invest to optimize performance. Another key challenge involved providing brilliant content and experiences to the AMF1 fan membership program by enriching fan profiles. To increase its ability to attract more fans, the team needed help bringing together disparate data sources that could reveal insights to drive rapid and relevant marketing engagement. To embed a significant amount of change quickly, the team chose Cognizant as the digital transformation partner. The partnership between Aston Martin F1 Team and Cognizant presents a winning combination of racing knowledge and technology expertise. Our team of on- and off-site software engineers were fully embedded, working collaboratively as one—from discovery to sprint delivery—to engineer technology, optimize experiences and speed processes. Cognizant built a data and intelligence layer on top of the current ERP system to gain better, more suitable reporting in the format mandated by the FIA. We also implemented infrastructure, cloud, data and application support to make sure that the technology in the organization works for all the new hires. Additionally, we performed audience segmentation to enable content curation for specific groups, boosting fan engagement capabilities. We are helping the team integrate IoT for connected road cars with a unified premium customer experience. In addition, we are working to evolve facilities into smart factories, leveraging 5G and IoT to get the best performance and output. We also took over daily operations of the business, including the help desk, app support, app and cloud maintenance and

monitoring—which was critical as we implemented the cost cap financial project. The new process, integrations and dashboards help management visualize financial data to see, interpret and understand where they want to continue investing. Results of this first phase of the engagement include detailed reporting that complies with the F1 cost cap regulations mandated by the FIA. This also increased insight into AMF1 direct fan relationships, enabling highly tailored digital and physical experiences. We're looking forward to future collaborations to help Aston Martin apply 5G, IoT and data analytics to support critical decision-making. Planned projects include building a digital twin of the F1 car and using AI and machine learning—fueled by real-time and past-performance data—to run simulations and make in-race predictions instantly, as if on intuition. operational capability and efficiency time taken to prepare the FIA report depth of insight into AMF1 direct fan relationships I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. The processes, technologies and experiences that help the team anticipate and act at speed. Racing is a sport that's built on engineering and technology — and we're setting up a data infrastructure at AMF1 that helps them gain insights to take action. AMF1 is the newest team on the grid, and we're helping them engage their fans with personalized experiences that create loyalty. From building the first fully sustainable smart factory in Formula One to helping AMF1 keep gaining podiums, find out what's next in year three of our partnership. Make your business more intuitive ©2024 Cognizant, all rights reserved ======================

SailGP gets more fans onboard

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/sailgp-fan-engagement ----- The challenge Our approach 0.4% to 1.6% 01:53 to 02:24 11% to 14% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover

industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. As a new and growing sport, SailGP is eager to build the robust revenue streams and commercial partnerships it needs to thrive via a broad strategy of boosting revenues from ticket sales, merchandise sales and broadcast rights. By anticipating changes in the sports marketing landscape, the league can take rapid, responsive action to inspire new engagement with fans and stay ahead of audience interests. As an official partner, Cognizant worked with SailGP to lay out priorities for reaching its goals of building a single repository of fan data to integrate disconnected audiences from the eight international sailing teams in the league. Other goals included enhancing and localizing the SailGP website to attract investments and fans, and building in marketing and automation capabilities that streamline email, social, mobile and web outreach, enabling the league to act with insight and speed. We began with a discovery phase to understand the needs of SailGP's fans and identified how technology could help determine the origin of their interest. With data-driven insights into fan interests and behaviors, SailGP can personalize its email, social and web interactions with fans, engaging with them more intuitively. We also proposed a customer-first, experience-driven website that better delivers on SailGP's brand promise of "adrenaline". Informed by user testing insights, we updated the website's information architecture in a way that senses an audience's needs and helps them discover information. We defined and validated the new website concept in six weeks. Today, a new marketing technology stack, centered on Oracle Marketing Cloud, enables SailGP to increase awareness of the sport, acquire new customers and boost user engagement onsite. By engineering software and cloud into its business, we've helped the league cultivate an early awareness on how to attract customers—and the real-time insights needed to deliver the experiences that will make them lifelong fans. With the new 1.0 enhancements in place, SailGP is better equipped to attract and convert fans to its new championship. The new enhancements include an optimized fan database that is ready to support automated social, mobile and web programs; a redesigned homepage; improved site structure and navigation suited to audiences' unique needs; a localized website to reach international audiences in four countries; redesigned upcoming event pages that track customer journeys while engaging and educating visitors. In the next phase, more initiatives are forthcoming for the web, with the addition of Oracle CX Unity and Customer Data Platform, and a formal CRM system. Increased

average monthly (email) community growth Raised average session duration Boosted average monthly share of returning visitors I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=====================

Siemens transforms CX globally

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ siemens-healthineers-cx-transformation ----- The challenge Our approach 2,200+ 30% reduction 99.9% availability Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Siemens Healthineers, a leading medical technology company, was operating a number of globally dispersed customer service centers, using over 20 different solutions to receive

customer/engineer inquiries and support calls at a rate of about 15,000 calls per day. A review of existing operations and systems revealed challenges including high CapEx due to fragmented systems and high operational overheads, lower levels of experience available to handle critical device support calls and an increase in business SLA breaches. The company engaged Cognizant to move ahead with a CX transformation to deliver a modern, uniform experience with the highest level of service. Goals for the solution included using AI and virtual agent capabilities to push self-service, providing a platform for all remaining Healthineers customer service centers and delivering an end-to-end digitized customer experience. Cognizant performed a thorough analysis, shared feedback and market expertise, pinpointed drawbacks and proposed solutions for the new system. The focus was on delivering a consistent end-to-end experience that aligned with Siemens Healthineers guiding philosophy of building one harmonized customer experience. We deployed Genesys Cloud CX services across the globe with hubs in the US, Europe and Asia. Dual-tone multi-frequency and interactive voice response services give critical business support around the clock with AWS Lambda-based Identification Management. We also onboarded 2,200+ agents using an agile, sprint-based methodology in the US, Germany, Spain, UK and China. The project went live after five months and was completed in eight months. The end-to-end CX transformation encompasses a unified omnichannel desktop, delivered globally on an ambitious timeline with a high quality go-live and no negative impact to the business. The benefits of the implementation include a shortened onboarding timeline for new sites—from several months to about six weeks; a rapid shift to remote working via the new platform; an ability to route calls intelligently based on urgency; and a much more resilient IT infrastructure combined with innovations for users. The new Genesys Cloud CX also reduces future operational costs and offers new levels of digitization. Going forward, additional countries and organizations are slated for onboarding. There are also plans to expand the depth of functionality and adoption of technology to harvest further productivity. agents onboarded in licensure costs of services achieved, with 100% SLA adherence I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

======================

How Gannett grew digital business

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/gannett-streamlines-it ----- The challenge Our approach Over 50% Reduced IT spend Improved SLAs Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore

insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The news publishing industry faces intense pressures triggered by the rise of digital media. To stay competitive, Gannett, a US media powerhouse, successfully grew its business and maintained its leadership through a series of mergers and acquisitions. Gannett needed to streamline the patchwork of redundant platforms it had accumulated. To pivot to a digital-first approach and gain the synergies from the company's acquisitions, Gannett Technology, the company's IT division, engaged Cognizant for a broad transformation effort that ranged from optimizing human capital to automating network assets. Gannett Technology leveraged Cognizant's digital publishing expertise and experience in application and infrastructure outsourcing to create an IT optimization and transformation plan. In addition to streamlining IT operations, the plan's goal was to accelerate the company's Global Workforce Initiative (GWI), a program to standardize IT processes and documentation. The plan also aimed to foster a staff augmentation relationship with Cognizant. The GWI leveraged smart operations, platform-driven intelligent process automation (IPA) and information technology infrastructure library (ITIL) best practices to deliver efficient IT change management and support services. We supported new and existing customer and COTS applications to reduce overall IT spend and drive efficiency. We also expedited IT ticket management with streamlined technical support services and managed and enhanced applications that supported circulations and publishing services on iSeries to maintain SLAs and automatically manage changing resource demands. Agents within the

Network Operations Center ensured that links and networks work correctly. The GWI also enables Gannett to focus on core business needs without sacrificing cost-effective IT support services or resources. As a result of the streamlining and consolidation, Gannett Technology improved overall service quality and the levels of application and infrastructure support. Transitioning from a custom IT shop to a SaaS-based platform and COTS shop enabled the company to reduce application development time, integrate new technology and lower overall costs. By standardizing IT operations using ITIL best practices, Gannett consistently meets SLAs for ticket management and digital infrastructure. By managing IT operations throughout the GWI implementation, Gannett maintains continuity and ensures success from start to finish. With Cognizant as a trusted advisor and transformation partner, Gannett is positioned to move ahead as a digitally focused media and marketing solutions company. reduction in day one IT spend through right-shoring and automation for year two and year three from the project baseline by an additional 40% in total with reporting and industry best practices I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Automating re-pricing with TriZetto

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ revelohealth-real-time-re-pricing-automation ----- The challenge Our approach 97% 98% ~100% 24/7 access Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your

manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Having mitigated downstream challenges for networks and other entities which performed re-pricing processes in-house, it became clear to REVELOHEALTH that re-pricing hadn't been a core competency required for today's healthcare landscape. This was more evident as payer contracts became increasingly complex, compounding errors, multiple re-pricing passes and costs. A group of accomplished leaders from all aspects of the healthcare ecosystem met this challenge head-on by creating REVELOHEALTH as a standalone entity to focus purely on claims re-pricing for third-party administrators (TPAs). While the company wanted to offer independent re-pricing services using raw claims data as the foundation for data analysis services, it was unable to find the right operating niche. Cognizant's expertise in the industry led REVELOHEALTH to choose TriZetto® solutions as the foundational partner for its REPricity solution. Cognizant worked with REVELOHEALTH to create its REPricity solution, which automates the entire re-pricing function in real time for TPAs and employer groups. Leveraging the TriZetto® QicLink™, TriZetto® ClaimsExchange™ and TriZetto® NetworX Pricer® implementations, REPricity has a fast, high-volume process that can re-price 93 claims in mere seconds. QicLink stores all TPA data and provider demographics, including network associations, contracts and the rate sheet identification for each provider. TriZetto ClaimsExchange captures and submits ANSI 837 claims (HIPAA forms used by healthcare suppliers and professionals to transmit healthcare claims) to TriZetto NetworX Pricer. The solution also extracts provider network data and rate sheets from QicLink in real time. When a provider is matched to a network hierarchy, TriZetto ClaimsExchange routes the claim to TriZetto NetworX Pricer for re-pricing. Then, TriZetto ClaimsExchange picks up and submits the re-priced 837 claim to a TPA's claims processor for adjudication. This process enables REPricity to re-price complex contract models and mine data to uncover how a specific health plan performs in different geographic regions or among different employee groups. The REPricity solution has also integrated a connection to Optum to capture formulary data consisting of lists of drugs that REPricity captures for the company's payers. The REPricity solution's unique service decouples re-pricing from the adjudication process to deliver insightful and actionable data from raw, unedited claims. With REPricity, the company can overcome data vulnerabilities with sophisticated provider and member matching. In addition, TriZetto NetworX Pricer allows the company to accommodate sophisticated re-pricing calculations and update fee schedules faster and easier, using global rate sheets. Our hosting support

offers the company a way to interface with Optum—a component of another re-pricer mechanism through TriZetto NetworX Pricer—widening its ability to compare claims data. With our TriZetto solutions, the REPricity tool automates the entire re-pricing process so it can intake claims information and re-price claims multiple times, if necessary. participating provider (PAR) claims matching achieved first pass accuracy in improving claims re-pricing outcomes automation achieved, eliminating errors & cost from manual intervention to insightful, actionable data from raw, unedited claims I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Insurer saves $1.6M with CITS

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/intelligent-test-scripter-insurance ----- The challenge Our approach 2,500+ $1.6M 40% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI

insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading US-based insurance company, wanted to mature its digital transformation journey, drive faster time to market, enhance customer experiences and gain greater customer retention by closely monitoring industry trends and market position. This customer-centric focus required a major shift in how quality assurance (QA) was handled by the company's IT and program teams. Accelerated QA feedback cycles, fail-fast approaches and self-sustainable teams became catalysts for success, which required a cohesive, flexible, and scalable automation ecosystem. As a trusted Quality Engineering and Assurance (QE&A) partner of more than a decade, we worked with the company to implement a platform-based automation solution for its needs. It was essential to ensure this automation ecosystem catered to various automation testing needs, such as web, API, database and Windows desktop applications. After assessing other industry-leading options, our QE&A team zeroed in on Cognizant Intelligent Test Scripter (CITS)—an open-source, script-less test automation solution developed by Cognizant. With the foundation set, our team expanded the base product features with use cases that powered agile and digital-ready automation. Our team integrated Access Continuum with CITS for accessibility automation testing and dynamic object healing to reduce maintenance efforts. We added automation test assets to Azure's DevOps pipeline that supported continuous integration and continuous deployments. In addition, we created and integrated a java-based API framework with the CITS platform to focus on service level validations. For Windows desktop applications, we added the WinAppDriver feature. Our team also created automated email execution statuses through Cucumber BDD reports. The platform implementation was scaled with a pilot and expand approach, resulting in better acceptance of the automation features without any loss of work. The holistic approach of the expanded CITS platform supported the diverse needs of the company's QA teams. It enabled teams to accelerate QA feedback during the program lifecycle across the company's various lines of business and IT ecosystem. The solution also helped the company accelerate technical transformation for 80% of associates, which achieved our client's goal of enabling self-sustainable teams. The CITS platform is part of an ongoing initiative that continues to create further opportunities for the company to transform project delivery across the IT lifecycle and help our client reach maturity in its digital and agile journey. With its enhanced automation ecosystem, our client can now operate with electrifying speed—and create financial experiences that delight customers. reduction in testing hours in soft dollar savings reduction in script maintenance I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

RPA saves telecom company $4.9M

The challenge Our approach $4.9M 50% decrease 14% decrease 28% increase Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. One of Australia's largest telecommunication companies needed to meet the growing demands for internet access; robotic process automation (RPA) would be central to address this need. The company was confronted with the challenge of upgrading its network while helping customers transition seamlessly to the National Broadband Network (NBN), a new time-critical connectivity for telecommunications. The company also faced additional challenges, including the lack of a safe application testing environment due to legacy systems, along with the presence of older operating systems, necessitating additional care and effort to ensure smooth application rollouts. Cognizant had a strong partnership with the company, providing quality service for

three years. Due to our experience with using RPA in telecom, the client sought our help. Cognizant deployed a large digital workforce that included over 50 bots working 24/7 and dedicated to one process. This highlights the complexity of the project, as typical cases deploy significantly fewer bots to handle a single process. In total, two processes were automated with RPA: the client's order build process and the QA process. The order build process was automated to improve service cycle time, allowing the company to better meet customer demands in a timely manner. Prior to this project, the company did not have a user acceptance testing (UAT) environment for application rollout due to outdated systems. Therefore, rollout occurred directly in the production environment and the company needed first-time accuracy to avoid process delays. Automating the QA process with RPA increased first-time accuracy in delivering correct orders to customers and reduced hours of handling time. This also helped our client downsize from two business process outsourcing (BPO) providers to one and further downsized the team of that BPO by more than 50%. Using RPA, Cognizant helped the company save 125 minutes per order. What typically took the company several days to execute and deliver, now takes just one day, allowing the company to deliver multiple orders on the same day. We also helped optimize delivery costs and reduce labor and head count. The client is now able to deliver applications with a higher first-time accuracy and quicker time to market. In addition, the company can now deliver faster connectivity and reduce service cycle times to an average of 29 days. As a result, automated processes will save the business millions of dollars in operational costs. Cognizant's partnership with the company was awarded with a year-end partnership performance accolade for the Cognizant Digital Business Operations (DBO) "order to activate" operations. saved from delivery cost optimization in QA time in complaints cycle time in QA bot efficiency I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =======================

An Post Money builds new digital bank

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/an-post-new-digital-bank ----- The challenge Our approach 25% 50% Improvement Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge

AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. An Post Money—the financial services wing of the Republic of Ireland's postal services market leader— realized that its future business success in a cashless economy required a digital transformation to reinforce a one-to-one relationship with each current and prospective financial services customer and leverage the extensive Mails and Parcels customer base. Since existing standalone An Post Money applications were often branded versions of off-the-shelf products that lacked integration, it was difficult to leverage the equity of the An Post brand, and the disconnected offerings made it challenging to deliver a seamless customer experience. A modern technology platform was required to deliver on the business's large-scale and revolutionary vision. An Post and Cognizant partnered to transform An Post Money with market-leading, differentiated customer experiences to enable it to leapfrog incumbent banks and effectively compete with fintech challengers in the rapidly evolving Irish financial services market. Cognizant led the engagement and worked with An Post Retail to identify opportunities to drive customer acquisition and retention as well as create opportunities to cross-sell An Post products and services. The team created effective, differentiated products and experiences that met customer needs and allowed An Post Money to position itself as a serious contender in the retail banking space. The An Post Retail technology environment is now centered and supported by a new An Post Money digital ecosystem, built during phase one of the engagement. A redesigned app and web experience are part of an omnichannel platform that will help the company engage, acquire and retain customers as they consume the An Post Money offerings. The team also created a rich youth account product, paving the way for lasting relationships with these new customers. Additionally, we built a new banking platform that targets Current Accounts and new Youth Accounts, putting An

Post Money in a great position to create new innovative products and services. Phase one of the multiphase transformation sets the foundation for a number of new An Post Money products and services and puts An Post Retail on the path to becoming the Irish consumer's preferred financial services provider. Additional features in the pipeline for An Post Retail customers include smart budgeting with a financial fitness program, credit card and foreign exchange integration into the core banking app, plus travel support. Under its five-year plan, An Post Retail plans to increase the 250,000 customers across its current accounts, credit cards, loans and foreign exchanges business to one million active customers by 2025. estimated increase in year-over-year customer acquisition projected growth in digital onboarding of new customers expected in Net Promoter Scores and app review ratings I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Insurer boosts revenue with API-driven B2B

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/insurer-apis-faster-quote-to-buy ----- The challenge Our approach $1,500 to ~$100,000 10+ to 600+ <1.5 seconds Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value.

Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, a large property and casualty insurance provider in the Middle East, saw limited growth in its motor insurance business, with an average of just 10+ policies sold per day at an average premium value of $1,500. The limited growth was due in part to the company's business model of using mostly physical distribution channels for selling its insurance policies. Competitors, however, had begun shifting their business to digital aggregator channels, that allowed users to compare and buy insurance products offered by multiple insurers. The company wanted to address this challenge and decided to invest in designing and building APIs to optimize the quote and buy process for insurance customers and increase business growth by integrating its distribution channels with leading insurance aggregators. As a key strategic partner, Cognizant has helped develop and maintain the client's core insurance platforms over the past 10+ years. Knowledge about the insurance company's business processes and existing technology stack streamlined our ability to devise a right-fit solution to address our client's business requirement. Based on this strong relationship, we moved forward to develop real-time API-driven B2B integration capabilities between the client and its desired insurance aggregator partners in the company's value chain. We initiated the engagement to implement the business integration, which included a solution that enables faster response times than the client's competitors. As a starting point for the implementation, we began with a point of view and leveraged a modern, scalable technology stack comprised of J2EE, REST, microservices, Hibernate, Spring and Oracle. We also employed an objective tool-based performance analysis, horizontal and vertical scaling, and fine-tuned the service operation parameters to reduce transaction processing time to less than five seconds. The implementation of real-time service integration and subsequent performance optimization helped the client improve its customer reach and increase revenue in the region. API services were tuned to provide a response within an average of 2.3 seconds to compete with other insurance players integrated with same aggregator platform. In addition, because the solution enables the company to respond faster than its competitors, the insurer receives higher aggregator ratings and in turn a better chance that end users will choose our client for policy purchases. boosted average premium size per day increased average number of policies issued per day request-to-response throughput enabled I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Evolved BPaaS boosts business ops

The challenge Our approach 95.6% improvement ~88% improvement Improvement Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our healthcare client serving over 30,000 members in a midwestern US state, uses multidisciplinary care coordination to address the social determinants of health. Because our client was using an older version of its core platform, it required custom-coded workarounds and high levels of manual claims processing for several core administrative functions. These challenges led to low first-pass resolution rates, poor auto-adjudication rates, increased errors, delayed and inaccurate provider payments and ultimately higher costs per claim. Operating costs increased, in part because of the need to maintain the enhancements and customizations that were handled in house. As the platform version support period was ending, it put business-critical processes in a precarious

situation. After conducting a joint evaluation, we collaborated with the client to evolve the BPaaS delivery model, which we also managed. This was accomplished through work sessions and leadership calls coordinated by our service delivery team. The client was migrated in stages to the current version of Facets. We determined the root causes for inaccurate claims processing, claims denials and approvals, and provider reimbursement delays and errors. After evaluating current auto-adjudication rates, process effectiveness and overall platform capabilities, we identified performance gaps and developed tactics to address these issues. We implemented processes to auto-adjudicate claims of higher complexity to the greatest extent possible. Our approach increased auto-adjudication rates and payment accuracy, improving provider and member satisfaction. Working alongside the client's operations team, we converted 142 provider agreements from Facets into TriZetto® NetworX Pricer®, to eliminate errors in contract configuration and automate accurate claims pricing. Improving that functionality increased automatic adjudication and processing of complex pricing methodologies. By evolving the client's BPaaS delivery model, we modernized the technology landscape to immediately improve operating efficiencies and costs. With the new systems, processes and integrated software, first-pass resolution rates improved by almost 88% and auto-adjudication rates improved by 95.6%. Our efforts surpassed the 98% goal set for claims accuracy. As a result of the new enhancements, the client also gained scalable capabilities for its future business and technology needs. in auto-adjudication rates in first-pass resolution rates in claims processing accuracy and consistency I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

Automation saves 14M for provider

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/automation-saves-healthcare-leader-14m ----- The challenge Our approach ~$14M 2.6X 105 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible

business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, a large US-based managed healthcare organization, sells traditional and consumer directed healthcare insurance and related products such as medical, dental and behavioral health services. The company currently serves approximately 24 million members via medical, pharmacy and dental plans and is dedicated to helping people on their path to better health. Although the company established a centralized Center of Excellence, business groups were still operating in a highly federated manner. The client's operations and automation funding were completely decentralized, making it necessary to have focused education, automation and change management efforts. Its transformation journey required automating processes end-to-end across key business units. Cognizant was chosen as the preferred strategic implementation partner because of our leadership in intelligent process automation and expertise with the automation vendors used in the organization. The focus of this engagement was on integrating disparate automation systems and data, improving the compliance review mechanism and making workforce processes more efficient. Cognizant proposed an end-to-end strategy that includes robotic process automation and analytics to scale automation across multiple business units, close the compliance gap, reduce costs and improve employee efficiency. The strategy included four key areas: ideation workshops, assessment and discovery, self-funded teams and an optimized workforce for higher value work. We conducted foundational automation training and idea generation with 200+ business users that produced approximately 130+ ideas and deployed discovery using product-oriented delivery for lean assessment and to create a book of work for qualified ideas. We also implemented the Agile MVP based automation approach to deliver value over value, using the business that was able to realize savings quickly with readily available opportunities. These savings were further invested to automate much bigger, more complex automation approaches to generate more savings. Additionally, we removed and automated time-consuming tasks, such as data entry and the need to consult

multiple systems before making decisions, saving employees' time. By implementing a range of dynamic, scalable automation solutions, the company now uses bots to scrape data from several sources, including mainframe, desktop, web, API and databases. An automated analytics-driven demand capacity and planning solution for the business operations provides a visual dashboard of demand capacity to help manage and balance the workforce. The solution also provides automated data feeds and self-service analytics. Going forward, our client is better positioned to meet its goals with unified automation capabilities that support a more efficient workforce and modernized operations that run faster and with greater agility. year-over-year savings generated ROI achieved processes automated at scale I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

S/4HANA migration increases user productivity by 25%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/s-4-hana-migration-increases-user-productivity ----- The challenge Our approach 80% improvement 40% decrease 30% decrease 50% reduction Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity

across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, Gulf Medical Company (GMC), is a leading provider of state-of-the-art medical technology and solutions to hospitals and medical centers throughout the Kingdom of Saudi Arabia and the gulf region. Prior to our engagement, GMC's ERP system was ECC 6.0 with over 700 custom developments introduced over time to address previous business requirements. It needed enterprise systems that were able to adapt and scale to business needs on the fly. Therefore, the company wanted to leverage SAP S/4HANA's innovative features, including Universal Journal, faster financial closing and SAP Fiori Apps. GMC's additional goals included improving agility and business responsiveness by moving to SAP's standard functionalities and reducing total cost of ownership (TCO). Due to Cognizant's industry-leading S/4HANA migration tools, accelerators and frameworks that enable clients to migrate faster with less risk, GMC turned to Cognizant for the migration to S/4HANA. We invested four weeks in analyzing GMC's long-term business strategy, ECC landscape, integrated enterprise applications and custom developments. After our analysis of ECC, we proposed to retire the company's SAP CRM Order-to-Cash processes before migrating to S/4HANA 1809. Leveraging our HANA Plus Tool and SAP Standard Tools for Conversion, we helped GMC successfully migrate to S/4HANA. We used SAP-certified Cognizant SmartMove migration factory to help GMC migrate four SAP systems: Sandbox, DEV, QAS and PRD. Additionally, we migrated 77,000 open quotations and 3,000 sales orders from SAP CRM to S/4HANA. More than 30% of custom codes were migrated to S/4HANA standard processes using our Cognizant Diagnose Analyze Migrate Adapt (CDAMA) framework, and we helped GMC with the remediation of codes and migration of third-party integration from ECC to S/4HANA. After setting up the Fiori server and activating Fiori Apps, there was also significant improvement in employee experience with an improved UI. With the migration to S/4HANA, GMC streamlined processes across orders and quotations, enhanced system performance and reduced its database size with HANA DB 2.0. In addition, the increased use of mobile devices through Fiori applications resulted in enhanced visual data output for the company. Our solutions helped the company enhance its ERP system performance and business processes for sales, order-to-cash, procurement and logistics. The in-memory computing capability of S/4HANA helps GMC reduce data processing time significantly and makes data available in real time rather than through periodic batch jobs. Now GMC's future upgrades will be much easier and less time-intensive, with faster response time in data warehousing and enterprise platform services. in executive reporting time in maintenance cost in TCO in customized development I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of

Insurer saves £7.5M/year with RPA

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/large-insurer-saves-millions-with-rpa-deployment ----- The challenge Our approach ~£7.5M Gained Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, a large British general insurance company, was impacted by growing operational costs and competition, which prompted the decision to automate processes to modernize operations and lower costs. The client's prior IT supplier faced challenges setting up and deploying at scale a new robotic process automation (RPA) effort. The automation infrastructure was also out of date and created approximately 30+ incidents per day related to bots not performing. In addition, the older software limited the staff's ability to make

process automation improvements. This led to higher development costs, an opaque delivery model and a lack of trust with third-party suppliers. Goals of the engagement included reducing the average handling time (AHT) and increasing accuracy in processing third-party supplier invoice payments. Based on our capabilities and experience, Cognizant was chosen as the right solution provider to advance the client's automation agenda. Cognizant began with an assessment of the legacy automations that were already planned for migration and analyzed new processes for automation. We conducted multiple workshops and roadshows with process owners to identify opportunities and presented these to the robotics team for discovery and validation. Working with key stakeholders and client teams, we helped the insurer move past its reliance on the previous supplier for RPA tech capabilities. The new technology platform now offers the latest RPA features and capabilities, a data visualization tool for reporting analytics and automated Task Capture for process discovery and mapping, based on cost and RPA capabilities. We provided further exploration into how intelligent process automation can be used to continue optimizing processes and ran multiple proofs of concept on new technologies, including document understanding and process mining. For analytics and reporting, we implemented custom management information and reporting analytics to provide insights into automation health and operations for both automation teams and business leaders. We also introduced the idea of a reusable component library, which has helped save up to 5% in product development for new automation projects. We helped the client reduce AHT to process invoice payments for third-party suppliers by 50%, down from one to two weeks to four to five days, with 99% accuracy. In the client's quarterly QA audit, our automation workflows consistently return none-to-minimal faults in production. Now, more third parties are being represented by our client's Legal services due to the ability to contact them faster for in-house counsel and this is boosting revenues. Additionally, indemnity savings from the ability to pay bills on time allow for exact amounts to be paid and prevent other charges from third-party suppliers. Going forward, we are working with the client as its sole implementation partner for RPA and Desktop Automation for its Claims and Customer Servicing departments. generated in annual savings operational bandwidth equal to ~260 FTEs, by implementing 70+ automations incidents from 30+ daily to one to two per month, by updating out-of-date automations I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Oxford Univ. Press speeds digital push

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/oxford-university-press-digital-transformation ----- The challenge Our

approach £1.05M £277K £238K Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Like many organizations, Oxford University Press (OUP), the largest university press in the world, faced COVID-19-related challenges such as efficiently operating in a remote working environment while meeting the significant demand for digital services. OUP had digital transformation programs in place across the organization, however the company wanted to enhance its processes and decrease multicloud spend so that it could deliver what global customers needed at the right time and through the right channel. OUP engaged Cognizant to meet its goals of sustainably accelerating its digital transformation program and driving better user experiences with optimized customer-facing applications. Ultimately, the company needed a unified view of critical applications and performance across its digital landscape to drive operational efficiencies. OUP also wanted to achieve a positive ROI on its application performance management tools and address cloud infrastructure challenges, such as high costs and oversizing. Cognizant conducted a comprehensive investigation and evaluation of tools already in use and created a roadmap to implement an enterprise-wide strategy for observability and availability. We created an innovative solution that

integrated various monitoring tools, critical application logs and provided a unified single pane of glass (dashboard), so that the company could easily see the status of business services in various portfolios within the organization. In addition, our cloud optimization methodology provided a structured framework for cloud cost management. We provided guidance not only for the company's operations but also for its architecture, governance, application development and financial operations (FinOps) functions. Using this structured approach, we set priorities, involved key stakeholders and determined the organizational changes required to develop, maintain and run FinOps for OUP's entire cloud estate. We also performed an AppDynamics gap analysis across the customer landscape to ensure end-to-end coverage. Our solutions helped OUP improve time to market, avoid downtime, perform more proactively and gain a unified view of the company's critical apps and performance across its digital landscape. With improved applications and enhanced business service performance, teams can conduct proactive analyses on business trends to act before incidents happen. As a result, the operations teams increased productivity, and the optimization of application performance management tools and cloud spend helped OUP save a total of £1.7M in costs. Reducing and optimizing the company's cloud spend also helped OUP reduce its global carbon footprint and achieve its sustainability goals. total costs saved on multicloud saved with observability tool consolidation saved with availability solution consolidation I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Automation speeds claims processing by 30%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/claims-automation-increases-market-share ----- The challenge Our approach 7 million+ 98% 30%+ Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business

with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Signature Performance worked with its government client for more than 18 years. As its customer faced care access challenges, Signature Performance recognized that its claims system had to be modernized to ensure beneficiaries would have timely access to healthcare. Areas to address included the speed and accuracy of claims processing, reporting methodologies, compliance, security and administrative support. In the existing legacy claims system, only about 60% of claims were auto-adjudicated. That meant many of the client's staff and contractors had to manually enter data that led to data quality issues, reworking of claims, a high volume of calls from providers and patients for assistance and increased administrative costs for the government client and ultimately, US taxpayers. Time- and labor-intensive backend processes also limited flexibility in allocating human resources to other high-value and patient-facing work. Signature Performance's commitment to reducing healthcare administrative costs inspired it to create a robust managed services offering, so it brought in Cognizant TriZetto's Healthcare Product Consulting team to design a solution to meet the unique needs of its government client, including robust security and compliance for member data. Cognizant's TriZetto Facets claims administration platform was leveraged as the core of the new service offering, called ClaimsXM. The flexibility of the Facets platform was critical as minimal documentation existed for the legacy system's requirements and dependencies. Signature Performance's development teams worked with Cognizant consultants to conduct a wide-range analysis and uncover business rules. It became clear during this process that even the most complex business rules could easily be configured in Facets to meet requirements. The resulting system is also highly scalable so Signature Performance can leverage ClaimsXM for future growth. Facets' data-driven approach streamlines administrative tasks and has eliminated administrative backlogs, eased provider frustrations and reduced other manual challenges often associated with claims administration. Nine months after its initial launch, ClaimsXM, powered by the Facets core administrative platform and hosted in the Microsoft AzureTM Government Cloud, has increased the auto-adjudication rate to over 94% and has led to the majority of claims being submitted correctly the

first time. Ultimately, this allows providers to be paid in a timelier manner, expanding access to care for members and minimizing administrative costs by avoiding reworking claims. The success of this project has led to Signature Performance's government client receiving national recognition and several industry awards, including the G2X 2022 Disruptive Tech and Change Agent Awards, the FedHealthIT Innovation Award 2022 and the 2022 Cognizant Healthcare Excellence Award. claims adjudicated in the in the first year of operation accuracy rate for claims processing increase in claims auto-adjudication within the first nine months after its initial launch I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Ocado Retail customer base grows by 17%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/hyper-personalized-marketing-ocado-retail ----- The challenge Our approach 17% 26%–34% Delivers Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI

insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Ocado Retail's advertising strapline is "There's an Ocado just for you"—and it means it. The online grocery company, a 50-50 joint venture between UK retail giants Ocado Group and Marks & Spencer, aims to provide every customer with a hyper-personalized experience. But to achieve that level of personalization, Ocado Retail needed a new set of foundational IT systems—from a real-time data platform to a marketing suite—to deliver the right message to the right customer at the right time. Starting afresh in its joint venture with M&S meant Ocado Retail could go cloud-first from the outset. That would enable it to scale up fast to meet customer expectations, but it would need help from a digital transformation partner with proven cloud skills and experience. Ocado Retail asked its technology vendors to recommend a partner who could offer the right skills, and Cognizant's name came up several times. Ocado Retail and Cognizant set to work to design and build the data and technology foundation for the new, hyper-personalized customer marketing experience. Using an agile delivery approach, Cognizant built a platform that brings data, campaign assets and analytics together, giving Ocado Retail the tools to deliver automated, hyper-personalized campaigns via email, SMS and push notifications. An enterprise data platform built on Google Cloud, extracts data from internal and external sources to create a 360° view of each customer to enable highly personalized marketing. A new marketing suite combines 360° customer data with Adobe Campaign modules. And a workforce scheduling tool featuring predictive analytics to forecast busy and less-busy periods helps to ensure agents in the Customer Hub are always available to assist customers, while keeping a lid on contact center costs. A collaborative partnership between Ocado Retail and Cognizant saw the platform delivered on time, to budget and with minimal scope change. Ocado Retail now has a powerful, scalable platform to support its ambitions to grow online sales and customer loyalty. The retailer has reaped early benefits including an uptick in customers and a comparatively low three-year total cost of ownership (TCO) for its data and analytics platform. Now, the platforms deliver a flexible, scalable technology foundation that supports future growth and delivers timely, relevant and targeted communications through customers' preferred channels. year on year growth in Ocado Retail's customer base in the first six months lower TCO than other cloud alternatives scalable platforms that support future growth I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

IPA cuts manual fraud processing by 90%

Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, one of the largest banks in the world, wanted to automate its time-sensitive processes so it could offer a high added value to clients, while performing the important work of detecting fraudulent charges, among other processes. One of the requirements was to automate the fraud and dispute management process, which monitors tens of thousands of credit and debit card posting transactions daily. The bank was dealing with limited IT resources to handle the automation, preventing it from scaling to the enterprise level or addressing specific challenges. The automation plan was not a simple one and required accessing a very high volume of sensitive data across 25+ applications. The lack of staff, plus the need for an enterprise automation

strategy and roadmap, created the need to bring in Cognizant as an automation partner. We began with an assessment of the business across three areas: fraud and dispute management, claims and alerts, and regulation and compliance. Following our initial discovery and creation of a scalable automation strategy that included an enterprise-wide level architecture, we moved forward to automate key business processes. A centralized operational model with a dedicated early engagement team, scalable development pods and a flexible support team was also set up. We used a Tableau dashboard to report input, output and outcome-based metrics, which resulted in a self-service capability that gives the business a real-time view of process performance during automation, reducing dependency on the support team. During the implementation, we built and developed several automation capabilities such as automated health check bots to monitor application availability; code review and coverage bots to ensure code quality, efficiency and effectiveness; and frameworks such as Spring Boot & .NET to build reusable assets and components. Our managed services engagement delivered the automation transformation our client wanted, from feasibility through all necessary automations. As the engagement structure allowed us to understand and predict what it would take to support the various bots, we were able to commit to a fixed capacity support team. This gave our customer the predictability and risk transfer needed to realize its automation vision. Among several business benefits, the bank now has the capacity to process 30 million transactions annually. The engagement also defined the line of business level architecture framework for automation, which paves the way for new automations to use the established best practices, reusable components and standards for coding, naming conventions and more. In addition, several automation innovations we recommended are now standardized across the bank. number of exceptions from 100% to 8–10% in staff/direct costs and infrastructure/ indirect costs, through repurposing 425+ FTEs in current average handling time for fraud and dispute-related processes, delivering $8.10 per every dollar spent I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

SPH Media speeds time to market and CX

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/sph-media-improves-time-to-market ----- The challenge Our approach ~35% reduction ~65% increase >99% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore

insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. SPH Media is the leading mainstream media company in Singapore with media solutions in print, digital, radio and outdoor. Although SPH Media was already using an intelligent test automation tool that promised a codeless, AI-powered approach, the product's capabilities could not be fully realized. It needed a technology partner to help address challenges with manual testing, limited resources for regression coverage and automating multilingual applications. Cognizant's capabilities in digital, automation and innovation, as well as a detailed project plan and the ability to meet SPH Media's requirements and timeline, convinced the company to choose us for the engagement. Cognizant's quality engineering and assurance consultants performed a discovery assessment on SPH Media's original automation testing framework, which supported a few disparate applications. We finalized the end-to-end automation framework, aligning the test team with the agile development team to ensure completed scripts are run on the SPH Media's test environment before the hand-over. Our consultants combined two different automation frameworks to synergize the efficiency of automating the test cases. The existing TOSCA 14.2 Vision AI was used to automate web-based testing, API and multilingual test cases, wherever possible, as it has a self-healing capability and reduced script maintenance requirements. The Cognizant UAF framework was used to automate all mobile applications, mobile browsers, audio, video and Mac Safari web test cases. Based on the new enhanced framework, we delivered this program in a fully offshore delivery model using a hybrid test infrastructure with devices on

cloud and on premises. As a result of the automation, SPH Media can now find and resolve issues much faster and more effectively. The new solution eliminated previous issues in the areas of application UI changes, version upgrades and functionality—these issues are now managed by scripts. From a technology and operational standpoint, major improvements were achieved, including automation of more than 6,500 test cases, accounting for 70% coverage of total test cases and a reduction in the time to run sanity and regression tests—without the need for manual intervention—from four to six hours to 1.5 hours. Through the partnership with Cognizant, SPH Media was able to address its challenges and achieve positive business outcomes. Today, with its automated verification platform in place, SPH Media has a foundation to support new initiatives and flagship digital products such as SPH Media News Tablet. in testing duration per sprint per product in test cases executed per sprint per product web uptime and mobile crash-free rate I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=====================

Grundfos moves 1.9B records with S/4HANA

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/grundfos-s4hana-digital-core-migration ----- The challenge Our approach $1M 25 TB of data and 1.9B 1,200+ Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry

expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Grundfos is a global water technology company and the world's largest water pump manufacturer. The company manufactures more than 16 million pumps every year, providing drinking and irrigation water and removing wastewater around the world. Grundfos utilizes a large amount of data generated by its connected pumps to predict failures and detect leaks. The company's SAP system supports more than 19,000 employees across more than 60 countries. But the prior system—ECC 6.0—was 20 years old and lacked the ability to integrate emerging technologies such as AI, machine learning, analytics, IoT and blockchain. As a trusted partner of three years, Grundfos reached out to Cognizant to help migrate the company's SAP ECC Business Suite to ERP S/4HANA Digital Core. Grundfos and Cognizant established joint, multi-level program governance, balancing control and trust with an aim to reduce risk. This enabled transparent communication and a clear outline of team roles, responsibilities and accountability. The project included more than 200 global consultants from Cognizant, Grundfos and SAP—all working remotely for the entirety of the project due to the COVID-19 pandemic. The team performed a 24/7 SAP S/4HANA migration over the Easter holiday within the span of a 96-hour scheduled downtime window. The project's scope covered financial supply chain management, cash management, business partnership, settlement management and global trade services. The team used a customer-centric approach throughout the migration and involved users across more than 60 countries. Together, Cognizant and Grundfos successfully moved 25 TB of data and 1.9 billion financial records to S/4HANA Digital Core. After the company's S/4HANA migration, Grundfos has a future-ready ERP platform with better technology to support business innovation, agility and insights. In addition to staying ahead of the curve with an updated SAP platform, the migration will allow Grundfos to build new key capabilities across digital engineering, data analytics and digital ecosystem. saved by optimizing business downtime financial records migrated to S/4HANA obsolete custom objects removed and 6 years of financial data archived I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Orkla Foods gains agility with SAP S/4HANA on Azure

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/orkla-sap-s4hana-platform-azure ----- The challenge Our approach Achieved Improved Strengthened Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Orkla ASA is a Norwegian conglomerate operating in the Nordic region, Eastern Europe, Asia and the US. Orkla Foods, the largest business unit within the company, accounts for almost 50 percent of sales, hundreds of brands and close to 50 production facilities. The business unit was struggling with a complex infrastructure built around an aging SAP ERP system. As part of a global IT modernization initiative, Orkla wanted to transition its legacy ERP systems to SAP S/4HANA—not only across multiple business units but across partners, acquisitions and respective legacy systems. It was time for a unified, flexible, data-driven intelligence platform, and Orkla needed a skilled partner for the project. The company also wanted to address challenges due to the end of life of older SAP HANA appliances and to shift from a CapEx to

an OpEx cost model to free up valuable resources spent managing onsite infrastructure and make future spending more predictable. Orkla chose Cognizant for its one of the biggest journey due to our strong technology leadership, delivery capability and experience with Microsoft and SUSE. Cognizant evaluated several technology solutions for Orkla, matching key sourcing principles of the program, and proposed hosting and managing the SAP landscape on Microsoft Azure. The SAP S/4HANA transformation, named Project ONE, was built on requirements from all business units. It was developed around creating a unified solution for Orkla-branded consumer goods deployed on a modernized hyperscale platform. Cognizant, Microsoft and SUSE collaborated to build an agile, highly resilient and future-proof architecture using SUSE Linux Enterprise Server on Azure Platform. Cognizant applied its unique, accelerated, four-phase approach to cloud migration that uses the Cognizant SAP Cloud Assessment and Transformation (cCAT) Framework for SAP cloud enablement. Our accelerators reduce the manual efforts of cloud design. Cognizant deployed its mPaaS automation use cases, including disaster recovery (DR) failover, scheduled start/stop and maintenance automations, resulting in an error-free, reliable and cost-effective implementation and operation. The distributed SAP and ERP application infrastructure within Orkla was transformed into a highly reliable, secure and scalable single instance on SAP, which increased utilization and efficiency. Project ONE was a crucial step in establishing the Orkla vision, called Orkla ONE. With Cognizant, Orkla was able to modernize the ERP platform for Orkla-branded consumer goods with SAP S/4HANA deployed on Azure. This transformation made the company the first Nordic company to perform digital transformation of legacy ERP applications across multiple business units to SAP S/4HAHA platform on Azure. As a result of the SAP S/4HANA optimization exercise, Orkla ultimately saved over $99K+ in year one by periodically analyzing cloud capacity utilization. Orkla achieved 99.9% availability of services with 100% SLA adherence and improved stability and agility by provisioning SAP project systems on demand. It also strengthened data protection and business continuity with multi-site backup and DR. The upgraded architecture for SAP S/HANA enables Orkla to quickly adapt to business changes in computed demand. This high degree of process implementation has increased Orkla' s operational efficiency, repeatability, and scalability. 99.9% availability of services with 100% SLA adherence stability and agility by provisioning SAP project systems on demand data protection and business continuity with multi-site backup and DR I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Comms firm enables faster, personalized CX

The challenge Our approach $800k 44.6% 8% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client is one of the largest private broadband companies in the US, serving residential and commercial customers. With over 25 North American call centers—all working with outdated technology—our client needed a digital transformation strategy to streamline its customer service and modernize call center processes. Business challenges included high capital expenditure (CapEx) costs and high annual maintenance costs due to a fragmented on-premises technology stack. Complex interactive voice response (IVR) application, led to customer journey abandonment. Lengthy caller authentication with multiple inputs, many data lookups and complex call flow involving third-party applications resulted in difficulty tracing the call from end to end. There were high average handle and wait times for calls, limited self-service options which

negatively impacted customer satisfaction (CSAT) scores and limited features on the agent platform, leading to reduced agent productivity. Our client wanted to introduce digital channels and use next-gen technology such as AI and machine learning (ML) for personalized experiences. Our step-by-step approach to customer service transformation and expertise across multiple services and platforms, providing the client with a one-stop shop for all its business needs, solidified Cognizant as the best partner for the digital transformation initiative. To accomplish our client's goals, we performed a discovery and due diligence process to understand its pain points, benchmark contact center maturity and identify future opportunities for growth. Then, we consolidated the company's fragmented set of technologies, processes and IVR call flows into one single platform—Avaya—and performed a version upgrade for better digital readiness. To introduce customer self-servicing and reduce call volume, we enabled conversational AI-based voicebots and chatbots using Genesys DX. These self-service options handled routine customer requests such as viewing and paying bills, rebooting modems, setting up cable boxes at any time and viewing data usage. Cognizant also enhanced IVR journeys by streamlining and optimizing them to provide personalized self-service experiences for customers. In addition, we used end-to-end managed services and application support driven by strong service-level agreements (SLAs), governance and key performance indicator (KPI) reporting. Our client's digital transformation initiative enabled previously lengthy processes to be completed using faster, more efficient digital channels. The integration of chat and email channels deflected voice calls by 8% and improved digital member engagement. Streamlined IVR and self-service options decreased call volumes, resulting in the elimination of multiple infrastructure and licenses, which reduced maintenance costs by 45%. Additionally, agents had more time to focus on complex issues such as improving customer loyalty as they were handling fewer calls. The company saved $800k in annual operating expense (OPEX) costs with IVR and call deflection and reached a self-service containment rate of 44.6%—an all-time high for the company. They also increased their CSAT score by 15%. saved in OPEX costs self-service containment rate reached of voice calls deflected to digital channels I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Talcott sets new course with agile, modern IT infrastructure

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/talcott-agile-modern-it-infrastructure ----- The challenge Our approach 25% Dramatic reduction 20% savings Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise.

Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Talcott Resolution built its century-old life insurance and annuities business on core values of stability and trust. When its former parent sold the unit in 2018, the new company sought to pair its core values with a modern IT infrastructure. Talcott had just 20 months to stand up its new organization, including migration of its production portfolio—100 custom applications and 50 databases—from its former parent's data center to the cloud, and to rebrand its website. It prioritized zero disruption for its business functions and customers. Among Talcott's first actions as a new standalone company was development of a detailed plan for strategic growth. It planned to expand its business footprint through mergers and acquisitions and growth of its third-party administrator service. To make it happen, Talcott needed to modernize its IT infrastructure. Key requirements included: Our team's long-term association with the parent company made us a natural partner for Talcott's cloud migration and rebranding. We had a full view of Talcott's IT landscape and deep expertise in Oracle Cloud Infrastructure (OCI), which Talcott had selected based on its experience with Oracle Exadata Database. A critical factor in the engagement was the complex timing of the cutover. It had to occur when production was light, and it also had to follow the timing of the stock market. The IT cutover proceeded with zero interruptions, enabling the new company to maintain its focus on uninterrupted business

functionality and customer service. The new infrastructure's ability to scale capacity dynamically and to provision on the fly is the single biggest benefit from cloud. In the company's legacy environment, it took six to eight weeks to stand up a new server. Now, scripting and infrastructure as code is completed within a day or two, and then the new server goes live. As a result of the cloud platform's flexibility, Talcott Resolution was able to jumpstart its business with new agility and efficiencies. By completing its divestiture and rebranding ahead of schedule, the company avoided the potential multimillion-dollar costs outlined in its transition services agreement (TSA). reduction in CapEx and OpEx in provisioning of new servers, now in minutes rather than months in people, process and technology due to Cognizant's solution accelerators I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

======================

Automation drives efficiencies in claims processing

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/claims-processing-automation-drives-efficiencies ----- The challenge Our approach 17% 100% 100% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value.

Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. El Paso Health was using manual processes to track, assign, work and monitor operations in three key departments: Health Services, Claims, and Complaints and Appeals. As the regional health plan's volumes grew, it began searching for an automated solution to streamline these operations. In addition, during the COVID-19 outbreak much of the plan's workforce transitioned to fully remote work and it had limited means to hire additional associates. Thus, the ability to track assignments efficiently, handle higher priority items rapidly and route items to appropriate work queues so the person with the right expertise could handle the task right away was crucial. Cognizant's Healthcare Consulting Practice provided a roadmap for El Paso Health's operations improvements. It recommended that El Paso Health use QNXT's automated workflow engines to manage workloads, set priorities and organize queues in each department. El Paso Health has achieved a multitude of operational efficiencies, reduced costs and improved quality with the engines. El Paso Health has a variety of complex contracts with the state of Texas that require significant maintenance. Claims under these contracts had to be manually calculated and priced. We worked with the plan to implement NetworX Pricer to address those issues. NetworX Pricer has eliminated the manual processing and intervention associated with El Paso Health's Texas DRG contract reimbursements, including its potential preventable event reductions and complicated direct provider payment reimbursements. NetworX Pricer also has helped El Paso Health reduce its contract configuration time by enabling the plan's teams to copy rate sheets, make adjustments for new rate sheets and track complex configurations. El Paso Health implemented these operational efficiencies during the COVID-19 pandemic and by doing so was able to manage larger transaction volumes without increasing staff levels. The QNXT Workflow engines and NetworX Pricer eliminated pain points, workarounds and manual interventions. The Appeals & Grievances Workflow deployment resulted in 100% automation. The Claims Workflow engine increased auto-adjudication by 8.7% and increased provider satisfaction scores by 4.65%. The UM Workflow enabled El Paso Health to achieve regulatory compliance with Texas Health and Human Services regulators and increase provider satisfaction with utilization and quality management by almost 15% and with network/ coordination of care by 20%. Hospital claims auto-adjudication increased by 15% and the overall claims auto-adjudication rate increased by 8.7%. market share achieved through efficient processes automation on reimbursements for complex diagnosis-related group (DRG) contract automation of Appeals & Grievances I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon

Health plan kickstarts modernization with Microsoft Azure

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ health-plan-infrastructure-modernization-azure ----- The challenge Our approach Improved Improved Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, a non-profit community-focused health plan is committed to improving the health of its more than 400,000 members by helping them access affordable, high-quality healthcare. Core system performance and data management are critical to these goals. The client wanted to improve batch production stability, deploy

upcoming cloud-enabled technologies via our roadmap and create a foundation for modern member-facing services. Transitioning to a digitally adept modern infrastructure would position the health plan to meet these goals and improve its business continuity and disaster recovery plans. We partnered with our health plan client to migrate its Facets® core platform, various apps and in-house custom code from our on-premises data center to a Microsoft® Azure public cloud managed by Cognizant Hosting. As a first step, a successful Sybase-to-SQL Server database migration positioned the plan to immediately execute the cloud migration, which was completed in six months. The health plan is now taking advantage of cloud-optimized versions of Facets and NetworX Pricer® and their capabilities to launch infrastructure modernization initiatives, including federated user authentication or single sign-on. This feature greatly improves associates' productivity by avoiding help desk calls to reset usernames and passwords. It also improves security, because user access to Facets is automatically removed whenever our client removes users from its corporate identity and access management system. In addition, because setting up non-production environments is easy and cost-effective, there is greater freedom to efficiently design and test new features and services. The migration to Microsoft Azure has increased the stability and flexibility of the client's core administrative functions. It improved the speed of extracting data from Facets to a data warehouse by 50% to 60% and decreased the time for claims delta extract, on an average, from 6 hours to 2.5 hours. Full claims extract time was reduced from 19.5 hours to 9.5 hours, while the recovery time objective (RTO) improved from 48 to 24 hours and the recovery point objective (RPO) improved from 24 hours to 1 hour. The health plan now has a foundation for continued Facets platform advancement and security. In addition, Facets in the cloud gives our client increased elasticity to grow and shrink capacity with demand. These improvements lead to more satisfied and healthier members. RTO from 48 to 24 hours RPO from 24 hours to 1 hour full claims extract time from 19.5 hours to 9.5 hours I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

Kick It Out's digital rebrand tackles discrimination in sports

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/kick-it-out-digital-rebrand ----- The challenge Our approach 50,751 35 54 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep

industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Since 1993, Kick It Out (KIO) has been at the heart of the fight against discrimination in British football, leading the charge for positive change. Moving forward, it aims to broaden its focus to more sports, starting with an exploratory partnership with the England and Wales Cricket Board (ECB) to address issues of equality, diversity and inclusion (EDI) within the sport. KIO's website is key to engaging members and inspiring audiences, but data from the existing website showed that visitors had trouble finding information, using key functionality and submitting discrimination reports. As KIO prepared to relaunch its brand, and with few internal resources to spare, it needed to find a like-minded partner with expertise in website consulting and technology project management to help design, build and deliver a new website. After evaluating four potential partners, KIO chose Cognizant for the project, because our vision and values aligned with its own and because of our proven digital transformation expertise. We set out to build a website that would reflect KIO's new brand and support its aim to engage with more stakeholders effectively across more sports. Regular meetings between KIO and Cognizant ensured the project progressed smoothly, with the collaborative approach ensuring any issues were swiftly addressed. To adhere to cost goals, Cognizant recommended Microsoft Azure Cloud as a suitable platform for the Drupal-based website and a cost-efficient solution that allowed KIO to take advantage of Microsoft's pricing for non-profits. The result is an interactive website that offers KIO information and resources, as well as reporting capabilities that are easy and intuitive to use. The new website went live on time, with encouraging early results including

high visitor rates, an increase in donations and effective use of the discrimination reporting functionality, supporting the important step of following up on reports of discrimination. By partnering with Cognizant and Microsoft, KIO has achieved a future-proof digital transformation that will support its strategy for the next three years and beyond. page views in the first month, from 36,364 unique users new donations, the majority on a recurrent schedule instances of discrimination reported, for follow-up by the appropriate authorities I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

TELUS Health pioneers Virtual Pharmacy

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/telus-pharmacy-platform ----- The challenge Our approach 98% 86% 82% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps

in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Virtual services are only as reliable as the infrastructure on which they're served, and that gives TELUS Health a big advantage: As a division of TELUS, the Canadian global healthcare company runs its business—and its commitment to social change —on a global-leading network. TELUS Health sought to pioneer an end-to-end approach to virtual healthcare in Canada. To achieve its goal, the company needed a partner for a virtual pharmacy market assessment and strategy, as well as product roadmap and mobile app development. It also sought to work with a company that could help it make the most of its technology infrastructure and far-reaching network. TELUS Health chose Cognizant for our ability to help expedite the launch and make the company's vision a reality. The first three months of our team's work focused on market strategy. The upfront work articulated the stark differences in its value propositions for consumers and employers: Consumers are less price sensitive, so they lean into convenience; employers are cost driven. To further strengthen the new service's value propositions, Cognizant performed a comprehensive assessment of pharmacy players across the industry, including identification and benchmarking of best-in-class capabilities. Next, our team helped develop the product roadmap for the platform and mobile app that form the heart of Virtual Pharmacy, as the service is known today. The roadmap served as the guidepost for the project's seven-month design and development phase. We took a long-term view of the product strategy, defining business milestones and mapping out the product's ties to TELUS Health's overall strategy for growth. The Virtual Pharmacy app and online pharmacy features an array of services— from home delivery of prescription medications to unlimited video and phone consultations with local licensed pharmacists—that are helping empower Canadians to live healthy lives. TELUS Health has continued to innovate with differentiators such as the app's Family Medication Manager, which allows families to order and track their members' prescriptions, and its MedPack service, which provides compliance packaging, sorted by date and time, for patients who take multiple medications. of patients reported a positive experience for their virtual consult of app users reported ordering was easy and quick of app users would recommend the product I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

5 Stars lead to higher bonus

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cms-star-rating-increase-leads-to-higher-bonus ----- The challenge Our approach 70% 93% 100% 24/7 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe

Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, Priority Health, has a complex quality management and reporting landscape that was challenging its ability to develop and submit comprehensive, accurate and timely reports required to achieve high ratings from the Centers for Medicare & Medicaid Services (CMS). The organization's quality improvement and reporting workflows draw on more than 50 sources to compile the data necessary to achieve high Medicare Star and National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) ratings. The client needed a robust data integration and normalization engine that could provide a unified view of its member population and generate member insights using the data from all these sources. Priority Health selected Cognizant's TriZetto® ClaimSphere® suite, a complete hosted quality and Star rating improvement solution that includes regulatory reporting services. ClaimSphere enables our client to gather and submit retrospective data for the NCQA's HEDIS program. Our client was one of the first health plans to tap into the Michigan Health Information Network (MiHIN) as a source of supplemental data for HEDIS measures. Our teams worked closely together to develop interfaces with MiHIN that made it easier for providers and Priority Health's plans to exchange data. We also helped the company streamline its medical record review validation process—a critical step in preparing for HEDIS

audits—by developing a medical record abstraction function called Clinical+ Chart Abstractor. This tool makes it possible to convert data from a PDF and a variety of other formats into digital, searchable records to support quality reporting. Accurate, on-time NCQA HEDIS reporting through Cognizant's TriZetto ClaimSphere suite has helped Priority Health consistently increase its overall CMS Star rating. It increased from 4 to 4.5 Stars and then to 5 Stars, which resulted in increased bonus payments. In addition, most of the company's clinical and pharmacy Star measures for Medicare perform above national benchmarks and NCQA gave a "commendable" accreditation status to the company's Medicare, Medicaid and commercial contracts. abstraction completed for 18,000+ active chases during first year of roll-out abstraction completed for 22,529 chases during next HEDIS regulatory submission Medical Record Review Validation audit score achieved uptime, security and plan reliability for stakeholders achieved through Cognizant Hosting services I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Etex sets digital path moving large SAP workloads to Azure

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/etex-sap-migration-azure ----- The challenge Our approach Azure adoption enables greater efficiency and flexibility 6,500+ Improved 20% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry

expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Etex, founded in 1905 and headquartered in Brussels, Belgium, is a pioneer and global leader in new construction methods and lightweight construction materials. Working within a soon-to-expire infrastructure hosting contract for enterprise IT services, Etex sought a new partner that could offer more flexible, cost-effective terms. The existing contract used a pricing model that led to an undesirable automatic full month of billing. Additionally, the company wanted to migrate to a hyperscale cloud that offered agile data processing and greater flexibility and scalability. There were also network design complexities to be solved with a well architected migration design to avoid integration challenges. In summary, Etex wanted to migrate complex, large database SAP workloads from the incumbent data center to the target cloud with the least amount of downtime. Etex chose Cognizant to assess its hyperscale cloud solution and support the evaluation of solutions offered by Google Cloud Platform, Amazon Web Services (AWS) and Microsoft Azure. We assisted Etex to select the right target cloud platform based on several parameters that aligned to its future roadmap for both SAP and non-SAP workloads, and the choice was Microsoft Azure. We utilized our unique, accelerated, four-phase approach to cloud migration using the Cognizant SAP Cloud Assessment and Transformation (cCAT) framework for SAP cloud enablement. Our accelerators reduce the manual efforts of cloud design and leverage the substantial experience we have gained through executing SAP transformation projects in the cloud. To reduce risk and minimize business disruption Cognizant used the Azure migrate tool (AMT) for application migration, which allowed Etex to retain hostnames and database types and versions. Cognizant also recommended a customized migration approach for each SAP product landscape based on the database product and size for optimal business downtime. Cognizant grouped tightly coupled systems in waves and performed migrations, one wave after another. This mitigated risk due to lower network bandwidth challenges. The SAP transformation offered Etex benefits such as the power of the cloud, improved performance, and cost savings. Cognizant's lean focused functional testing process resulted in near-zero reported defects. Our use of AMT for application migration reduced testing efforts and led to cost savings. Etex now has greater flexibility to scale up or scale down, in addition to minimum reserved capacity for better spend on cloud infrastructure. Beyond the immediate gains, Cognizant aligned project efforts with business downtime, per Etex's requirement to avoid a longer IT outage maintenance window. user systems migrated seamlessly worldwide system performance achieved over the previous on-premises system estimated cost savings annually over the previous on-premises system I would like Cognizant to contact me based

on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

========================

Saint-Gobain Abrasives boosts sales process with Salesforce

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/st-gobain-boosts-sales-with-salesforce ----- The challenge Our approach 25 12 months 650 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Saint-Gobain Abrasives is the world's leading manufacturer of abrasives for shaping and surface-finishing a wide range of materials. The company has a proven history of product, R&D and engineering quality, and its leadership wanted its customer-facing

EMEA teams to have equally high-quality tools to support business development and sales growth. Growth through acquisition had left Saint-Gobain Abrasives without a standard CRM system in EMEA. Its North American operation had standardized Salesforce with great success—a result that its EMEA leadership was keen to replicate. The project would require a custom Salesforce implementation for 25 countries, involving new sales processes as well as new software. Saint-Gobain Abrasives needed an experienced Salesforce partner to manage this major change program. The project had a tight 12-month timeframe to get Salesforce live in 25 countries, across multiple languages and cultures. Working closely with Saint-Gobain Abrasives' EMEA CRM Manager and IT/IS Director, Cognizant implemented a three-phase program of change management and technical solution delivery, involving IT, sales, customer service and marketing teams from across EMEA. Meeting the ambitious deadline, Cognizant completed a very complex business and IT change project, successfully delivering a customized implementation of Salesforce Sales Cloud to 650 trained users (from sales, customer service and marketing) across 25 EMEA countries, including several dozen external agents. Following a successful go-live, Saint-Gobain Abrasives has, for the first time, a standardized CRM system and standardized processes to track and manage new business opportunities. The new Salesforce platform has turned the organization's sales culture into a data-driven lead culture, enabling it to capitalize more fully on net-new revenue opportunities across EMEA. EMEA countries live on Salesforce Sales Cloud ambitious go-live deadline met, despite significant project complexity users trained and onboarded, including several dozen external agents I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

NSDL's blockchain platform protects bond investors

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/nsdl-blockchain-platform-protects-investors ----- The challenge Our approach 550+ 3600+ 3800+ Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible

business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, National Securities Depository Limited (NSDL), is one of the largest central securities depositories in the world, holding custody value amounting to US$4.21 trillion in dematerialized form in India's capital market. NSDL wanted to create a decentralized ledger to provide a verifiable and immutable audit trail of transactions between debenture issuers and trustees. Furthermore, NSDL wanted to avoid data quality challenges by expanding the ability to perform multilateral data sharing, protect investor interest through transparency in Asset cover and charge management, ensure compliance with submission of records and disclosure to debenture trustee, along with regulatory reporting. As part of a competitive bid process, Cognizant along with other competing vendors were invited to develop a Proof of Concept (PoC) and present a working model of a sample set of use cases along with a detailed approach for execution of this Greenfield project. Cognizant embarked on a journey to develop a first of its kind blockchain monitoring platform that brings transparency and standardization for secured debenture issues. It monitors the Asset cover of the security and its covenants in the corporate bonds market. To enable zero reconciliation, the blockchain-backed permissioned platform had to include all key stakeholders—debenture trustees, issuers, rating agencies and regulators. We developed dedicated role-based portals for debenture trustees and issuers and the ability to generate alerts/notifications on corporate events, timeline breaches and more. Salient features of the implementation include International Securities Identification Number (ISIN) mapping to assets, asset charge creation, reports and document management, title search, valuation, issuance of annexure documents required by exchanges and the ability to record charge payments and charge closures, including an audit log. The solution was jointly designed and developed by Cognizant, along with NSDL architects, product managers, business analysts, developers and quality assurance engineers. Infrastructure set-up and support was provided by NSDL. Today, NSDL brings discipline, standardization and transparency

to capital market customers by maintaining electronic book entries for the ownership and transfer of securities and by diligently reporting the asset status. Asset securities are validated by the debenture trustees and are indisputable, and transactions recorded as periodic changes to the debenture status are monitored. As another benefit, NSDL can now prevent "over charging on the same asset" using the new feature that performs the necessary checks and balances. NSDL's DLT platform recorded cashflow information for 3000+ ISINs by issuers. Mapping with ISIN is performed for 3700+ assets that have been created and 350+ issuers completed mapping of all their outstanding ISINs with assets. The secured ISINs mapped with assets by issuer covered almost 90% of the outstanding secured ISINs. issuers onboarded on the DLT platform secured ISINs approved for mapping by debenture trustee secured ISINs mapped with assets by issuer *Stats based on outstanding ISINs as of 30-September-2023 I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

======================

Modernizing customer experience reduces costs

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/modernizing-health-plan-cx-reduces-costs ----- The challenge Our approach 10% $80,000 $138,500 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our

ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, Planned Administrators, Inc. (PAI), was operating a legacy standalone customer service (CS) application that was not integrated with its core administration system, Cognizant's TriZetto® QicLink™. QicLink contained all needed details, and the CS system had notes and other member information. When a member or provider called, PAI's service representatives had to toggle between systems, which slowed call resolution time, hurting agent productivity. In addition, the CS application did not have a modern user interface and it was expensive to maintain, requiring regular patches to ensure its compliance with federal and customer security standards. PAI wanted to reduce the time and costs while improving operational efficiency to deliver a modern customer experience and support new lines of business. PAI added the Cognizant TriZetto QicLink Customer Service module so it could retire its standalone service application. QicLink tech support teams assisted in the implementation of the CS module while building additional infrastructure to support PAI's new lines of dental business. IT made the corporate data center accessible and opened the application programming interface (API) between QicLink and the service module. To prepare PAI's customer service staff to use the new module, we created WebEx recordings with PAI to train users. Using QicLink consultant training services, our client migrated from its existing solution and started processing calls within 60 days. The seamless integration between the QicLink Customer Service module and the QicLink core system has greatly improved PAI service representatives' efficiency. All member data is now accessible via a single screen. The QicLink module has an intuitive, web-based look and feel that matches that of the QicLink core. Now service representatives can swiftly access data. The integrated solution creates a single source of truth for easy reference and has resulted in a 10% reduction in call time, improved quality and the ability to handle additional call volumes without adding staff. By retiring the standalone application and implementing QicLink Customer Service, PAI reduced internal IT resource support time. The streamlined data access and interface allowed representatives to focus more on the customer and the accuracy of the call documentation. PAI reduced call handle time by approximately one minute by eliminating switching between customer service and claims applications and enabling representatives to view an explanation of benefits (EOB) with just one click via QicLink's integration with a partner's payment solution. reduction in call time saved in annual IT maintenance costs in annual fees eliminated I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to

G-Star RAW scales OMS with cloud

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/g-star-raw-scales-order-management-system ----- The challenge Our approach Improved 90% Cut effort and time Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. G-Star RAW is a Netherlands-based global denim brand, founded in 1989, with innovation and sustainability at its core. G-Star's online channel is operational in 47 countries with over 160 stores offering fulfillment. For its order management system (OMS), G-Star wanted to migrate to the cloud to support its goals for end-to-end omnichannel digital transformation. The retailer wanted to add cloud agility to improve business and technical

features and it wanted to realize the benefits of a flexible infrastructure cost by adopting a "pay for what you use" model. G-Star also wanted to achieve scalability, as the existing IBM Sterling OMS was scheduled for end of life and unable to leverage capabilities offered by a newer version. The retailer was facing challenges around real-time calls because its existing unscalable on-premises solution provided inaccurate fulfillment data. G-Star chose Cognizant for our execution approach and deep domain experience in managing digital transformation for similar retail projects. Because G-Star was already on AWS for e-commerce, it made sense to maintain the relationship for the cloud migration. G-Star opted to implement the IBM Sterling OMS container model on a third-party cloud solution (AWS) and upgrade to a newer Sterling Order Management version. This strategy enabled the retailer to operate a highly flexible and scalable platform for the OMS solution that provides a single view of order and single view of inventory across various ordering channels. We established a seamless data migration strategy from on-prem to AWS using a DB2 backup and restoration process along with the need to copy transaction logs as part of the final cutover plan, minimizing downtime to less than a day. The project implemented a multi-geography rollout that included timelines and user and process support for distribution centers in 15+ countries. Cognizant and G-Star migrated the entire platform to AWS, including four to five terabytes of data and messaging. G-Star realized immediate benefits after the implementation. The Sterling Order Management upgrade reduced overall application downtime and the amount of effort required for peak season preparedness, achieving rapid environment provisioning to support multiple business releases. It can now deliver support for faster ATP (Available to Promise) publishing to the ordering channels. G-Star is now capable of leveraging a fully digital platform with enhanced capabilities, high availability, and automated monitoring and disaster recovery. connectivity reduction in overall impact of downtime from up to seven days to 45 minutes via automated and rapid environment provisioning I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=====================

A global learning company's fast CX migration

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ learning-company-cx-migration ----- The challenge Our approach 6,400 15% 99.9% 5.78 million Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored

to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. When the number of remote learners surged during the global pandemic, our client, a global learning company, found its aging contact-center technology couldn't keep up with the calls from new customers. The company sought to quickly replace its business units' patchwork of contact center technologies and legacy architecture with a consistent, standardized CX. It also planned to implement a self-service channel to free up agents, who take 482,000 calls monthly, to handle more complex questions. The learning company's vision included migrating its on-premises contact center to the cloud and delivering modern, streamlined experiences for agents as well as the company's customers and business leaders. Cognizant was chosen for our understanding of the company's business model and technology landscape, our expertise in end-to-end digital CX transformation and our commitment to the goal of providing a seamless student experience. To kick off the project, our consulting team partnered with the client to assess its complex as-is landscape. We collaborated closely to design the contact center's processes, platforms and experiences, marrying the company's global CX transformation strategy with local geo-specific requirements and solutions. We played a pivotal role in the requirements deep dive and the solution design and the contact center as a service (CCaaS) migration. The contact center platforms were enabled with rich, out-of-the-box features, including agent routing and new digital channels such as voice and self-service. In addition, we integrated the CCaaS platforms with global Salesforce CRM and Observe.AI for advanced analytics and quality monitoring. We integrated Calabrio for workforce engagement, agent forecasting and

scheduling. The migration occurred with no disruption to the company's customer support and transitioned agents smoothly to the new work-from-anywhere model. The learning company not only migrated 6,400 agents to the contact center platforms but also reduced infrastructure costs by 15%. Equally important, it elevated the experiences for customers, agents and business leaders. The company's registered users now navigate streamlined, personalized journeys. Agents have the flexibility to work from anywhere and access a 360-degree view of the customer journey that lets them respond contextually to customer queries. Through the new business dashboard, leaders gain an intuitive view into real-time CX trends for more informed decision-making. agents transitioned to cloud-based contact center platforms reduction in infrastructure cost platform uptime calls a year handled smoothly by new system I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

======================

Transformed procurement enables $7.5M in benefits

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/manufacturing-transformed-procurement-enables-benefits ----- The challenge Our approach 60% 60% 80% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT

capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client is one of the largest construction equipment manufacturers in the world that provides financial and insurance products to customers through a worldwide dealer network. Its in-house outdated legacy procurement system was spread across several countries and was not centralized, which made it difficult to keep track of approval and invoice systems. There was minimal intelligence on the source-to-pay cycle due to the lack of real-time dashboards and difficult buying experiences for users. This led to spend leakage to non-preferred suppliers, resulting in lost spend reduction opportunities, and the cost of maintenance for a decentralized system was too high. The company needed a partner to help reengineer procure-to-pay processes as well as replace and retire the current legacy system. Cognizant helped the company design a global architecture for its supply chain landscape and defined the roadmap for the global rollout. We were responsible for the global implementation and rollout of Coupa, a leading cloud-based procurement platform, that catered to the requirements of individual markets. Cognizant customized Coupa's configuration according to the client's business requirements while enabling its integration with multiple ERP systems. A new indirect procurement process was deployed with Coupa. We coordinated with different middleware teams, proposed an enhancement on the interface that would fix subsequent dependent incidents and enabled extended weekend and hourly support for critical incidents. Cognizant drove digital transformation for the client and developed a repository of properly documented standard operating procedures (SOPs). The project also helped the company create a single view of indirect spend across the entire enterprise, which led to better spend leverage and ecommerce user experiences. The enterprise-wide adoption of Coupa provided intuitive user experiences, such as services offered in multiple languages and guided buying services across more than 200 facilities/regions. Enhanced user experiences drove business reporting and performance for the company. Our solutions provided better insights into buying behavior and procurement trends. This enabled proactive spend management for the company through real-time reporting from dashboards available in Coupa. With these streamlined capabilities, the client could connect enterprise customers with the supplier community and facilitate collaboration through negotiated pricing and preferred suppliers. The client's previous first pass invoice match of 46% increased to 90%, reducing rework and period costs for the company. The transformation program also helped the company lower supply fees and gain $7.5 million in benefits. reduction in implementation timeline reduction of support tickets decrease in development cycle I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and

Robotic automation saves over $5 million

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ pacificsource-rpa-solution ----- The challenge Our approach 180,000 91% $5M Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. PacificSource is a not-for-profit health payer operating in the Pacific Northwest of the United States that serves members through highly regulated lines of business. Due to a manual process for claims transactions that was slow and resource-intensive, the payer found it difficult to keep up with increasingly fluid changes among members, plans and providers. To pinpoint where issues were arising, PacificSource documented the time and labor expenses for four transactions

—adjustments, Medicaid below-the-line (BTL) claims, duplicate claims and Coordination of Benefits (COB). The estimated cost for 29 full-time employees to process these four transaction types was nearly $1.8 million per year. PacificSource required a solution that could adapt quickly to frequent regulatory updates and contain processing costs, while enabling the company to deliver high-quality experiences to members, providers and state regulators. As an existing client of Cognizant, PacificSource chose Cognizant® Robotic Automation Services because of our experience as a fully managed robotic process automation (RPA) solution and our ability to facilitate cost savings, build a team to manage the new solution and provide it all in line with the payer's budget. PacificSource's process owners and subject matter experts worked together with our automation specialists to develop bots that could address the key operational pain points. The capabilities of the robots address the challenges around speed and accuracy of reimbursing providers and responding to member care, including the ability to process work in a fraction of the time humans require, achieve accurate results and eliminate manual intervention. They also offer stopgap automation such as connecting two systems until an IT change can be implemented. PacificSource has greatly improved the accuracy of its key transactions, reducing the risk of delays and regulatory penalties. These changes have improved member and provider relations by speeding additional related transactions, including claims adjudication and reimbursements. Time per adjustment has dropped to approximately two minutes from 10 and the annual labor cost savings is $691,200. Bots now process a claim verification in four minutes or less as compared to 10 minutes per employee. PacificSource now uses a bot to go from a daily backlog to a daily fully automated clearing, saving 52% in labor cost. The COB bot continues to help PacificSource avoid spending five minutes per transaction—with 2,700 monthly transactions, the bot has returned nearly 3,000 hours to the business since deployment. work hours returned to PacificSource since deployment reduced annual labor costs for claims adjustments saved in annual labor costs across all automated processes I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Facets improves health plan processes

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/facets-improves-health-plan-processes ----- The challenge Our approach 95% 97% 98% 60% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage.

Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, a large regional health plan serving more than two million members in the midwestern United States, was operating on a 30-year-old legacy system that lacked the flexibility and scalability needed to keep pace with changing regulations, high claims volumes and consumer expectations. The existing system failed to support the plan's core business and was unable to deliver due to a lack of automated processes, inaccurate benefits configuration and sluggish, inaccurate provider reimbursements. As a result, it faced adverse business consequences such as fiscal penalties and reduced credibility and trust with providers and members alike. The client turned to Cognizant for solutions to address its immediate challenges, as well as gain needed flexibility to adapt to new regulations—such as data interoperability and price transparency. The company also needed scalability and power capabilities to meet new industry opportunities as they arise. The client entered a multiyear contract with Cognizant to address these key business needs. Two key strategies were outlined to achieve the client's goals, migrating to the TriZetto® Facets® platform—Cognizant's next-generation core administration system that integrates consumer, care, claims and revenue management in a single, flexible platform—and optimizing processes. The critical focus areas included automation, process reengineering, best practices and standards, data simplification and proven configuration methodology. Once Cognizant migrated the client to Facets, a business process optimization plan was initialized, and a benefits automation center of excellence (BCoE) was created. This was the starting point to automating the client's internal

processes and ultimately improving brand reputation. The client saw meaningful improvements across all target areas within the first year of migrating to Facets. Customer feedback validated the improvements in end-to-end configuration turnaround time, quality and system operations. Each of the client's leading metrics had a direct impact on the quality of its member and group experiences. For example, at the end of year one, auto-adjudication rates had improved to reach 95%, first-pass accuracy improved to 98%, and the number of backlogged claims decreased by more than 97%. Productivity improvement continued in the second year with several notable improved efficiencies. Year-over-year productivity improved, allowing a 50% staffing reduction in three years. Peak period inventory decreased by 94%. The client was also able to quickly ramp up processes for managing individual policies and renewals during the coverage upheavals that resulted from the economic effects of COVID-19. By adopting a modern core platform that powers more automation and best practices, the company is not only regaining credibility but also poised to retain and grow its market share. auto-adjudication achieved reduction in claims backlog first-pass accuracy achieved decrease in number of claims remediated by year two I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=======================

CCIB platform offers high availability, faster integration

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/high-availability-platform-for-transportation-logistics ----- The challenge Our approach 20-30% 99.9% Shortened Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions

and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A North America-based premier transportation and logistics provider intended to migrate to a highly reliable and cost-effective B2B exchange platform that could be integrated with existing and new business partners, as well as a range of existing on-premises applications. Requirements for the migration included a high availability platform uptime of >99.9% and business transactions that totaled >250 million per year. Initially, the company was engaged with a major vendor for B2B services to integrate its business partners to allow the exchange of EDI documents. The services, however, did not meet expectations since there were frequent platform downtimes, slow responses to change requests and unpredictable costs. Cognizant met with stakeholders to understand the vision and to grasp all systems and processes. We identified gaps in existing service that resulted in missing load tenders from partners. The Cognizant Integration Process Management (IPM) team began by setting up the B2B exchange platform using the secure Cognizant Cloud Integration Brokerage (CCIB) framework. The CCIB framework is an open architecture platform that can be used in conjunction with a variety of cloud and software service providers in many different environments. In this case, we worked with Cleo software and hosted the solution on Azure cloud. The setup included servers, databases, storage and networks. The Cognizant Hybrid Smart Operations (HSO) team built end-to-end integrations and monitoring capabilities optimized for common business processes such as order-to-cash, procure-to-pay and load tenders, and to handle platform-related incidents using an automated alerting mechanism. In addition, the implementation team and our client's business team collaborated on grouping the 800+ trading partners scoped for cloud migration and prepared readiness trackers to ensure a successful transition to CCIB. All the requirements outlined for the new platform were successfully implemented. The implementation reduces processing latency for critical EDI transactions using real-time processing of business-critical data. Because the application cluster resides on multiple availability zones within a region, downtime is minimized .. This meets the high availability criteria set by the client and results in minimal revenue loss. A new capacity-based unit of work pricing model, which calculates by file instead of transaction, ensures optimal work at a fixed cost. Our team handled support via one-to-one contact with the provider—a process preferred over the previous vendor's ticket-based resolution approach. improvement in the

========================

New warehouse system cuts costs for manufacturer

----- Arccticle source ----- https://www.cognizant.com/us/en/case-studies/new-warehouse-management-system-cuts-manufacturing-costs ----- The challenge Our approach 270+ 32.5% 100% 24/7 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. An American manufacturer and

marketer of paper and packaging products wanted to cut costs, boost service quality and instill better functional synergies across operations. It also wanted to book a net savings on its total yearly spend by consolidating three towers under one vendor to give the company back more time and resources. The need for the new changes became evident as the company experienced noncompliance in inventory management and enterprise procedures Because users were spending more time on inbound receiving and put-away. Another factor that increased the urgency of the project was the increase in demand for carton boxes with the rise in retail consumer orders. The new vendor would oversee the Blue Yonder warehouse management and Oracle Transportation Management (OTM) systems. The manufacturer selected Cognizant for the transformation because of our synergy with Blue Yonder and our demonstrated ability to focus on service quality improvement and customer success. Cognizant identified current issues, market trends and factors impacting the business, and set out to improve compliance with inbound and outbound activities in the warehouses and enterprise procedures. Our team established processes to provide better insight into warehouse management and inventory management and delivered a scalable platform that works with the manufacturer's supply chain. Also, we coordinated with the client's middleware team to consolidate the multiple enterprise resource planning (ERP) systems that were acquired through numerous mergers and acquisitions over the years. In addition, the team assessed and updated older applications that were vulnerable to security risks. Cognizant provided technical support on all the interfaces—including over weekends and extended hours—and made enhancements to remedy business gaps in warehouse management. Cleaner data environments improved efficiencies and operations management. The new solution, powered by the Blue Yonder warehouse management system, serves 270+ users across six US-based warehouses. The new implementation supports comprehensive governance with oversight and enables a predictable cost structure in an optimized maturity model. A culture of continuous improvement is in place via monthly connects with the client's leadership to review team performance, incident resolution trends and SLAs/KPIs, and to report deliverables. As a result, the mechanisms that proactively monitor and report integration issues offer early detection and quick fixes to ensure minimal downtime. And a ticket management process within Service Now provides better reporting and transparency. platform users provided with support and maintenance reduction in incidents via SOPs, automation, and proactive alerts SLA adherence support coverage I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Automation boosts productivity for health plan

The challenge Our approach Completed 600 Regained 9 33 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, a large regional health plan serving nearly 3.5 million members, realized that their clinical professionals weren't operating at the top of their licenses due to the rules-based, rote tasks involved in managing the plan's Utilization Management (UM) program. These tasks were negatively affecting job satisfaction in a highly competitive talent market. Our client reviewed their process and determined that the manual generation of UM letters, which included more than 20 steps to send a letter, was inefficient. It turned to Cognizant to launch a pilot program to automate the process. The client implemented our TriZetto® Clinical CareAdvance® solution which enables the plan's clinicians to activate predefined business rules to generate UM letters. This

allows the clinicians to easily select and activate a rule, then move on to the next case. The solution standardizes the UM process, minimizing the potential for errors and improving the quality of case completion. Clinicians can now complete more authorizations in a day and focus their attention on more complex clinical reviews. Automation enabled 600 authorizations to be completed in a single day. This resulted in better productivity, saving over 9 hours and increasing UM team capacity by one extra full-time employee. When applied across the client's 100 clinicians, the client will be able to reallocate 33 hours of work a day. In addition, members and providers will receive coverage decisions sooner and the client expects to see a reduction in administrative spend which will positively impact member premiums. authorizations daily hours of productivity daily potential hours saved daily I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Health plan rebuilds software QA with Cognizant

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/health-plan-software-quality-assurance ----- The challenge Our approach Level 5 certification 20–30% improvement $20.59M avoided Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value.

Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading health payer covering more than five million lives, had ambitious business goals that were dependent on major platform migrations and new product development. However, its internal business leaders and developers were deeply dissatisfied with its enterprise software testing and quality assurance (QA) organization. The testing organization had been completely restructured, losing substantial historical testing knowledge and skills in the process. The client's QA operating and engagement model was ill-defined, the testing strategies were not technology-centric and the organization lacked a strategic, ROI-driven approach to automation and performance. The company could not manage the platform and data migrations or new products without mitigating testing and QA issues. The health plan partnered with Cognizant to revamp its testing and QA organization using the Test Maturity Model Integration (TMMi) model, a worldwide framework, as its roadmap. With our TMMi framework and guidance, the client developed and improved processes, test systems and knowledge management. The strategy mobilized quality, testing and delivery (QTD) to centrally govern QA processes. Standardization, operationalizing a technology-centric QA strategy, ROI-driven decisions and improved knowledge-sharing and skill enhancement were key themes over the multiyear effort. Critical goals included building consistent and repeatable QA practices. Cognizant worked with the client teams to define a standard framework for test operations, automation and metrics. Together, we automated more than 5,000 regression test scripts for 32 application areas and built 40+ solution accelerators. The QTD team led training and mentoring to help upskill the QA workforce, operationalizing a knowledge management framework and improving overall maturity with QA tools and technologies. Our client's QTD team achieved TMMi Maturity Level 5 certification in 2022, becoming the first North American and global healthcare company to do so. The QA and testing organization used automation, metrics and daily quality insight metrics and dashboards to help the company achieve significant cost avoidance—$6.08M in 2020, $7.54M 2021 and $6.97M in 2022. The QTD team also delivered over 1,100 software and process changes during the COVID-19 pandemic. Now our client's QTD professionals are embedded in product development teams, helping ensure delivery of the key features the business requires. in TMMi Maturity achieved in the onboarding SLA in costs over three years I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Barry Callebaut empowers HR to give 13,000+ employees a voice

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/barry-callebaut-employee-experience-strategy ----- The challenge Our approach 72% 62% 3 months Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Everyone who works in the chocolate and cocoa industry knows the name Barry Callebaut. The Swiss-based company is the world's top manufacturer of high-quality chocolate and cocoa products, present at every step in the value chain from sourcing raw materials to the production of high-end chocolates. Its 13,000+ employees are the heart of Barry Callebaut's success, and the company strives to establish an inclusive environment where everyone can be their true selves while setting others up for success. With that goal in mind, growing competition for talent prompted the company to re-examine levels of employee engagement across the business by means of an in-depth workforce survey. Cognizant worked with the digital Human Resources (HR) team from Barry Callebaut to develop surveys around employee priorities,

enabling a deeper understanding around the strategy needed to enhance the employee experience. The project was executed using a collaborative agile approach, with Cognizant working in close alignment with the Barry Callebaut team as an advisory and implementation partner. Working with Cognizant, Barry Callebaut has developed the capacity to implement a system to gather feedback from its global workforce. This has yielded actionable insights that can be used in enhancing the employee experience. A set of effectively designed surveys, tailored to engage both white-collar and blue-collar employees, has provided a solid foundation to guide and inform future employee engagement initiatives. response rate to first annual engagement survey of 13,000+ employees response rate from blue collar workers in some Barry Callebaut plants rapid turnaround from project start to first annual survey results I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Digitally transformed contact center cuts AHT by 25%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/contact-center-digital-transformation ----- The challenge Our approach 9% 25% ~28% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity

into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global leader in financial protection benefits helps millions of people gain affordable access to disability, life, accident, critical illness, dental and vision benefits through the workplace. With approximately 39 million customers, it handled more than 35,000 calls, 1,000 emails and 100 customer service chats per day. The client had high average handle and call wait times and limited self-service options, which led to agents handling most calls, leaving less time for employees to focus on more complex issues. The company needed a scalable and digital-ready solution to reduce the number of abandoned calls and create more consistent customer experiences. It wanted to standardize its technologies in different business units and migrate its on-premises customer service application to the cloud to reduce costs, boost loyalty and improve productivity for more than 2,200 agents. It wanted an omnichannel hyperpersonalized customer experience built on Amazon Connect. As one of Amazon Connect's largest global strategic partners, with a specialized practice focusing on technology and business transformation, Cognizant was the preferred partner for the client's needs. We helped the company transform its contact center across 10 lines of business (LOBs) for customer and employee engagement and assessed all the leading cloud platforms, mapping them against client requirements before recommending the best fit. We completed the migration of the company's virtual benefits counselor (VBC) LOB onto the Amazon Connect platform and implemented the new cloud contact center platform with Cognizant Intelligent Interactions (CII), our in-house engineering suite for Amazon Connect transformation engagements. We enabled the base Amazon Connect platform with self-service capabilities (chat and voice) and integrated it with the company's policy management system. We also helped create custom contact center applications to improve adoption, usability and employee experiences. After the completion of the VBC migration, we provided continual application and infrastructural support around the clock for the client's migrated LOBs. Due to our accelerated rollout cycle of Amazon Connect, our client achieved faster time to value and cut total cost of operations with a digital transformation, including self-service options. Cognizant's solutions drove the digital transformation roadmap for the client while addressing its challenges and integrating standardized platforms within complex landscapes. We helped the company deliver better experiences, creating deeper and more impactful customer relationships that will improve financial results for years to come. reduction in calls after migration decrease in average handling time self-service containment rate I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to

Uniper makes decisions faster with intuitive data discovery

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ uniper-data-discovery-solution ----- The challenge Our approach 70% to 10% Simple AI-powered Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Based in Germany and with a presence in more than 40 countries, Uniper is a company at the forefront of the energy transition. It balances investments in renewable energy generation and participation in the global energy trading market to ensure a secure energy supply for over 1,000 wholesale and industrial customers. In a complex, high-stakes and fast-moving operating environment, Uniper employees needed to make crucial decisions fast. However, the amount of time spent searching for and accessing data was slowing decision-making

down. Uniper needed an intuitive solution that would make data discoverable and accessible to anyone, whether at their desk or on the go. Uniper developed a new internal data search engine and engaged Cognizant to help build and launch it. Our successful track record with Insights Marketplace, a similar solution, gave Uniper confidence in choosing us as a project partner. We followed a four-step process to design and deliver a search engine tailored for business users, data owners and data specialists, including developing user personas; building a proof of concept based on a Talend data catalog; locating data owners and building an indexed inventory of shareable data; and building the data search engine and its intuitive front end using Microsoft Azure Cloud, Talend and React. We included user-friendly features to maximize the value of the search engine and accelerate adoption, such as AI/ML-driven recommendations and the ability to rate datasets. The new search engine has given Uniper users a simple search experience to locate and access data assets from across its vast data ocean. Initial feedback from business decision-makers revealed that before the new solution, 70% of their decision-making time was spent searching for information. Now, this search time has been reduced to 10%. As Uniper continues its business transformation, the ability to make fast, data-driven decisions will support its journey toward a sustainable energy future. reduction in time spent searching for data to support business decisions experience for finding data throughout the organization recommendations to make the right data even easier to find I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Working with GSK and Amref to improve health outcomes

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/improving-health-outcomes-gsk-amref ----- The challenge Our approach 100% 100% 89% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong

AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Amref Health Africa has been tackling health inequalities in Sub-Saharan Africa for over 65 years—with more than 30 years in partnership with the biopharma company GSK, which shares Amref's goal of strengthening health systems in lower-income countries. As part of its mission, Amref has pioneered community-based health care in 35 countries, training health workers and working with governments at the highest levels to ensure those workers are deployed as effectively as possible. The data Amref collects could be invaluable for improving public health interventions, but it was siloed across three different digital tools, making insights hard to get. Amref wanted to aggregate the data and produce meaningful reports to help it deliver public health initiatives more effectively. Cognizant offered to work with Amref and GSK to build a sustainable reporting solution. Cognizant consultants and digital engineers worked with Amref and GSK towards building a "single pane of glass" reporting platform that would be easy to use and manage, that could produce meaningful and actionable insights and that would be affordable to run. Cognizant integrated data from Amref's three digital tools, using Grafana as the open-source data analysis and visualization platform to deliver the required reports and insights. The result was a secure, scalable and extendable reporting environment capable of being adapted to all 35 countries where Amref operates. Insights gathered during the exercise have also shown where Amref can improve its data collection processes, and therefore generate more insights in the future. Diana Mukami Digital Learning Director, Amref Health Africa Fiona Smith-Laittan Head of Global Health Strategy and Operations, GSK As African countries strive to improve the quality and accessibility of healthcare—particularly for the most rural, impoverished and marginalized communities—the insights provided by Amref's reporting dashboards will be an invaluable aid to national-level planning, budgeting and delivery. On the ground, the data is helping to make certain that health workers are equipped to ensure the best possible health outcomes for individuals and communities across the continent. That brings Amref another step closer to achieving its vision of lasting health change in Africa. of users agree the dashboard information is

useful of users rate their experience with the dashboards as good or very good of users would recommend the dashboards to other colleagues I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Volkswagen Group Ireland transforms CX with cloud

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/volkswagen-cx-cloud-transformation ----- The challenge Our approach 15% 8% 50% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Volkswagen Group, one of the world's most recognizable automotive manufacturers, is undergoing a major

multi-year business transformation to become a software-driven mobility provider. It's a shift that requires a revamp of the way it manages relationships with its dealer network and end consumers. As part of that transformation, Volkswagen Group Ireland is seeking to streamline and improve the way its 520,000 customers and dealers experience its contact center. A legacy, on-premises call center platform was undermining the customer experience (CX) for callers and agents alike. A modern, integrated, omnichannel platform was needed. The modernization project involved moving from the legacy platform to Salesforce Service Cloud Voice handled by Amazon Connect, and full integration into the Salesforce agent desktop. Cognizant was selected to lead and deliver the project, based on our track record of successful Salesforce implementations and proven expertise in integrating multi-vendor environments. We held workshops with contact center supervisors, operations leads and agents to understand the issues caused by the existing platform. Based on those findings, we developed streamlined call flows and a new platform architecture that would see Amazon Connect integrated with Salesforce Service Cloud to create a single, omnichannel cloud-based contact center environment with a low total cost of ownership (TCO). The end-to-end project, from initial workshops to final go-live, was delivered in just three months. Volkswagen Group Ireland now benefits from a fully integrated, fully digital, cloud-based omnichannel customer service environment empowered with a holistic customer 360-degree view. The new platform significantly improves the experience for dealers and customers contacting the company, and supports Volkswagen Group Ireland contact center agents in responding faster and in a more informed way to every inbound inquiry. Importantly, it has helped Volkswagen Group Ireland to achieve its business transformation goals by enabling ongoing, high-touch, service-based relationships with dealers and customers. of calls are now resolved through IVR self-service reduction in average waiting time in the call queue improvement in back-office productivity I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

SailGP drives positive change with world-first Impact League

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/sailgp-impact-league-fan-experience ----- The challenge Our approach 15x 16x 350% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the

future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. SailGP is a thrilling sport that features intense, high-speed competition between 10 national teams racing identical F50 catamarans. It's also out to change the world by putting social and environmental impact at the forefront of athletic endeavor. Since 2021, SailGP has operated a second podium—the Impact League—recognizing its teams' commitment to a more sustainable and inclusive future. SailGP collects a vast amount of sustainability data from teams for the Impact League, and wanted to present that data in one place, make it easy to access and understand by presenting it in a way which both excited and inspired fans. It turned to Cognizant for help to design a new, interactive and sustainable digital fan experience. The initial workshops we held with SailGP drew out the breadth of its vision for the Impact League, and how Cognizant could help. We guided SailGP to start small, with a co-created minimum viable product (MVP), built using sustainable design principles, that would quickly start delivering a much-improved Impact League digital experience. In just 12 weeks, the Impact League digital experience was transformed from a single, web page with a static leaderboard into a data-rich, interactive storytelling experience that allows fans to track the purpose-driven achievements of their favorite SailGP teams, anticipate the positive differences they can make in the world and start to take action themselves. The flexibility, scalability and adaptability of the new data foundation and digital experience will be able to support other sporting leagues who want to make a positive difference to the future of the planet. increase in unique visitors to the Impact League site increase in Impact League page views increase in interactions with the Impact League dashboard I would like Cognizant to contact me based on the information

Conversational AI improves CX metrics for health plan

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/conversational-ai-improves-cx-metrics-for-health-plan ----- The challenge Our approach 88.8% 70.4% 34.4% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. For a large managed health plan client, fragmented contact center systems were causing disjointed, frustrating member experiences. Calls about orders, refills, prescriptions, and bills accounted for a very high call volume—approximately four million

each year. These high call volumes resulted in long hold times. Due to the lack of IVR self-service capabilities, agents had to handle all calls personally, which resulted in long handle times and an inability for agents to spend quality time resolving more complex calls. These delays in call response resulted in a high call abandonment rate, which risked member dissatisfaction. Additionally, the disjointed systems provided leadership with a fragmented view of analytics, which hampered its ability to pinpoint and address the sources of delays. The client wanted to consolidate as well as modernize and digitize its contact centers by incorporating conversational AI. The client engaged with Cognizant to rationalize its complex contact center technology landscape, and improve call resolution and member experience metrics. We upgraded the company's contact center platform to the latest digitally compatible Genesys solution to provide superior agent and member experiences in its contact centers. After reviewing potential conversational AI options, Cognizant recommended Kore.ai based on its strategic alignment, future product roadmap, cost of implementation and usage, time to market and ease of use. Our team analyzed the client's existing call and chat conversations, trends in key topics and frequent utterances, and identified top use cases for self-service. Cognizant trained and fine-tuned the grammar for more than 10 use cases across orders, payments, claims, prescriptions, online issues, billing and benefits. We engineered the AI solution deployment in phases, prioritizing business users, call drivers based on impact to call volume, and rollout time. We also engaged linguistic experts to test the system with various tones and pitches real callers would use to validate the member experience. As a result of our partnership, the client has improved call deflection toward self-service, which allows agents to focus on those calls that required more complex and time-consuming resolutions. Kore.ai adoption has led to significant improvements in call volumes, handle times and authentication time, which has resulted in positive member experiences. Visibility into the entire contact center ecosystem has also given the client a better view into its overall performance, allowing it to identify and address further opportunities for improvement. intent recognition rate authentication rates self-service containment I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

New revenue cycle approach nets $13M

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/new-revenue-cycle-management-approach ----- The challenge Our approach $13M 25% 8% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your

business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. MetroHealth, a large, safety-net healthcare system in Ohio, and Cognizant have collaborated on revenue cycle solutions since 2013. Both partners identified the need to mitigate spikes in claims denials by payers, shorten accounts receivables days, and increase cash collections. One critical issue was a lack of integration between MetroHealth's upstream and downstream systems that made it difficult to identify the root causes of pending or denied claims. For example, an incorrect benefits eligibility confirmation or missing preauthorization can cause a health insurer to deny payment on a claim. MetroHealth also wanted more transparent processes across departments, such as provider enrollment, patient registration and coding, in order to identify and solve issues. MetroHealth identified automation as key to preventing denials before they occur and creating optimal workflows for tracking outstanding claims with health insurers. To accomplish this, the Cognizant and MetroHealth revenue cycle management teams worked to launch the Cognizant® Revenue Cycle Management Workflow solution (CRCM Workflow). The solution allows MetroHealth to examine any point across its entire revenue cycle. CRCM Workflow prioritizes eligible accounts to address using business rules based on payer, amount and age. CRCM Workflow also works to prevent denials with TriZetto® Advanced Reimbursement Manager (ARM) Pro denials management solution. ARM Pro automates the previously manual process of identifying common causes of claim rejections. This information allows MetroHealth and Cognizant to

collaborate on denial prevention plans and assist affected departments in implementing them. Cognizant also assisted MetroHealth to identify underpayment and nonpayment from payers. For example, a large payer was unresponsive to over 5,000 of MetroHealth's account claims, the Cognizant team identified these accounts, MetroHealth alerted the payer, and the accounts were processed. With CRCM Workflow, ARM Pro and the Cognizant Revenue Cycle Management services team, MetroHealth and Cognizant have identified other process issues within its systems that can result in pending or denied medical claims, such as how patient observation hours are entered into MetroHealth's electronic health record system. That fix required creating a rule to ensure hours are reported per date of service, not as a whole, to help avoid denials by Medicaid managed care plans. These types of solutions throughout and beyond the revenue cycle resulted in a 30% decrease in the number of denied claims, netting the company $13M in additional revenue over a one-year period. The average collections per day increased by 25% from Q1 to Q4 in a single year. By improving processes that affect timely payment of its claims, MetroHealth is delivering a better financial experience to patients. additional revenue over one year Increase in average daily collections Increase in average productivity I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Intelligent automation transforms advertising operations

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ad-ops-automation ----- The challenge Our approach 97% $3.1M 75% 100% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific

solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A large US-based entertainment and media company was facing significant challenges with inefficient processes and lackluster profits from its advertising sales division. Teams were spending an overwhelming amount of manual effort pitching new proposals, scheduling programming and tracking the success of advertising campaigns. Account managers had to manually compile information from different internal and external systems for each proposal, checking that the data matched the proposal's requirements. This method was prone to mistakes and had the potential to lead to the loss of millions in revenue. The company was experiencing missed sales opportunities, empty advertising slots and lower than expected advertising revenues. It turned to Cognizant for guidance with a focus on the sales, audience targeting, campaign planning and analytics processes. Cognizant identified three primary focus areas for improvement: advertising proposal creation and validation, media kit distribution and advertising campaign monitoring. Our team automated the collection and uploading of sales orders to a SalesHub API which sped up the processing of sales data. As a result, media planners were able to significantly reduce the time they spent finalizing each advertising proposal, with a guarantee of 100% accuracy. Also, we automated the gathering and analysis of scheduling data from different networks, ensuring it met set rules. This intelligent automation removed the need for manual checks and allowed for instant content distribution to diverse markets based on audience preferences. Additionally, Cognizant integrated a variety of available raw data points from internal and external sources into the client's sales system. This integration gave our client's account executives instant access to critical ad performance data and allowed them to build reports that helped them improve the way they communicated with each other and their clients. The new solution resulted in substantial time and cost savings, increased efficiency and enhanced accuracy across various aspects of the company's operations. Over the course of three years, we helped our client scale to take advantage of 70+ automated processes, saving time, money and effort across the media planning operation. Time to create comprehensive proposals decreased from two+ hours to two minutes, with zero errors. By moving to 24/7 transaction processing, the speed and scalability increased, allowing the team to process over 900,000 pre- and post-sales log transactions annually. Time spent validating the content inside each media kit was reduced by 50%, from 30 minutes to 15 minutes.

reduction in proposal creation time annual savings faster media planning accuracy of media placements I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

IHG Hotels & Resorts embraces Google Cloud Platform

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ihg-hotels-resorts-embraces-google-cloud-platform ----- The challenge Our approach $5M 30% 320TB Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to

stay competitive in the evolving world of AI. IHG Hotels & Resorts, a well-known hospitality company based in Windsor, United Kingdom, controls more than 6500 hotels spread across 19 branded hotel chains globally. In recent years, IHG has experienced rapid paced growth, which is largely attributable to an aggressive acquisition and franchising strategy. This growth has contributed to unintended infrastructure and data management challenges, including difficulties sharing datasets across business units. IHG's system relied on a hybridized model of cloud-based and Teradata. This setup brought challenges in the form of lack of standardization, complex security measures, limited scalability and difficulty performing cross-system analytics. IHG, seeking to modernize and improve their systems, looked to Cognizant to relieve these stress areas. Following a comprehensive RFP process, IHG selected Cognizant as the technical implementation partner for IHG's conversion to an entirely cloud-based platform. Cognizant assembled a robust team of Google Cloud experts, performed a thorough analysis and identified options that would allow IHG to realize its objectives for improvement without experiencing any delays or disruptions in normal business activities. We focused on achieving an end-to-end implementation, using the Google Cloud Platform (GCP) technology stack. This included leveraging Google Cloud Data Fusion, which is a new, fully managed, cloud-native toolset that is used to build and implement ETL data pipelines for integration. Using the GCP stack allowed for the previously hybrid system to be completely cloud based. The team successfully delivered on a multiyear, cross-functional program that included migrating and redesigning 320TB of informational data from Teradata to Google BigQuery. Our efforts created a modern, cloud-based platform designed to support the future growth of IHG's expanding businesses and franchises. Cognizant delivered all program outcomes on time and within budget, despite project delays due to the pandemic. Using the newly created system, IHG was able to unlock insights from data that was previously unavailable. We reduced licensing costs by 33% by removing Teradata, BO and SAS licenses. By leveraging our Cognizant's proprietary CDIT conversion tools, our client achieved a faster time-to-market. Our solution also resulted in a 30% to 40% improvement in reporting performance. The new solution reduced data redundancy and improved data governance. It also reduced IHG's dependency on technical teams and increased compliance and adaptability when it comes to ever-evolving data privacy guidelines. saved from cancelled licensing costs faster time-to-market by leveraging CDIT tools data moved to Google Cloud Platform BigQuery I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Virtual AI clinician diagnoses symptoms with 98% accuracy

The challenge Our approach 918 5,000 98% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A national healthcare agency (HA) had identified the potential for generative AI to provide medical advice to patients with non-emergency symptoms. It envisioned a human-like avatar that would use large language models (LLMs) to triage symptoms and recommend a course of action. This 'virtual clinician' would be capable of listening to patients describe their symptoms and asking the same kinds of clarification questions that a human doctor would ask. Using knowledge absorbed from reams of peer-reviewed medical literature, it would arrive at a diagnosis and advise the patient on what to do next. There was only one problem: the HA in question didn't have the expertise internally to build a sophisticated generative AI clinician. It turned to Cognizant's global AI and Analytics team for help. Our initial discussions with the HA clarified that the

vision was to use an animated AI avatar to replicate the clinical pathways that real-world doctors take to drive diagnosis and suggest next steps. To orchestrate that vision, we designed a generative AI solution that works at four interconnected layers: intent, information, cognition and presentation. Working closely with clinical specialists at the HA to define real-world triaging questions, including counterfactual questions to minimize misdiagnoses, we built a working virtual AI clinician in just three weeks. The project phases over that period incorporated ideation and scoping, building and layering the LLMs, refining the models based on feedback from clinicians, and beta testing with internal stakeholders and the launch to external testers. The virtual AI clinician has now been proven as a single, scalable solution with built-in clinical governance, capable of diagnosing over 900 common medical concerns across an entire population. Designed, built, tested and launched in just a few weeks, the solution provides an efficient, accurate and cost-effective service for first-line medical care. The solution offers a glimpse of the future of telemedicine and digital therapeutics. It can help resolve multiple operational challenges facing modern healthcare systems—for example by alleviating pressure on healthcare contact centers, removing some of the diagnostic burden from busy clinicians and enabling patients to get rapid, accurate and science-based advice for a wide range of symptoms. individual conditions capable of being triaged patient conversations handled during testing phases accuracy of AI-powered diagnoses I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

======================

Supercharging digital via enterprise integration at Whitbread

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/whitbread-enterprise-integration-platform ----- The challenge Our approach Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. 6 months 275+ 4.5 million Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of

generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Whitbread is a British multinational hotel and restaurant company, a hospitality business leader and the owner of one of the UK's biggest hotel brands with a growing presence in the UK and Germany. It has aggressive plans to expand its business footprint in the UK and Europe while optimizing IT spend through technology transformation, greater customer and employee experience and reduced total cost of ownership (TCO). However, a heterogeneous mix of integrations, a lack of governance around integration platform, limited enterprise integration platform (EIP) capability, skill gaps, delivery issues and redundant software resulted in higher capex and Opex costs and impeded Whitbread's technology transformation journey—ultimately impacting the customer and employee experience and operational efficiency. Whitbread engaged Cognizant to support the modernization of its integration discipline with the goal of turning integration into a strategic, well-governed enterprise discipline across its business. In view of Whitbread's challenges, goals and transformation aspirations, Cognizant undertook a project comprising: I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. Whitbread had a strong, differentiated business model and a clear plan for international expansion but needed to integrate applications seamlessly and at scale in support of its growth objectives. Working with Cognizant, it implemented a single, enterprise-wide integration platform with a robust governance wrapper, enabling it to successfully implement its technology transformation initiatives while optimizing its IT total cost of ownership. The ICC and EIP give Whitbread the agility and flexibility to adapt to changing market conditions, capitalize on new opportunities and provide a great customer and employee

experience. record timescale for migration to Microsoft Azure integration services complex API operations delivered to date daily API calls supported

Manufacturing giant speeds SKU processes by 8X

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/manufacturing-sku-process-optimization ----- The challenge Our approach $1M+ 50% 8X Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Our client, a global manufacturing company, encountered issues across SKU management processes in its transportation and electronics business group, resulting in inefficiencies and inconsistent data. Setup workflows took two to twelve weeks, resulting in a loss of competitive advantage, and automated premature SKU deactivation jeopardized sales. The material setup process made no distinction between new and similar materials, costing time, and a

lack of consolidated data repositories complicated data tracking. On top of these issues, limited data insights hindered effective decision making. Cognizant was chosen due to our extensive experience in SAP data and analytics as well as a lengthy history with the client on data consolidation and migration projects. To achieve efficiency and maintain competitiveness, our client required a new strategy for material extension and management procedures. Cognizant developed an automated SKU setup procedure and a product portfolio decision-making tool to guarantee expedited material production and extension, and smooth inventory management. The system also leverages an intuitive user interface and offers flexibility in implementing business rules locally, regionally or worldwide under different material groups. The client now has a streamlined, standardized procedure that takes one to two days to load precise SKU data automatically into local and SAP systems via SAP Data Services. A consolidated data repository enables efficient SKU management using data validation and cleansing operations. A Microsoft SharePoint-based website gathers business relevancy rules and decisions from the customer on materials. Easy-to-use dashboards through Microsoft Power BI deliver deeper data insights. in additional sales in one year reduction of manual process faster process with 5X data quality

I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ====================== ----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/vorwerk-prepares-for-growth-with-new-digital-sales-platform ----- Vorwerk prepares for growth with new digital sales platform At a glance The challenge Our approach Business outcomes 7 200 100,000 Related case studies Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT

capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Industry Manufacturing Location Germany Challenge Deliver a smooth migration to SAP S/4HANA and the cloud for a business-critical sales and order management system supporting 1,600 sales professionals in four European countries. Success Highlights Founded in 1883 and headquartered in Wuppertal, Germany, the Vorwerk Group is a family-owned manufacturer of premium-quality appliances and related services. With operations in more than 60 countries, Vorwerk's Thermomix kitchen appliances and Kobold vacuum cleaners are known and trusted throughout the world, generating annual sales of over three billion euros for the group. Vorwerk is Europe's number one direct sales company, committed to maintaining close ties with its customers. For 20 years, its sales teams in Germany, Austria, France and Switzerland relied on an on-premises SAP system for sales and order management. However, this aging system lacked the agility and flexibility to support Vorwerk's future ambitions, and the on-premises infrastructure struggled to handle activity peaks such as Black Friday. Vorwerk needed to modernize its SAP ECC-based order management system to create an agile and scalable foundation for growth. It made a strategic decision to migrate the system, along with all its interfaces, to SAP S/4HANA. At the same time, it wanted to move the system to the cloud, in line with its goal of having all systems running in the cloud by 2027. What's more, this dual migration would entail seven more major projects: harmonizing Vorwerk's chart of accounts, implementing a new general ledger and new asset accounting module, creating a hybrid architecture to integrate the new S/4HANA system with its on-premises SAP customer relationship management (CRM) system and enabling system access for external sales advisors. These seven projects represented a business-critical digital transformation that could not risk failure. There are multiple options for migrating from SAP ECC 6.0 to SAP S/4HANA, and Vorwerk had to choose the right one for its business. For that, it needed the support of an experienced, professional partner with a deep knowledge of both SAP and of Vorwerk's own business and systems landscape. As a long-standing technology partner to Vorwerk, Cognizant was entrusted with the project. Identifying the right approach to the migration was critical. Each in-country implementation of SAP ECC held 20 years of valuable business data and had been customized to match local business processes. Vorwerk wanted to move much of the data and some of the processes into S/4HANA but also saw an opportunity to harmonize some processes and take advantage of new SAP functionality. This called for a "bluefield" migration approach, rather than rebuilding from scratch ("greenfield") or simply replicating existing processes in the new platform ("brownfield"). We therefore reached out to SAP S/4HANA bluefield data migration specialists SNP Group to work with us on the project. Working

closely with Vorwerk and SNP, we planned, managed and delivered all seven projects over 18 months, going live on time in a single cutover. We leveraged a breadth of onsite and offshore domain expertise at each stage, including specialists in record to report (RTR), order to cash (OTC), procure to pay (PTP), commission and repair, as well as technical expertise on business application software integrated solution (BASIS), advanced business application programming (ABAP) and integrations. This complex but highly successful transformation was delivered in multiple stages: Assessment and roadmap We conducted a full assessment of the existing SAP landscape, identifying custom functionality and associated ABAP objects to be considered for conversion. We leveraged our proven transformation assessment methodology (C-TAM) and experience of 35+ previous S/4HANA transformation assessments. The assessment formed the basis of a detailed migration roadmap. Cloud infrastructure We configured the new infrastructure in Microsoft Azure Cloud, taking best practices and SAP recommendations into consideration. Systems were deployed using a one-click deployment approach with Terraform scripts. Prior to the cutover, infrastructure was migrated seamlessly from a cloud solution provider (CSP) model to an enterprise subscription. Stress testing was successfully carried out, with user acceptance testing (UAT) confirming that the selected stock-keeping units (SKUs) and the implemented design were best suited for the workload. AzCopy was leveraged to copy the data from the on-premises system to cloud, and continuous synchronization was enabled for delta copy. Post go-live, high availability (HA) and disaster recovery (DR) capabilities were enabled to maximize the resilience of the infrastructure. SAP S/4HANA configuration We created a shell of the new S/4HANA system, with no data, on the Azure platform. This allowed us to carry out the required configurations without impacting any data. It was also an opportunity to harmonize Vorwerk's chart of accounts and introduce new parallel ledger functionality to enable faster and smoother accounting across its country-based legal entities. Bluefield systems migration We migrated the existing landscape to the new S/4HANA environment, including making appropriate adjustments to the application programming interfaces (APIs) to Vorwerk's SAP CRM and other non-SAP systems in Vorwerk's ecosystem. Selective data migration We worked with SNP to conduct multiple cycles of data migration, using its CrystalBridge® tool to safely bring 20 years of customer, account and transactional data into the new S/4HANA environment. A selective data transition (SDT) method was used to prepare and migrate the data that Vorwerk had identified as having the most value for its business. Testing After each data migration we conducted integration testing, and then a final UAT to identify any user-facing issues for remediation. We conducted depreciation runs with existing data in the new S/4HANA universal ledger module and tested two years of commission calculations to ensure this morale-critical process would run smoothly. Cutover and hypercare The final cutover was a complex one, with multiple transformations going live at once: the S/4HANA migration, the cloud migration, new business processes, a harmonized chart of accounts and a new general ledger environment. Despite this, cutover was extremely successful with minimal issues, no business disruption and no need to engage with SAP. The delivery and test team also stayed on after the cutover to provide a scheduled period of hypercare, ensuring any issues were swiftly and expertly addressed and handing over to the ongoing maintenance team on time as planned. Using a

lean migration approach, the business-critical sales and order management system, including 20 years of data, was moved to an SAP S/4HANA and cloud environment over a single weekend, with close to zero downtime. The speed and success of the migration meant 100,000 Thermomix and Kobold sales advisors across Europe could continue working as normal, while finance professionals could benefit straightaway from the harmonized reporting environment. With the system going live on time and to plan, Vorwerk now benefits from: Vorwerk's legacy SAP system had served the company well, supporting revenue growth in four core territories and significantly contributing to the company's three billion euros in annual earnings. But for the next phase of its journey, Vorwerk needed a modern sales and order management system that could easily adapt as the company's business evolves. By partnering with Cognizant and SNP, Vorwerk achieved a smooth migration to SAP S/4HANA and the cloud for the system and its almost 200 interfaces, gaining a state-of-the-art platform for growth while ensuring it stays close to its valued customers. major IT projects made live in one weekend with near-zero downtime critical interfaces migrated to SAP S/4HANA and cloud Vorwerk sales advisors experienced zero disruption to their work About Vorwerk Vorwerk is the number one direct sales company in Europe and the world-leading direct seller of high-quality household appliances. Its core business is the production and sale of superior household products, and the Vorwerk family also includes the akf group. Vorwerk generates consolidated sales of over three billion euros and operates in more than 60 countries. https://www.vorwerk-group.com/ Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant. World Headquarters 300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 USA Phone: +1 201 801 0233 Fax: +1 201 801 0243 Toll Free: +1 888 937 3277 European Headquarters 280 Bishopsgate London EC2M 4RB England Tel: +44 (01) 020 7297 7600 India Operations Headquarters 5/535, Okkiam Thoraipakkam, Old Mahabalipuram Road, Chennai 600 096 Tel: 1-800-208-6999 Fax: +91 (01) 44 4209 6060 APAC Headquarters 1 Fusionopolis Link, Level 5 NEXUS@One-North, North Tower Singapore 138542 Phone: +65 6812 4000 Email: inquiry@cognizant.com

2529004_CS_GFM_GGM_MLEU_New_Named_Vorwerk_Case_Study Template rendering in progress please wait.. PDF will be downloaded shortly. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Helping businesses win with the power of intuition

Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. From the track to the back office, discover how Cognizant is engineering intuitive technologies to improve race performance, cost management and fan engagement for Aston Martin Formula One. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Modernize IT for next-gen banking CX

The challenge Our approach 40% 25% 15% 15% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. In a bid to reduce both capital and operational expenses, a U.S. financial services provider wanted to upgrade its outdated legacy contact center. The bank wanted to add next-generation digital capabilities and significantly enhance customer experience (CX) across its 400 branches. The bank approached Cognizant for guidance on modernizing its contact center's IT infrastructure to enable multiple digital channels and evolve into a bank of the future. After a thorough analysis of the bank's existing contact center, we shared our point of view on cloud solutions and recommended AWS Connect as one of the options best-suited to the bank's needs. We developed a detailed proof of concept modeled to the client requirements that demonstrated the effectiveness of an AWS-powered contact center platform. We shared our

point of view on cloud solutions, recommended AWS Connect and developed a solid proof of concept (POC). Cognizant's solution enables an omnichannel experience for customers through consistent self-service options, proactive self-service support and seamless transitions across channels while also preserving content. It maximizes automation to enhance agent productivity. The modernized contact center platform also includes Cognizant Intelligent Interactions, Amazon Lex and voice biometrics. Cognizant worked with the bank to develop a clear IT and cloud migration strategy closely aligned with its overall business goals. This included creating an IT operating model, evaluating cloud platforms and tools, reviewing third-party best-in-class products and developing a POC. Cognizant also used deployment accelerators such as speech enablement, virtual workstations and a few other aspects to speed-up implementation timeline. Migrating the contact center's infrastructure to the cloud and integrating leading third-party security offerings have helped the bank achieve operational efficiencies. Now, the bank is able to develop new features to support members and has the assurance that its security and compliance requirements are met. Speech enablement and virtual workstation provisioning helped Cognizant reduce the bank's overall implementation timeline by 15%. decrease in agent headcount with digital self-service enablement reduction in total cost of ownership with pay-as-you-go pricing increase in self-service containment rate decrease in bank's overall implementation timeline I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Airline uses chatbot to improve CX

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/chatbot-improves-airline-customer-experience ----- The challenge Our approach 1,200 conversations 80% 90% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn

from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Witnessing a shift in consumer behavior around contact center engagement, a midsize international airline decided to proactively find new methods to connect with customers who tended to ignore the airline's Frequently Asked Questions page and directly call the contact center. The airline wanted to reduce direct call expenses while also providing 24x7 support to their passengers. A particular pain point was the number of customer loyalty program inquiries received. Recognizing the potential for conversational AI to simultaneously reduce call volume and improve customer satisfaction, the airline sought Cognizant's travel & hospitality technology expertise in developing a customer-facing intelligent assistant to automate these inquiries. Cognizant's specialized team began by evaluating multiple natural language understanding platforms in the marketplace to determine the appropriate technology stack. After considering the client's business objectives as well as the platforms' capabilities, we recommended Google Dialogflow because of its ability to escalate issues to an employee using the LivePerson chat platform. We then mapped the conversation flows and handled the chatbot training, which grew in complexity over time as the number of intents grew. To mitigate any intent conflict, the team leveraged a series of best practices built from previous engagements and performed frequent regression testing to ensure the bot had an acceptable accuracy rate. Once that threshold was reached, the intelligent assistant was deployed on the airline's website. There, it automatically handles both straightforward and complex conversations from customers related to the airline's loyalty program and escalates issues when necessary. Cognizant's Conversational AI team partnered with the airline to deliver a virtual agent that answers over 50 of the most common customer inquiries relating to its loyalty program. Learning over time, the intelligent bot effectively contains and leverages relevant "conversations", reducing the load on contact center agents by responding to all high-frequency inquiries. automated each week by software agent containment rate by virtual assistant chat program accuracy I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to

======================

Automaker improves CX with chatbots

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ chatbot-improves-car-purchase-journey ----- The challenge Our approach 13% 5% ~3% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A large automobile manufacturer has big plans to drive digital transformation globally over the next 5 years. Its goal is to provide a seamless, personalized omnichannel experience to increase customer satisfaction and loyalty. This included creating a best-in-class chatbot assistant to guide customers throughout their journey. It involved researching the types of vehicles that would suit their needs as well as moving them through the purchasing process and beyond. To accomplish this, the automaker needed a strong implementation

partner with automotive industry expertise and an understanding of the needs of customers, the digital experience and what it takes to execute a successful rollout. The Cognizant consumer goods technology team started by looking at the automobile manufacturer's 2025 digital transformation goals, and then devised a roadmap with specific details on what it would take to create these capabilities and successfully roll them out to multiple countries globally. We applied our six-dimensional framework to provide a strong backbone for executing this end-to-end omnichannel solution. This framework includes the following key elements: strategy, opportunity analysis, architecture and technology, people and skills, governance and organizational change management. Our team partnered with the client to make further enhancements and provide additional use cases to the chat experience to support and guide customers throughout the car purchase process. Capabilities were implemented, piloted and tested in one country, and then the refined conversational agent went into live production. Next is the rollout to 16 additional countries in 13 different languages. increase in Car Configurator users increase in interaction success increase in conversion rate in the first few months I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=======================

Provider decisions are 45% faster

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-healthcare-operations-intelligence ----- The challenge Our approach 88% reduction 45% faster ~30% increase Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your

manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Every enterprise is challenged to use organizational data effectively and apply intelligent analytics to execute their business processes optimally. This U.S.-based healthcare company provides revenue cycle management solutions designed and developed to engage patients, as well as assist physicians and hospitals and improve the latter's financial results. Over a period of time, the organization had generated thousands of reports, aggregates and metrics compiled in multiple formats and stored in diversified locations with varied entitlements. It needed an automated way to discover insights, search relevant reports and visually represent trends so team leaders could take the next best action. The company also wanted a way to field requests for all relevant metrics, measures and dimensions, and it wanted those details in real time. We developed an intelligent system capable of "conversing" with users and providing not only specific information but also relevant synopses from underlying analytics in the moment. Using Microsoft's Azure AI platform, Cognizant built a smart business operational assistant called RESOLV that answers business analytical queries in real time using natural language processing. With it, stakeholders gain a better understanding of business processes using the most relevant metrics, generated by the latest insights from on-premises or cloud-based enterprise data—including information from CRM software, precompiled reports and statements. RESOLV learns and understands acronyms, and it provides natural language narratives of visual charts. The tool also supports smart integration with multiple communication channels in a variety of languages. The virtual assistant we implemented enables 24/7 interaction in multiple languages through enterprise instant messaging applications such as Skype for Business and Microsoft Teams. It auto-generates reports, saving 88% of manual efforts. The tool quickly responds to queries on patient responsibility, coding and billing. Artificial intelligence analyzes claim rejection reasons, physician productivity, collection performance, modality analysis, coding profiles and back-office operations, as well as payer and payee transactions for deeper insights. in manual effort spent searching for reports and creating narratives decision-making based on real-time insights in operational processing with sustained information accuracy I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to

Assessment paves way to the cloud

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cloud-migration-insurer ----- The challenge Our approach Recommended 34% Faster and more informed Defined Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading U.S.-based health insurer wanted to migrate its on-premises data center to the cloud to improve efficiency, increase agility and reduce administration expenses. Cloud migration offers a plethora of advantages, such as improved reliability and scalability, as well as faster provisioning and more cost-effective time to market. However, for many healthcare industry players, the question is not whether to shift to the cloud to realize its many benefits but how to make the transition. Given Cognizant's extensive experience in migration assessments, the organization turned to us to aid in the transition process.

Our transition roadmap included Discovery, Analysis and Planning phases. The Analysis phase followed three parameters: cloud fitment, cloud migration assessment and total cost of ownership (TCO). The critical considerations for the cloud fitment analysis included regulatory and compliance requirements, technology support, infrastructure dependencies and license portability. We conducted the TCO analysis using our CloudFrame and Cloud TCO calculator. Our understanding of the client's IT and application environments informed the initial assessment. We then helped the client find answers to questions related to enterprise needs, along with identifying actionable insights on various factors such as cost, choice of cloud, risks, compliance and security. Utilizing our Cloud Steps Transformation Framework and backed by our vendor and multi-industry assessment capabilities, we assessed the client's 300-plus applications and more than 600 servers, as well as the suitability of each, for the transition. Cognizant's Healthcare Cloud Assessment (HCA) framework provided the client with a holistic view, including return on investment information, as well as a cloud migration roadmap and a high-level cloud migration architecture, all of which helped the health insurer drive actionable, well-informed decisions. We provided recommendations that would result in annual post-migration cost savings of 34%. We also identified suitable landing zones based on parameters such as licensing, hosting and storage costs, services bouquet and technology, and respective hosting regions. After determining the application grouping, we developed a detailed migration plan covering both cloud foundation architecture and design. in annual post-migration cost savings with actionable insights decision-making process cloud migration strategy for cloud-suitable applications I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=======================

Insurer uses AI to protect biometric data

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-insurer-data-protection ----- The challenge Our approach 99% 100% 24/7 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can

channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Industries in India have been disrupted recently by the 2019 Aadhaar Act privacy amendment. Aadhaar numbers are unique identification numbers issued to every resident of India by the government. This new law requires all organizations in India to comply with provisions to mask each individual's Aadhaar number for security purposes. Seeking to comply with this new mandate—and avoid a stiff penalty—one large Indian insurance company enlisted Cognizant to cloak the numbers using an automated process driven by artificial intelligence (AI). As the law prohibits intermediate storage of data, the company wanted an efficient masking technique without disrupting its existing processes. Cognizant created an AI-enabled smudging solution for the insurer's historical heterogeneous data, storage devices and future real-time Aadhaar image processing. This process was carried out by taking the image input and providing a masked image as the output. A cognitive service-based machine learning model, running on the Microsoft Azure platform, masks the images in the background. Our solution facilitates identification of long or short format Aadhaar cards and masks bar codes, QR codes and identification numbers. Azure Computer Vision technology identifies the Aadhaar numbers in the image. A machine learning model, based on Azure Cognitive Services and trained using sample data provided by the client, identifies QR codes and bar codes. This automated, secure and maintenance-free solution is much faster than the insurer's previous manual image masking technique while remaining fully compliant with process requirements. There is no risk of data leakage because the API does not store images during processing. The new system is also scalable to support large changes in workload and throughput. reduction in operational costs over manual masking image masking accuracy card image system availability I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the

AI accelerates biotech market share

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-analytics-for-pharma ----- The challenge Our approach 90% 50% 40% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading pharmaceuticals company needed to accurately track the market share of medications and consumer health products it manufactures and sells. It wanted to identify the future business prospects for each product, its contribution to the total market and key factors influencing the growth of that market. The existing Microsoft Excel-based classifications model required significant manual intervention that led to rework and human error. So, the manufacturer

looked for a scalable, artificial intelligence-based solution to categorize market share analytics automatically. We designed and developed an AI-based intelligent system using Azure Machine Learning to auto-classify medications and consumer health products into a variety of market-related categories. Prior to classification, the application processes high-volume data from multiple sources using Azure Data bricks and Azure Data Factory. Our solution analyzes the output in Power BI (business intelligence) and generates different metrics from that data, enabling users to create customized, self-service reports. This allows the business to understand and respond to big picture market trends and how each product performs against its competition. We leveraged Azure MLOps to build a data pipeline for continuous model training. As testing and training progress, new data is incorporated and models become more accurate. A scalable infrastructure monitors and alerts analysts about any operations issues. This engagement increased operational efficiency, allowing the manufacturer's personnel to focus on more value-added and less repetitive tasks. It also greatly improved the customer experience by making it simple to categorize and sort sales of specific medications and consumer health products. reduction in processing time using scalable Azure AI/ML services reduction in manual efforts using machine learning approach onboarding effort for new market sources achieved through automated ingestion framework I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Personalized marketing aids automaker

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/adobe-marketing-personalization-luxury-automaker ----- The challenge Our approach 50% 40% Doubled Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights.

Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A luxury car company sought to increase sales by providing customers with personalized offers based on their purchase and service history, driving habits, outside interests and demographics. While the automaker had most of the data required to make the right offer to a customer, different departments focused on their own slice of data and conducted separate marketing campaigns. Without a holistic view of the customer, departments sent overlapping offers—some irrelevant—and, consequently, customers paid little attention. With different countries using different marketing platforms, the cost of innovation increased as well. The client engaged Cognizant to build a personalized marketing platform that would deliver the right offer through the right channel at the right time. As the first step, the Cognizant Digital Experience team created a global blueprint for infrastructure, data model, marketing platform, reports and analytics models. Next, we rolled out the beta solution in a test market and introduced the product in phases to meet the company's aggressive timeline. The first phase—launched in just three months—included email marketing campaigns and business intelligence dashboards. This model was enhanced in the second phase with automated prospect identification. We also integrated Adobe Campaign to track response and automate complex workflows, as well as Adobe Analytics, while adding a text channel and loyalty app. We enabled the data management platform on Adobe Audience Manager to bring in more data from third parties and social media. Our cloud-based solution creates a 360-degree customer view by consolidating the company's data, such as sales and service history, website visits and driving history, along with data from external sources like social media. With the help of machine learning and artificial intelligence, the solution identifies the next best offer, which is automatically extended through the best channel, depending on the offer and customer preferences. The platform pushes the responses to Adobe Campaign, and the results appear on an interactive dashboard. Then the results are fed back into the analytics engine to make the predictions better. Using the same design across regions enables a central team to manage, support and maintain the platform. We also ensured the solution complies with auditing, privacy and security requirements by working closely with the

company. more sales prospects generated in the first year expected increase in repurchase conversion rate over three years email open rate to 45% and email click-through rate to 20% I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=======================

Data science fast-tracks cancer drug

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/data-science-ai-cancer-drug-development ----- The challenge Our approach 20 days Up to 4 years 8% to 10% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to

stay competitive in the evolving world of AI. The stakes are high in oncology drug development: The mission—saving lives—is critical, but the process is costly and the competition is fierce. A major pharmaceutical research company focused on a full range of cancer treatments, including one for acute myeloid leukemia (AML), needed a quick and accurate method to process the massive amounts of data emerging from its own trials, from available research and from the Cancer Cell Line Encyclopedia. It engaged Cognizant, its long-time trusted partner, to consider ways to make the process of reviewing critical information on drug performance and patient outcomes more efficient. Cognizant's Artificial Intelligence team applied its expertise in data science and analytics, alongside its experience in the life sciences industry, and built an automated process to analyze data in clinical trials research and during clinical trials, specifically for one AML treatment. Our solution uses text mining to automatically review more than 10,000 online resources, such as medical journals and scientific research publications. We leveraged an Agile development model to design and build an automated pipeline that intakes this vast range of disparate data, normalizes it, performs analytical processing and delivers easily understood reports on outcomes. The automated solution makes identifying optimal doses of drugs dramatically faster. Our data science solution helps our client improve what had historically been a manual, costly and laborious process for cross-referencing research from clinical trials on cancer drugs. It also lays the groundwork for use with a full range of other drugs for conditions ranging from Alzheimer's to depression and schizophrenia. Our client's journey ahead is clear: leverage its new automated, data science-driven pipeline for different treatments, and then incorporate machine learning, using AI to speed drug development while improving the safety and efficacy of its clinical trials. to review drug outcomes, reduced from 20 months trimmed from the full oncology drug development process of 10 to 18 years cost savings per patient in clinical trials I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=====================

Data makes mining efficient

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/mining-logistics-data-analytics-platform ----- The challenge Our approach $20 million 50% 50% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge

AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A major mining company found several significant inefficiencies in the way it managed housing for its onsite workers. Erratic housing needs and patterns, inaccurate daily occupancy reporting, price differences and varying rules for employees and contractors made this a complex undertaking for the logistics team. The team also struggled with transportation planning. All of these problems were driving up the costs. The company asked Cognizant for a technology-based solution to address the challenges and drive down the costs. Cognizant's Artificial intelligence team worked with the client to develop a proof of concept for a secure data analytics solution that automates basic reporting, manages ad hoc schedule changes, predicts no-shows, and flags non-compliance and reporting anomalies that have cost impact. We built an "optimization engine" that processes current occupancy data and recommends optimum space allocations based on a back-to-back optimization approach. Our team consolidated these features into a digital analytics platform (DAP) and shifted the platform to a cloud environment. In subsequent stages, we expanded the platform's capabilities to analyze data on the company's fleet of trucks as well as a range of plant and equipment productivity metrics. These expansions enable predictive and preventive maintenance of the fleet and help deliver efficiency improvements throughout the organization. Modern mining is far more automated than it used to be. Cognizant partnered with the client to design and build a cloud-based data analytics platform that not only provides cost-effective solutions to the challenges of managing housing and transportation but also has the potential to serve and optimize the logistics operations of the entire company. cost savings from optimal utilization of housing space reduction in no-show costs reduction in costs due to erroneous records and reporting I would like Cognizant to contact me based on the information provided above. I agree to the

=====================

Preventive care, with a dose of AI

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-based-preventive-care ----- The challenge Our approach 85,000 $60 million Captures Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Drug addiction interferes with positive health outcomes for patients being treated for other conditions. Additionally, caregivers providing drug-addiction treatment must divert much-needed resources from other patients. Treating addiction is very expensive. U.S. healthcare organizations spend more than $500 billion annually caring for patients suffering from opioid addiction alone. Across a large healthcare organization it's challenging to consistently identify

patients at risk of becoming addicted and alert physicians to that risk. Our client asked us to explore ways to identify potential drug-seeking behavior to lessen the incidence of addiction and lower healthcare costs. People looking to secure opioids or other addictive drugs tend to behave in predictable ways and have common characteristics. We proposed an artificial intelligence-based solution that links text analytics performed on physicians' notes from patient visits—including their impressions of a patient's behavior, appearance and diagnoses—with data in our client's confidential third-party electronic medical records (EMR) system. Our solution, which uses text analytics and advanced machine learning, generates system alerts for doctors during patients' visits when a pattern of at-risk behavior is identified. This enables caregivers to intercede with patients in real time and take corrective actions. We're helping one of the nation's largest integrated healthcare services companies implement an intuitive AI-based solution to identify potential drug-seeking behaviors to alert caregivers about patients at risk, improve health outcomes and lower treatment costs. drug-seeking patients identified targeted organizational savings for this healthcare provider behavior and symptoms in real time as patients interact with a physician I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

AI saves $20M in fraud losses

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-machine-learning-fraud-detection ----- The challenge Our approach 50% $20 million < 70 msec Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth

with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Even with lower check-processing times due to electronic payments and automated clearinghouse (ACH) transactions, banks must still manually verify millions of handwritten checks. Annually, banks risk losing millions as a result of check fraud by counterfeiters. Because a percentage of the funds is made readily available to the depositors, it's critical to identify counterfeit checks quickly. To reduce the incidence of check fraud, a global bank partnered with Cognizant Digital Business to build a solution based on artificial intelligence (AI) machine learning to speed up check verification and lower costs. To meet the bank's goals, our solution needed to identify fraudulent checks in real time, as well as reduce the number of checks requiring manual review. The bank already uses optical character recognition (OCR) and deep learning technology to scan checks, process data and verify signatures. Our model, based on Google TensorFlow™, uses a neural network to parse a historical database of previously scanned checks, including those known to be fraudulent. Our banking AI solutions experts trained the neural network to use a set of comparative algorithms to distinguish good checks from anomalous ones. By automatically comparing various factors on scans of deposited checks to those in the database, our model flags potential counterfeits in real time. It assigns a confidence score to each scanned check, flagging it as good, fraudulent or needing further review. Our solution is scalable and configurable to the client's evolving needs. Counterfeiters constantly develop new techniques to perpetrate fraud in financial services. Our AI solution operates with near human intelligence to counteract the counterfeiters and reduce losses. Every transaction the model processes increases its accuracy of detection and adds to its enormous repository of historical information, so it's continually learning the practices of habitual fraudsters to defeat them. reduction in fraudulent transactions annual savings on fraud losses response time, with up to 1,200 checks per second processed I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Automaker drops parts deficit 50%

The challenge Our approach $2,000,000 100% 50% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. One of the world's largest car manufacturers, wanted to streamline its parts shortage management process by replacing the company's inefficient—and often inaccurate—manual parts shortage management (PSM) with a digital solution. The automaker engaged Cognizant to access its current PSM processes and develop a digital solution to optimize parts shortage management. Based on the assessment findings, Cognizant developed a strategy to rollout the company's largest global digital platform to improve part-ordering agility, provide accountability for operations and drive meaningful insights to support decision making. The analytics-backed digital parts platform features a mobile-based app for team leaders and a desktop application for parts-ordering specialists to provide real-time visibility into parts shortages and agility necessary to respond and prevent line disruptions. Cognizant's digital PSM solution resulted in a 50% drop in parts shortages for the client

along with significant cost savings. The company has plans to use this project to springboard future digital factory initiatives, leading to ever greater agility, efficiency and resilience to business disruptions. cost savings after the first phase reduction in the number of shortage parts ordered decrement in plant-floor parts shortage I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Transport output rises 8%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/mining-cloud-based-ai-analytics ----- The challenge Our approach Increased Reduced Saved Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global mining company with

more than a dozen mines on three continents faced financial hurdles caused by the delays in transporting ore, among other inefficiencies. The massive transportation equipment used by this company and the complex operations involved in the process were difficult to track in real time. To avoid further interruptions and to reduce the financial loss caused by the delay, the company asked Cognizant for help. We established a Center of Excellence to collaborate with the client's management team to design and deliver a solution that would gather sensor data on its global installed base of mobile equipment, monitor that equipment's performance and apply algorithmic analysis to improve the efficiency of its use. Our machine learning solution provides a dashboard for real-time monitoring and benchmarking at various stages of the transportation cycle. The solution captures data on equipment location, movement, load, use, speed and efficiency to ensure optimal use of equipment. Our cloud-based AI analytics solution also helped mine operators to monitor the throughput and efficiency by viewing the root cause of lower yields on a near real time basis. The project, completed in seven months, included a pilot at three different sites with an initiative to extend the solution globally in its second phase. Our artificial intelligence solution eliminated the need for manual assignment matching at each of the company's 15 mines—where one person had to spend three days per site to make a report—saving 24 hours weekly of manual equipment management time at each site. The strategy also helped the company to direct trucks based on necessity and thus reduce downtime. These efforts resulted in 8% increase in annual tonnage moved and in a total capital cost reduction of $30 million annually. annual throughput by 8% at the pilot site annual capital cost by $30 million manual equipment management time by 24 hours per site per week I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Reporting system yields 100% accuracy

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/oil-gas-digital-hydrocarbon-accounting ----- The challenge Our approach 100% Improved 0.5% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales,

find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. In the oil and gas industry, every drop counts. While it's easy to discover what goes missing on the journey from oil field to gas pump, keeping track of where it's going, who's receiving what and how much goes to waste remains a key challenge for many energy companies. A leading US petroleum and natural gas company had to allocate its production across several business partners. It relied on human effort to prepare production data, which involved risks such as operations and production data being mixed together. So, when the company needed to study production data, people had to work overtime to separate the two. This also made it difficult to comply with Sarbanes-Oxley Act regulations. The company's existing production accounting processes and platforms were ill-equipped to handle its complex production allocation and reporting needs and prevented it from identifying potential revenue areas. Our Oil & Gas technology experts stepped in to help. Cognizant worked with the client to harmonize its business processes and implement a digital hydrocarbon accounting platform, which provides complete reconciliation of actual quantities of hydrocarbon produced and sent for export, storage, consumption and allocation back to the wells. The platform accurately determines the ownership and corresponding revenues for each partner and processes data in other departments. It's now also easy to report for Sarbanes-Oxley and other legislative requirements. To obtain a proper picture of its operation, we captured the client's end-to-end requirements for hydrocarbon production and accurately modeled both field arrangements and product-sharing contracts. We performed exhaustive quality assurance testing and user training to enable a smooth shift to the digital platform. This resulted in an on-time and on-budget implementation. After adopting our digital hydrocarbon accounting platform, the company now enjoys 100% accuracy in production accounting and revenue generation, an extra 0.5% margin of production, regulatory compliance and the ability to easily scale and configure applications to any future amendments. accuracy for

allocation and revenue reporting user efficiency, time savings and scalability extra margin of production through enhanced accounting I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=====================

ERP trims ops cost by 50%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/erp-integration-trims-operations-costs ----- The challenge Our approach 50% reduction 30% boost 40% gains Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. When a company makes numerous acquisitions, it also adds multiple systems and business processes that must be integrated with the rest of the organization. Lack of system and

process integration increases operating costs and hampers organizational performance. A global life sciences company faced a similar problem when it inherited multiple enterprise resource planning (ERP) systems and businesses after acquiring five companies in the same number of years. Vendor invoices weren't processed on time, interrupting the flow of critical supplies. Inefficient collections disrupted the company's cash flow and slowed the month-end close process, eventually delaying financial reporting. The company reached out to Cognizant for help. Cognizant's engagement was part of a larger strategic effort to establish an integrated company that would enable scalability and create support efficiencies. As part of our initial assessment of the company's processes and the multiple technologies supporting these processes, we learned that following the conventional approach of consolidating all legacy ERP systems into a single ERP system would take several years and be a significant burden on the client. Instead, Cognizant proposed an orchestrated operating model that synchronizes all ERP instances across countries and business units and manages daily transactions. This plan helped the company implement systems of engagement for key processes, including procurement operations, accounts payable, record to report and travel and expense, enabling seamless transaction processing and optimized period close. Cognizant redesigned and standardized the company's key processes. We developed a business outcome framework to drive the optimization of working capital through accelerated past due receivables collection, as well as business performance dashboards that enable managers and other leaders to view key operational metrics. Cognizant also delivered business processes for 22 entities in 10 countries and successfully enhanced the month-end close process. These changes have resulted in efficiency gains, lower operations costs and $45 million in delivered business outcomes. Cognizant optimized manual processes through digital interventions such as robotic process automation and actively engaged our subject-matter experts in both system integration testing and user acceptance testing to ensure successful testing of possible business outcomes. in total cost of operations in month-end process in productivity I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

ERP install saves 65% in ops costs

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/oil-gas-erp-solution ----- The challenge Our approach Identified Advised Recommended Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the

future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. After a series of acquisitions, a North American specialty manufacturer of tubular technology for gas and oil wanted to integrate and streamline the operations it inherited to reduce IT costs and improve suboptimal processes. The primary challenge was to tie together the various enterprise resource planning (ERP) systems it had acquired. The client also wanted to automate its paper-based business activities to free up staff to take on strategic activities. To tackle these challenges, the manufacturer turned to Cognizant. Benchmarks to improve the quality of the manufacturer's processes were set. Our experts then visited the company's five North American facilities, studied its operations and reviewed its documentation to better understand its processes. We used our "Quadra D" (define, discover, deep dive and deliver) framework, which includes an as-is analysis, updated business cases, functional and technical architecture, budget and plan, and a roadmap execution plan. Our oil & gas technology experts devised a strategy based on our investigations that would consolidate the company's four existing ERP systems. Because the manufacturer also wanted to reduce IT costs, we suggested an upgraded SAP-based architecture. We designed an SAP-based architecture to decrease IT costs using a two-tier ERP solution and by decommissioning multiple custom applications. Our proposals are now under consideration for the company's future strategy. 65% savings in IT operations costs on how to improve suboptimal processes automation as a strategy to free staff for strategic activities I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon

New invoice yields 20% reuse

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ oracle-12c-platform-upgrade ----- The challenge Our approach Eliminated 20%–30% 20% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A U.K.-based public transportation company grappled with its aging Oracle integration platform. At capacity and facing supportability issues, the system itself wasn't scalable and the invoice processing system could address only one invoice at a time. The result was a significant backlog. When the company's incumbent vendor couldn't successfully upgrade its Oracle platform, it turned to Cognizant. In the design phase, we divided the project into five workstreams and conducted workshops for each. The goal was to develop a clear roadmap for merging the five streams into two during the execution phase. We built a standardized service-oriented architecture and business process

management integration platform, as well as upgraded the legacy system to Oracle 12c. The upgrade provided a cloud-enabled platform for hybrid integrations, with cloud, external partner and on-premises applications. New capabilities, such as service virtualization, process orchestration and monitoring, and partner integration, were also included. Throughout the engagement, Cognizant evaluated and implemented capabilities beyond the original scope that would provide a true transformation to the digital era. These included addressing application programming interface management, which we believed was critical, and designing the platform with a placeholder for future implementations. After completing the project, the company engaged Cognizant to provide ongoing platform support. We provide continuous and point-to-point solutions using a DevOps model. The Oracle platform upgrade reduces time to market for new project integrations by 20 to 30 percent and automates manual invoice reconciliation processes. This eliminates backlog and significantly improves invoice processing performance. The new, high-performance scalable platform supports approximately five million transactions. invoice processing backlog through automation reduction in time to market for new project integrations reusability enabled across business processes I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Automation ups output 200%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/oil-gas-warehouse-automation ----- The challenge Our approach 200% 99% 30% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your

manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Despite implementing several SAP modules, a major Saudi Arabia-based Petro-chemical company still suffered from disconnected systems and manual processes that prevented it from being fully productive using the applications it had in place. In addition, the petrochemical producer was bogged down by poor process synchronization, complex manual operations and dynamic user requirements especially with its supply chain operations. Cognizant's oil & gas technology experts stepped in to help. We demonstrated our capabilities in the form of a proof of concept (PoC), and the company was happy to engage us. The company set an aggressive timeline of less than a year for a project that would typically take two years. Cognizant recommended a state-of-the-art warehouse management system to integrate the components based on SAP Extended Warehouse Management (EWM) and radio frequency identification (RFID) solutions, which is capable of tracking products from the conveyor line to the container with 100 percent visibility and provides all the required functions for the company's warehousing and distribution operations. We did a feasibility study to confirm the suitability of the offered solution as well as the expected business benefits, outlining the implementation challenges and preparing a PoC based on this information. We also prepared blueprints for the supply chain management, EWM from SAP and RFID solutions from other suppliers. We're implementing the project in two phases, with both focusing on smooth operations and functioning of the company's extended warehouse facility. After successfully completing a PoC on the SAP EWM module with limited use cases, we executed our solution in three of the company's polymer warehouses as part of the project's first phase. Phase two is an ongoing expansion of the existing business processes and functionalities from phase one, focusing on five additional warehouses. Integrating various SAP modules, coupled with Cognizant's complete warehouse automation solution, helped reduce the company's headcount from approximately 50 down to 25. It also enabled faster decision-making capabilities through improved reporting, doubled the operational efficiency and helped generate a one-time cost savings of $150,000 as well as an expected annual cost savings of $5.6 million. Merging an RFID system with the SAP Fiori user interface helped the client achieve 99 percent visibility into the tracking and tracing of products, while implementing the SAP finance modules reduced the general ledger consolidation period from approximately three months to two weeks. Integrating the human capital management solution from SAP improved the company's employee benefits system. increase in plant efficiency after plant automation visibility into

tracking and tracing of products with a consolidated platform increase in operational efficiency I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Cloud data improves by 50%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cloud-migration-life-sciences ----- The challenge Our approach 95% $3.6 million 50% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global life sciences company migrated to a cloud-based, adaptive data foundation to increase informational flexibility and lower costs. Over its 100 years, the company had accumulated a vast repository of global human health data that it uses to address questions and concerns, respond to legal inquiries and

incorporate in ongoing research. Faced with an expensive, legacy mainframe environment that inhibited free and fast access to its own data, the company chose to migrate more than 150 terabytes of data to a new, globally accessible cloud platform. Cognizant examined the current state of the company's IT architecture, developed use cases to support the blueprint for its desired future state, and then designed and managed the successful migration of all its historical data. Our cloud migration solution, based on Amazon Web Services (AWS), offered the company a global repository. This cloud-enabled architecture is a modernized, highly responsive data ecosystem that helps the company source, transform and consume data through the cloud, leveraging artificial intelligence and advanced analytical techniques. The model provides the flexible data structure, tools and accelerators the company needs to generate maximum business value. Our adaptive data foundation solution has improved the company's data access times by 50 percent and sharply lowered its costs—$10 million over three years. It has also reduced the IT department's reliance on an internal team and an exhaustive process to design and deliver custom reports. The validated new platform continues to help ensure compliance with global regulations for storing and using health data under the industry-standard rubric of "good practice" quality guidelines and regulations. reduction in external mainframe data-hosting costs saved annually by migrating to the cloud improvement in data access and retrieval speeds I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

======================

Operational costs drop $8.6M

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/banking-reconciliation-software ----- The challenge Our approach $8.6 million 50% ~500 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights

from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global investment bank needed to overhaul its intersystem reconciliation process and control standards to meet stringent new regulatory requirements and reduce the time to onboard new controls. The bank's in-house legacy tool for intersystem controls extracted data from 4,000 sources and was often inconsistent, duplicative and unreliable. In addition, the platform's hardware and software were nearing end of life, and the platform itself was neither optimized to meet new regulatory mandates nor reconcile data in real time. The bank turned to Cognizant, its long-time capital markets platform partner and the 1,500-strong team at our Reconciliation Center of Excellence for a modern solution that would help overcome its challenges. Having worked with the bank for over a decade, we are extremely familiar with the existing intersystem reconciliation platform and its limitations. Based on our expertise in reconciliations, we compared the top reconciliation platform providers on eight key parameters: end-of-life risk, operation risk reduction, performance and volume capacity, intraday capability, time to market, migration costs, operating costs and intersystem functionality. We helped the bank identify the best-in-class platform, selecting Gresham's Clareti Transaction Control (CTC) for its flexibility, innovative technology and real-time capabilities. Cognizant implemented the CTC platform in eight weeks and worked closely with Gresham to improve the bank's control environment. We built nearly 500 new controls and reconciliations, and deployed the enterprise-wide solution across geographies, asset classes and business units. To ensure that mission-critical data was complete, accurate and consistent, we designed the platform to meet all key regulatory requirements for risk and data management. The rapid migration from a series of point-to-point legacy solutions to a holistic, modern solution helped the bank improve its data integrity while also ensuring regulatory compliance and enhancing its risk profile and visibility. Now, the bank's users can enable 70 new controls per month instead of the five to 10 controls possible prior to implementation, saving the bank $8.6 million and reducing the cost per control by nearly half. At the same time, the quality of reconciliations improved significantly. The solution eliminated several manual processes, optimized operations by 60 percent and improved the age profile by 70 percent while enabling the bank to handle all transactions using the centralized system. Moreover, Cognizant's partnership with

Gresham enables us to provide ongoing managed services that address the bank's complete reconciliations needs—from operations to technology. saved in operational costs reduction in the cost per control new controls built I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

AI speeds output, cuts costs

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-image-analytics-utilities-solution ----- The challenge Our approach 60% Automated Increased Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A U.S. utility used photographs taken by drones to identify equipment that needed repair across its far-flung distribution network. But manually examining these photos and opening a

repair ticket was time-consuming and inefficient, and made it impossible to generate actionable intelligence in real time.   With a starting gallery of 1,000 labeled and classified drone images of equipment problems, this utility company needed properly trained analytics to build up, auto-classify and deliver actionable maintenance on their growing library of newly captured images. Because of Cognizant's extensive background in image analytics, they engaged us for the project. We used our Cognizant BigDecisions® AI platform to create an image analytics application, driven by artificial intelligence (AI), that assesses photos in real time and identifies problems such as broken or chipped insulators. Hosted on a cluster of high computing containers orchestrated by Cognizant partner Kubernetes, this self-service solution uses a real-time alerting engine to notify the utility's maintenance team about needed repairs. Image augmentation compensates for the lack of properly labeled images. It creates as many as 12 new labeled images from each original image by changing the lighting or angles or by adding new objects. This greatly increases the raw data from which the analytics application can learn, and thus its accuracy. We also automated critical activities such as data labeling, and building, training and deploying AI models. The utility now has a fully managed data and analytics platform that enables data scientists to build, train and deploy AI models on-site or in the cloud. It greatly reduces the cost and time required for image analysis and needed repairs. reduction in the effort required to scan images problem identification and work order notifications to cut costs and speed up repairs service levels, reduced service outages and improved customer experience I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Data model improves output 35%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cloud-ai-platform-automates-pharma-sales-data ----- The challenge Our approach $450,000 35% 30% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business

with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A pharmaceuticals provider faced rising costs and delays due to manual, spreadsheet-based processes for getting account data to sales reps so they could plan daily sales calls. Reps struggled with incomplete, conflicting and hard to use information. Plus, the company lacked a single, integrated source of marketing and financial data to improve its decision-making. It turned to Cognizant for help. Leveraging our Cognizant BigDecisions AI platform, we expedited the aggregation of data from 20 internal and external sources, as well as and its preparation for use. Prebuilt analytics and our industry-aligned data model reduced the time required to deploy this platform by one third. Our change management capabilities ensured rapid adoption, high user satisfaction and the timely retirement of older platforms. Sales reps now receive customized daily reports tailored to their locations, with real-time status for each account. These reports recommend which decision-makers to see, and which products and promotions to discuss, at each account. They also warn reps of danger signs, such as stagnating sales of one product within an otherwise well-performing customer portfolio. For the first time, the provider has a "single source of truth" for all its financial and marketing data. All these new insights help sales reps maximize the company's revenue and profits, while reducing the cost of data aggregation and analysis. annual savings in the cost of gathering and distributing account data to sales reps reduction in the time required to produce reports for the sales force reduction in implementation time through use of our pre-built analytics and industry-aligned data model I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

====================

RPA yields 100% business accuracy

The challenge Our approach 100% 50% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A large, multinational manufacturing conglomerate processed about 80,000 supplier invoices a year. However, massive, error-prone manual tasks and data entry involving multiple application screens made meeting this objective a challenge. To overcome this challenge, the company turned to Cognizant to fully automate its critical accounts payable invoice preparation process. Every invoice submitted for payment has to be validated against data in the client's SAP application. Before, that meant an analyst manually extracting information from eight different fields in three different applications and following multiple procedures until a unique identification number was generated for use in the system. To address this challenge, our manufacturing automation experts designed a robotic process automation (RPA) solution to automate

the entire invoice validation process—from downloading an invoice copy to capturing, validating and updating invoice details in the client's web application to generating unique identification numbers—and ensure timely payments processing. If a supplier isn't in the client's web application, a bot supports that supplier before uploading the invoice. It also generates exceptions for human intervention if the SAP application is missing a purchase order number. At the end of each day, the bot sends a detailed email report of processed and unprocessed invoices. Further, the bot incorporates reusable features so the client can easily expand automation to other similar processes.   The bot effectively manages the process seven hours a day, seven days a week and sends a detailed daily invoice status report. As a result, the manufacturer's transactions are 100% accurate and compliant. Thanks to automation, the average handling time per invoice has been slashed by 50%. transaction accuracy reduction in average handling time per invoice I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

AI improves productivity by 50%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-improves-conversion-rates ----- The challenge Our approach 50% 85% 10% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity

across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A digital advertising agency struggled to improve click-through and conversion rates for the ad extensions it created for its customers. Its existing manual process, as well as the efforts to keep pace with customers' dynamic web content and the constant monitoring added to the challenge and hampered speed to market. The agency engaged Cognizant to improve its campaign conversion rates. The manual process the agency initially followed included writing compelling call out text and maintaining word counts, character limits and the number of extensions added. Adhering to the inconsistent ad extension platform guidelines resulted in a slow process. Cognizant's media & entertainment automation experts designed an automation tool to create ad extensions that feature deep learning-based natural language processing (NLP). Based on Python, this tool helps determine the best ad placements for each customer's website, improving productivity and effectiveness. The solution includes five key components: Based on artificial intelligence (AI), the new solution has helped enhance the performance of ad extensions across a large number of websites and improved the productivity of campaign managers by 50%. Cognizant's AI-based solutions and integration of advanced analytics into the agency's existing manual process has helped the company not only improve campaign managers' productivity but also increase ad extension effectiveness by 10%. The solution's scalable and reusable methodologies and algorithms can be used in multiple NLP scenarios. productivity gains accuracy of deep learning algorithm increase in click-through rates I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

AI reduces healthcare cost

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-data-analytics-patient-outcomes ----- The challenge Our approach 900,000 Improved Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work

and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A large healthcare provider wanted to leverage natural language processing (NLP) to mine caregivers' notes. It wanted to create more complete patient health histories by capturing all these notes in a structured format, identifying and analyzing any details related to social determinants of health (SDH). The organization needed to ascertain which SDH factors, such as economic stability, education, healthcare system and physical environment, significantly impact patients' health outcomes, and looked to artificial intelligence and machine learning. This healthcare organization turned to Cognizant's healthcare technology expertise. The provider asked Cognizant to develop a text mining engine that would efficiently analyze caregivers' notes to not only extract specific words and relevant information but also identify context and meaningful insights. We implemented an algorithm that analyzed 900,000 records from approximately 200,000 patients to generate these critical insights. Our team created seven NLP models, validated by the healthcare provider's subject matter experts, to produce results on a regular basis, giving the organization a 360-degree view of each patient with more and better SDH details. Anonymized records of caregiver notes taken at patient visits or other encounters include all notes related to multiple visits for the same medical issue, such as clinical, pre-and post-operative, and discharge notes for a surgery. Our artificial intelligence data analytics solution also identifies people in need of care for a particular disease and points them to specific outreach programs in their local area. By supporting patients with the proper care in their local communities, their overall health and any illnesses or diseases are more closely monitored and controlled. This results in fewer acute medical issues requiring emergency room visits and actually lowers healthcare costs overall. patient records analyzed for critical insights

quality of care and health outcomes cost of care I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
========================

Cloud cuts data center footprint

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cloud-migration-bank-applications ----- The challenge Our approach 800+ applications 25% reduction 25% improvement Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. One of the world's largest banks wanted to create a private cloud across its six data centers and some of its lab environments. The bank had to overcome several technical challenges, including migrating applications that used a backend Sybase database

management system as well as issues with monitoring the migration's progress. The bank lacked a structured approach and ran into problems with manual workflows and ad hoc communications when it tried to carry out the migration internally. Its line-of-business teams were also reluctant to participate in the transformation program. The bank engaged Cognizant to consolidate its scattered technology footprint, reduce its reliance on legacy applications with security vulnerabilities and categorize nearly 4,000 applications. As part of a multi-vendor team providing migration and application readiness services, Cognizant fully analyzed the bank's application source code before developing a migration strategy and designing a cloud deployment architecture. Our cloud enablement team developed a custom monitoring application for the project management office, free of charge, as well as created and delivered a tailored cloud competency workshop program across customer locations. We used a cloud management platform to abstract dependencies and address application onboarding prerequisites. Our team captured the engagement-specific lessons learned in an operational run book and a guidance document for future reference. We used various approaches throughout the project to quickly migrate legacy applications under predefined standards. These included a security governance framework using automation scripts, automated infrastructure provisioning and a migration factory methodology. This enabled the assessment and migration of more than 800 applications over three years. With Cognizant's help, the bank's applications are now hosted on a scalable, standardized, secure and highly available cloud architecture. It can ramp up applications faster and deliver products to the market in less time. The bank has minimized its infrastructure footprint by 25%, lowering the total cost of ownership. Our team of specialist consultants also helped reduce migration costs by 20%. We have also been instrumental in reducing cloud ramp-up times by 35%. migrated to a private cloud in infrastructure footprint, lowering ownership cost in productivity with migration tracker system I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Real-time enhances customer care

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-analytics-platform-insurance-customer-service ----- The challenge Our approach 35%–40% 8,000 80%–90% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for

industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Customer satisfaction is paramount in handling claims and renewing policies. An industry-leading P&C insurer experiences high call-handling times at its call center and lacks the ability to transcribe these calls to analyze the quality. Of an approximately 8,000 calls per month, only 40 received review. But auditing calls isn't enough: It doesn't proactively address how to best serve an upset, stressed caller facing a loss. The goal is to equip customer service representatives (CSRs) with the tools to quickly answer customer questions, provide key information and resolve their issues. We provided an analytics platform informed by artificial intelligence (AI) to this particular insurer to improve its customer service, help supervisors monitor call quality and help CSRs understand customer sentiment during insurance claim calls. We worked closely with our client's internal innovation team to improve its customer experience in various scenarios. Use cases included streamlining how insurance quotes are provided, automating and simplifying underwriting and improving the claims process. We extended IBM's Watson analytics capability to analyze customer sentiment during calls and provide CSRs with appropriate information to respond with empathy as well as questions and information relevant to each caller's situation. From our client's checklist of 40 individual steps that should be taken on each call, we taught Idea Watson how to recognize 12 entries and created a dashboard that lets CSRs monitor call progress on their displays. By performing speech analytics on calls as they take place, the checklist is automatically updated to show which tasks have been performed and which remain outstanding. Using language analytics, including diction, word choice and tone, provides each CSR insight into the customer's attitude. monthly time saving for supervisors monthly calls analyzed accuracy of dialogue auditing I would

Agri business harvests profits digitally

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/agribusiness-data-analytics ----- The challenge The approach $10 million Expanded First time direct access Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Being a key player in agricultural sales and trading involves working with farmers to ensure every harvest gets from field to plate in the most efficient and profitable way. A

leading global agribusiness realized it was falling short of these objectives by not leveraging the vast amount of data held within its siloed, disparate IT systems. When unlocked, this data could be used to improve direct selling to farmers, facilitating their participation in commodity trading markets and helping the company expand its revenues and client base. To help with digital transformation, the company worked with Cognizant's manufacturing technology experts to harmonize its systems, prepare for data analytics and deploy a new enterprise resource planning platform. Next, we proposed developing an app to help farmers get their products to market more effectively. Traditionally, farmers had to wait for a sales rep's visit to discuss the best way to sell their harvest and when to place seed and fertilizer orders. With input from farmers in Iowa and Indiana, Cognizant created and launched a revolutionary phone app that gives farmers direct access to grain trading for the first time.   Farmers input information, including farm size, crop type, number of seeds sown and utilities costs, and can now make intelligent decisions about when to sell and what to buy. The app also combines this information with real-time data on market and product prices, so farmers can maximize their profits. As part of its digital journey, the agribusiness wanted to leverage the latest digital technology to reach its existing and new customers. Now, with a revolutionary phone app that helps win new customers, the company is well positioned for future growth. The app rolled out on a trial basis, and so far our client has seen: in sales potential over the next 3 years in the US alone customer base and lowered acquisition costs to grain trading gives farmers a superior experience I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

AI secures sensitive data

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-pharma-data-security ----- The challenge Our approach 80% reduction 50% faster ~30% decrease Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business

with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. For any company dealing with personal health information, privacy and compliance are of the utmost importance. One of the largest pharmaceutical companies needed to securely share statement of work files that include critical and confidential internal information outside the company, with board members, consultants and its network of subcontractors. To achieve this, the sensitive information needed to be redacted from the documents before sharing. Prior to this engagement, a group of people manually redacted sensitive information and verified that process. Our client was looking for an automated way to reduce manual work and speed this process. The purpose of redaction is to mask trade secrets, research and development information, contract amounts, project status data, and client or patient records. For this client, we selected the Microsoft Azure AI/ML platform to build an intelligent business solution to provide real-time redaction of PDF documents using optical character recognition. Additionally, the system removes critical data completely using rule-based automation. It then generates a concise and meaningful summary of text from multiple documents using natural language processing. This complete process flow eliminates most of the manual intervention and reduces the risk of human error by verifying the document. This life sciences company now has end-to-end automation using Azure ML, improved confidentiality, stronger compliance and business oversight, as well as mitigation of regulatory, legal and commercial risk. in manual effort evaluating and validating masked entities processing through automation in cost with the reduction in manual effort and human error I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=====================

Analytics unlocks fast food insight

The challenge Our approach 10% 4000 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. One of the largest U.S.-based fast food companies needed better insights and visibility into its business to improve decision-making, provide more self-service data analysis for franchisees and improve the dining experience through expanded loyalty offerings. To achieve these objectives, the company retired its on-premises data warehouse and moved to Cognizant BigDecisions, our modern, cloud-based artificial intelligence platform. Cognizant worked with the restaurant chain to address data loss and discrepancies within its legacy data warehouse. We created a plan for the company to move from IT-driven business intelligence to analytics-driven insights, supplying executives with immediate information to support better decisions. A delivery dashboard provides key insights, as well as quick insights on sales, product mix, and

the performance of promotions and discounts, while consolidating a single view of data from multiple locations. An operations scorecard tracks store performance compared to the national average. Insights help the company's president and finance team find and resolve real-time operational challenges in restaurants. The chief marketing officer and staff track sales of particular menu items through the dashboard, driving insights into customer preferences. A daily business summary view helps employees better manage inventory and increase labor efficiency by taking into consideration local sports, entertainment and weather factors. The company now saves money on software licenses while promoting flexibility and improving responsiveness to business needs. reduction in the average order time per drive-through customer North American stores have real-time access to data warehouse information, greatly increasing data accuracy I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

AI chatbot cuts $6.7M in costs

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ai-virtual-assistant-reduces-contact-center-costs ----- The challenge Our approach $6.7 million 166,000 5% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-

focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A large U.S.-based wealth management company was under pressure to reduce its contact center operating costs. Its existing operations had agents spending much of their day focused on responding to high frequency, low complexity requests, which was a drain on employee productivity and morale. In addition to the cost pressure, the financial services industry was also undergoing a shift in customer expectations. Customers now expect to have answers to their questions quickly and efficiently online—avoiding a phone call whenever possible. Our client asked how we might leverage conversational AI to improve responses to common questions, reduce the workload on personnel and provide increasingly personalized service. We began by analyzing streams of data on high-volume call center inquiries to map flows for the most frequently asked questions. Next, we analyzed the various natural language processing platforms in the marketplace that would meet all the client's requirements. Our goal was to automate responses using keyword and pattern recognition driven by AI. Progressively accurate algorithms recognize words and phrases to identify a caller's objective from a range of possible conversation flows. This dialogue was then cross-indexed to provide the best answers, while continuing to fine-tune the analytics. Our customer-facing virtual assistant automates inquiries and performs live agent transfers through text-based chat or by placing customers in a queue to receive a return call, depending on their preference. This customer-facing virtual assistant automated over 400 of the client's more common customer inquiries. It is capable of responding to both general questions and user-specific inquiries, with continuous improvement based on AI analytics and customer feedback. reduction in operating costs fewer calls improvement in customer experience index score I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Virtual assistant increases CX by 60%

The challenge Our approach 100% 58% 36% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading global provider of products, systems and services to the oil and gas industry supports 22,000 employees through an IT service desk. It handles incidents and service requests, along with user communications, at the instances of outages and planned changes to services. Employees rely on traditional channels, including phone, email and web, to communicate with the IT service desk and this results in an inefficient customer support process. Increased call volume was one of the major issues for the energy provider's IT service desk, as was the IT self-service portal's lack of interactive content, a knowledge base and self-help capabilities. The Cognizant team analyzed the client's need to move from its existing legacy IT support system and recommended a next-generation digital support channel, based on artificial

intelligence (AI) capabilities, that would address core end-user experience issues. The proposed transition would also help the company promote and implement self-help capabilities. Redirecting service desk communications from traditional and costly contact channels to a virtual assistant (VA) increased the energy provider's efficiency and productivity. Our team worked to identify opportunities where end-users' IT issues could be resolved through self-help capabilities using the WorkNEXT AI-powered service desk offering. This offering provides an integrated VA powered by AI, natural language understanding and machine learning. We integrated the VA with the client's intranet portal, so when a user poses a question to it, the VA refers to the knowledge management (KM) repository and provides solutions. This digital experience is made available across self-help solutions, guides and instructions to resolve common IT issues. Implementing an AI-powered VA enabled the energy provider to enhance the end-user experience and increase productivity with faster issue resolution, all while promoting self-help solutions and enabling auto-escalation of tickets, as required. of chat channel queries handled via VA of user queries resolved of emails deflected to VA and live chat I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=======================

Analytics aid utility services

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/analytics-solution-utility-customer-defection ----- The challenge Our approach 7% 13.6% $1,000,000 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth

with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A U.S.-based utility that serves approximately 1.1 million electric and 790,000 natural gas users needed to upgrade its legacy systems. The company wanted to provide its customers with better energy options and engage them more effectively by catering to their needs and offering them personalized experiences. The utility also wanted to develop a system where data drives optimal business decisions. Along with the use of smart devices, the company realized that analytics plays a major role in gaining deeper customer insights from data. The utility partnered with Cognizant's utilities digital experts, seeking help in leveraging analytics to improve its data management capabilities and eventually reduce customer defections due to unprecedented competition. We applied analytics to predict and handle the utility's increasing call volume—estimated at 4 million calls annually—as well as inform customers of impending outages and their resolution by text or email. We proposed a two-track approach, first creating an intelligence platform for the existing IT landscape and then using a business track to create a use case inventory and a prioritization framework. We also implemented the SAP Master Data Governance module for master data management. Solutions were designed to provide customers self-service capabilities, such as bill explanations and payments, financial assistance requests, service interruption updates and service event planning, across multiple channels, including online, mobile and customer care centers, and to help customer service agents make better real-time decisions. Our analytics implementation gave the utility the ability to view data as a corporate asset and support data-driven decision-making. Insights from the analytics program were expected to yield a 7 percent reduction in the amount of time customer care agents spend on the phone with customers and a 13.6 percent decline in customer calls to call centers. The company also estimated a net savings of $1 million annually due to a drop in the number of service calls. expected drop in talk time, driving cost savings expected reduction in customer calls projected savings annually due to fewer service calls I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

SAP hones Cambridge Assessment

The challenge Our approach Over 8 million 55,000 7,000 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Established more than 160 years ago, Cambridge Assessment operates and manages Cambridge University's three exam boards, as well as conducts leading-edge academic and operational research on assessment in education. The organization was growing fast, and its custom-built applications were coming under increasing pressure. In addition, Cambridge Assessment's IT team sought to deliver more business value by reducing the time spent supporting older systems and refocusing on growth initiatives. The organization needed help transforming its infrastructure to support peak exam processing loads. Cambridge Assessment turned to Cognizant for help delivering a standardized, centralized SAP enterprise resource planning (ERP) system, new portals for exam centers and assessors, and a results determination engine built on SAP HANA as part of its education technology upgrade. Cognizant's SAP expertise and implementation experience helped

Cambridge Assessment transition to a new delivery methodology and a new, custom solution based on SAP HANA. Two new portals make working with Cambridge Assessment even easier for exam centers and assessors, because everything they need is in one place and available through an easy-to-use interface. Cambridge Assessment now has a powerful, scalable, future-proof platform that enables faster, more efficient operations to support expansion. Its new custom-built exam results determination engine won a prestigious SAP innovation award. learners take Cambridge Assessment's exams annually centers around the globe grades processed per second I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
========================

Digital accounting adds clarity

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/automaker-accounting-process-digitization ----- The challenge Our approach $500 million 23% Over 80% 99.9% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A European automaker wanted to reengineer key accounting workstreams to unify processes across its operations in China, Malaysia, the U.S. and Europe. Inaccuracies and slow reporting in its accounts receivable (AR) and accounts payable (AP) functions led to limited visibility of the company's performance in key markets. Financial status reports were gathered and generated in siloes, resulting in higher operational costs and an extraordinarily high number of aging, unreconciled items. As a long-term client, the company approached Cognizant for a digital solution. Based on takeaways from an ongoing engagement with the client, Cognizant knew that its processes had increased in complexity. As the automaker's centralized ERP system failed to generate information efficiently, we proposed improving key internal accounting processes using our OneFinance program to review existing non-standardized workstreams and develop a best practice template for each workstream. These templates would be adopted globally and interoperate seamlessly with SAP. Partnering with the company's procurement functional teams, we defined strategies, framed an operating model, and then developed a process to address variances in systems and processes for each country. Cognizant's OneFinance program applies world-class digital finance and accounting processes to the automaker's most important accounting functions. By implementing newly automated best practices for critical workstreams in finance, we helped the client reduce outstanding AP and reassign resources previously dedicated to manual processes. We developed a Smart Audit tool using machine learning to increase efficiency, reduce sampling and improve risk coverage. We also developed a C-level executive dashboard to provide a multidimensional view of finance and accounting business metrics. This solution gives the company visibility and an audit trail. business value delivered improvement in productivity from 2018 to 2019 open aging items reconciled improved risk coverage of AP records using the Smart Audit tool I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

AWS Cloud yields 76% savings

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/aws-cloud-migration-healthcare ----- The challenge Our approach 76% 50% 62% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry.

Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Running applications in a traditional data center might not be the best way to save money nowadays. Our client, a supplier of healthcare products, technologies and therapies across more than 100 countries, was not able to scale its applications. In spite of using virtual machines in its data centers, the company had availability issues, along with high infrastructure and license costs. Scalability issues affected the company's capability to respond to customer transactions during peak hours. Network and data center shortcomings restricted application availability. In 2018, the company's data center provider announced the closure of managed facilities in Europe. Consequently, it had only six months to look for an alternative, and migrating to the cloud was the best option. Being a trusted partner since 2012, the client turned to Cognizant to help with the migration and cloud enablement. As part of the migration, Cognizant moved 125 applications from the company's existing IBM data center environment to the AWS Cloud, to run on Amazon Elastic Compute Cloud. We also built a fully automated deployment platform that enables developers to move applications easily to an Amazon Elastic Container Service. The highly scalable and fast container management service makes it simple to run, stop and manage Open Liberty containers on a cluster. Open Liberty is an open-source version of IBM WebSphere, which the company used previously for hosting applications. Using this AWS platform helped the company slash infrastructure costs by 62%. We also created the container deployment platform to automate updates relating to new project releases or changes in the Amazon Machine Images used in AWS. This allowed the company to

forego a dedicated software team and reduce operational costs by 50%. Cognizant completed the client's migration to AWS Cloud within six months, saving $220,000 a year on IBM WebSphere Application Server and Red Hat Enterprise Linux operating system licenses. The results were so striking that the company chose us to migrate more than 100 U.S. workloads to the AWS Cloud. Previously, it took at least three weeks to migrate an application. The cloud migration rate, however, stepped that up to three applications per week. The company now enjoys fully automated deployment operations without any operational burden. overall savings reduction in operational costs reduction in infrastructure costs I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

AWS boosts HIPAA compliance

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/aws-migration-insurance-provider ----- The challenge Our approach 100% 146 70+ Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading U.S. healthcare insurance provider realized that meeting customer expectations and demands in evolving regulatory and taxation environments required a boost in its business agility and operational efficiency. With increasingly data-driven care plans, it was essential that the insurance provider conform to stringent Health Insurance Portability and Accountability Act (HIPAA) regulations designed to protect customers' medical records and other personal information. At the same time, the insurance provider wanted to stop managing its data center and instead focus on core business and strategy. The firm's leadership saw transitioning to the cloud as a vital leap to future prosperity, and the best way to meet its goals, and turned to Cognizant for a solution. Mindful of the insurance provider's need to minimize disruption during and after the implementation, we recommended Amazon Web Services (AWS) cloud for the migration. Based on our understanding of the tenets of HIPAA, we used a compliance framework to ensure each migrated app adhered to the client's policies. We created a cloud migration factory to move the client's applications and production workloads to AWS, utilizing over 70 reusable blueprints to accelerate the migration. We developed a real-time dashboard to display the current status of various migration sprints. We also created a dedicated governance and testing program to complement the transfer of data carried out by our cloud migration factory. We leveraged a unitized pricing model and ensured the successful migration of every application. We migrated 146 HIPAA-compliant apps, and our cloud operational readiness framework guaranteed that the migration was completed with minimal disruption, on time and within budget. Leveraging our operations handover framework, we ensured a smooth transition of the migrated environment to the client's operations personnel. Using cloud organization and change management frameworks, we identified and addressed organizational changes. We also trained or reskilled associates for cloud adoption. The transition to cloud has improved the business agility and future preparedness of the healthcare insurance provider. HIPAA compliance for all apps applications migrated reusable blueprints utilized to accelerate the migration I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=====================

AWS cloud saves 50% annually

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/aws-migration-pharma-company ----- The challenge Our approach 50% 38 applications Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia

Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global pharmaceutical company faced costs to the tune of $2 million a year for operating two Germany-based data centers. The company wanted to reduce those costs and generate savings by shifting to a cloud environment. After completing due diligence, the company decided that an Amazon Web Services (AWS) implementation would be the best choice for its business. With just a few months left to renew its data center lease contract, the company reached out to Cognizant's life sciences technology experts to manage the AWS migration. Cognizant has been delivering managed infrastructure services for this client since 2015. Because we are a premier consulting partner, channel reseller, managed services partner, migration acceleration program partner and marketplace reseller for AWS, as well as accredited by AWS for healthcare and life sciences, the pharma company relied on us for its cloud migration. The migration, however, was not easy. With the data center contract renewal so close, the timeline was tight. Technical challenges—the engagement involved two data centers with different architectures and one with limited access—also hindered the project. Our eight-member team worked around the clock to complete the migration on time. We minimized project risk by leveraging AWS's phased Migration Acceleration Program methodology—moving rapidly from assessment to readiness and planning, followed by actual migration. We also adopted a factory approach to prevent

stoppages. A sprint-based agile methodology gave the client the flexibility to reprioritize workloads as needed every week. Accessing credits and discounts, including an AWS services allowance, decreased the cost of the project. Cognizant migrated 90% of the pharma's data center workloads to AWS cloud within the project's stated timeline. 4,000 person-hours were invested to achieve this three-month migration. Using the AWS free Server Migration Service instead of a third-party migration tool, significantly reduced the cost. Workloads unsuitable for cloud hosting were consolidated on client-hosted servers. We documented the migration framework and specified the tools used so that the pharma company could carry out future migrations on its own. cost savings annually by migrating to AWS cloud moved to AWS cloud I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

US insurer secures its digital future

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/contact-center-platform-upgrade ----- The challenge Our approach 30% 13% >95% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee

experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading US property and casualty insurer faced major challenges, including high attrition rates, negative customer service experiences and failed performance metrics, as a result of the poor performance of its existing service provider. The insurer wanted a new provider that could efficiently manage both its onshore and offshore facilities. Cognizant's 12-year relationship providing IT support to the insurer, as well as our significant presence in the US insurance industry and extensive experience in managing insurance back-office operations, made us an appropriate choice for this new role, and the insurer subsequently engaged Cognizant to transition and stabilize its call centers and back-office operations within a stringent six-month time frame. One of the initial tasks that Cognizant undertook was conducting migration planning workshops to facilitate discussions, identify skills requirements for each line of business and set up a detailed transition plan that helped define the insurer's hiring needs and training scope. We onboarded 250 team members in the Philippines and 120 in the US within a span of five weeks. We also integrated a team of 300 resources in the Philippines to support the insurer's clinical strategy and deployed creative training techniques through "train-the-trainer" programs to reduce migration time and transfer rate. Our digital transformation of the company's platform for its contact center improved the customer experience. In addition, we piloted the insurer's first ever customer-facing contact center in the Philippines, implemented a first call resolution approach to eliminate redundant calls, and established a robust forecasting and scheduling framework to ensure adherence to contact center service-level agreements (SLAs). Cognizant's cultural alignment, partnership mindset and collaboration with subject-matter experts are clear differentiators that helped us exceed the insurer's requirements in every area. Leveraging our improved methodologies, digital capabilities and operational efficiency measures, we continue to reduce the company's overall operational costs and transfer rates and to improve its process efficiency. The insurer is now collaborating with Cognizant to add other digital capabilities, such as chatbots, sentiment analytics, and robotic and intelligent process automation. migration time improvement, resulting in reduced migration costs improvement over set service level goals SLA adherence, against a target of 90% I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Workflow improves client relations

The challenge Our approach 100% ~75% Streamlined contracting Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A major health plan decided to redesign its physician contracting process to reduce cost and improve pricing accuracy. The plan faced several contract execution challenges in its new markets. Configuration staff spent weeks—and at times months—trying to interpret complex legal contract language and determine the intent of pricing agreements after negotiations were completed. Limited communication between configuration staff and contract staff, who negotiate the contracts, resulted in inordinate delays. Contract staff had to reconstruct conversations with providers for pricing term details, which frustrated providers. The health plan approached Cognizant for help improving provider relations. Cognizant reimagined the traditional workflow and configuration methodology, implementing an innovative solution that improves communication between contract and configuration experts. We

worked closely with the client to revamp contracting processes and generate contract language from configuration text, leveraging the flexibility of TriZetto® NetworX Modeler®. The new process brings together contract staff and configuration staff, creating a single "contract team" that uses the NetworX Modeler software during negotiations to configure and generate the actual contract language for pricing—before the contract is signed. The software exports the configuration into plain English that is then incorporated into the contract, so the contract language is derived from the configuration. The new governance process leverages a set of standard template rate sheets with default expected pricing terms. This creates a uniform starting point for the contract team and eliminates ambiguity in pricing language. Cognizant's team of product specialists and business and change management consultants built and tested templates, designed new process flows, recommended plans and methods to change the plan's organizational structure, integrated NetworX Modeler software with an existing enterprise contracting system and created operational documents to guide staff. Our solution saves costs by eliminating manual pricing and downstream errors while improving the health plan's provider relationships. Initial training and feedback revealed a 100% success rate in training non-IT staff to complete limited configuration tasks in NetworX Modeler. We helped the client achieve an estimated cost savings of 35% by eliminating manual pricing. We also helped streamline the contracting process using a standardized pricing structure. An estimated 75% improvement in configuration accuracy helped reduce rework. success rate in training non-IT staff to complete limited configuration tasks improvement in configuration accuracy through a standardized pricing structure I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

GHP achieves strategic goals

----- Arccticle source ----- https://www.cognizant.com/us/en/case-studies/core-administration-system-health-plan ----- The challenge Our approach From 75% to 85% 100% 99% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders

must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Pennsylvania-based Geisinger Health Plan (GHP) wanted to develop new product lines and enlarge its market presence. However, the health plan was struggling with its 20-year-old core administration system, which could not accommodate its business expansion strategy. GHP needed an advanced system technology with integrated functionality to support new and existing lines of business, while meeting all state and federal regulations for commercial and government products. GHP partnered with Cognizant for an automation solution that could help achieve its strategic growth objectives. The advanced system technology aimed at improving administration cost margins, and enabling the timely set-up of innovative products and third-party administrator groups. They also wanted to eliminate manual processes, support future scalability, and enable rapid configuration and integration of new product offerings with TriZetto Facets, TriZetto® NetworX and TriZetto Elements technology. We replaced GHP's existing system with the TriZetto® Facets® core administration platform for more cost-efficient processing. Next, we integrated strategic best-in-class applications, including NetworX Pricer® and TriZetto Elements®, with the core system to further enhance differentiation and competitive advantage. NetworX Pricer administers increasingly complex provider contracts, and TriZetto Elements delivers an integrated Medicare application in compliance with government mandates. By migrating its business to the new Facets core platform using a phased approach, GHP achieved its system replacement and team adoption on time and within budget. GHP brought in the TriZetto and Cognizant healthcare technology teams to evaluate the processes and recommended adjustments, prior to production one month before each phase went live. This methodology further ensured project success with minimal impact to the plan's clients and providers. By leveraging the broad functionality of the Facets core system to meet most of its needs in a single platform, GHP was able to accomplish its strategic goals. The new system better supports compliance and other external market demands, streamlines workflow, increases automation and reduces errors. It also aligns processes and

systems with the health plan's long-term strategic goals, including participation in programs such as Health Information Exchanges. GHP can now effectively address its enterprise process and system integration requirements to include care management, marketing/sales support and patient delivery. Operational and automation efficiencies could enable the health plan to repurpose 20 staff members to higher value activities. increase in auto-adjudication rates on-time submissions to Centers for Medicare & Medicaid Services provider payment accuracy achieved I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Health plan streamlines benefits

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cost-sharing-reduction-solution ----- The challenge Our approach 93% 80% Improved Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI

insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Vantage Health Plan Inc. prides itself on providing highly flexible plan designs that combine variable per diems, multiple out-of-pocket maximum values and a wide range of deductible options. However, maintaining almost 200 benefit plans was a labor-intensive and lengthy process that the health plan wanted to eliminate. The team at Vantage had prior experience working in the Federally Facilitated Marketplace, where the TriZetto QNXT™ core administration system applies cost sharing reduction (CSR) functionality to health benefit plans offered on health insurance exchanges. The team approached the QNXT solution experts at Cognizant to help streamline Vantage's processes and find solutions to cut down the number of benefit plans it needs to create and maintain. With valuable insights from the Vantage team, Cognizant designed and implemented enhanced CSR features to streamline the plan building processes associated with its non-exchange business. Using a single plan to cater to multiple cost sharing variants, we helped Vantage lower the number of benefit plans it maintains by 93%. In addition, by reducing the amount of time required to create a benefit plan by 80%, the health plan was able to free up experienced staff and deploy them to higher value tasks such as conducting audits to boost accuracy. Together, Cognizant and Vantage Health Plan tapped into the full potential of the QNXT benefit system and effectively used its CSR capabilities to streamline benefit plan design and implementation while driving more rapid implementations of sponsor/plan annual renewals and additions. reduction in the number of benefit plans saved in benefit plan creation time implementation of sponsor/plan annual renewals and additions I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

QNXT raises productivity 22%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cox-healthplans-claims-workflow-automation ----- The challenge Our approach 22% increase 9% decrease Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire

enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Cox HealthPlans wanted to enhance its operations by maximizing the capabilities of its TriZetto® QNXT™ core administration system from Cognizant. The major health insurance company faced a challenge in managing claims workflows: It didn't have an effective workflow strategy. Claims received had to be manually forwarded to the company's claims department through its various processing departments. Without either one accountable person or a tracking process in place, the company had difficulty tracking the status of claims, which at times got lost. This impacted service levels, as well as member and provider satisfaction—and resulted in costly fines for late payments. To address these issues, the company implemented Cognizant's QNXT™ Claims Workflow™ application. Our QNXT™ Claims Workflow™ helps Cox HealthPlans prioritize claims, replacing cumbersome manual reports and spreadsheets with real-time management views. Using the system, claims supervisors can now locate a claim and continuously track its status. In addition, the application's alert feature notifies senior management when claims are approaching interest and penalty status, so they may be resolved within the 45-day guideline. QNXT™ Claims Workflow™ reduces costs, enhances member and provider satisfaction, and improves productivity for Cox HealthPlans by automating its claims tracking and workload management processes. In addition, the efficiency gained enables the health plan to absorb analyst attrition without replacing staff. in processing productivity in penalty payments 2017 YTD compared to 2018 YTD I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=====================

Data access at the speed of digital

The challenge Our approach Accelerates From 12 weeks to 4 hours 40% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global business information company needed to upgrade and modernize a key part of its new customer onboarding process, the gateway to its product offerings. It needed to speed up the process, boost sales through new partnerships and integrate seamlessly with any partner. Because of Cognizant's long-term relationship with the company, the company chose us to re-architect and modernize its match application, which connects each customer's data with a unique identifier, at the heart of its business process and to migrate the app to a cloud environment. Cognizant developed a solution to meet both objectives using an agile delivery method. Re-architecting involved modularizing the match application into micro components to make the match process more accurate, faster and easier. This helps assure a deeper relationship with customers by shortening the onboarding and customer integration cycle.

The cloud solution enabled infrastructure scalability and flexibility at a lower total cost of ownership (TCO). By building infrastructure as code, licensed database products are no longer needed and infrastructure provisioning time was reduced to less than four hours, from the previous 12 weeks. Because the solution is also cloud agnostic, the company can integrate with any of its customers' cloud platforms, and sales partners can offer the solution to any of their customers.   Cognizant's cloud-based solution improved speed and quality, enabling the company to focus on sales rather than customer setup and integration. This made the solution not just a technical and operational advancement but a strategic lever for growth. new customer integration reduction in infrastructure provisioning time reduction in TCO I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

New tech improves UX

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/customer-service-platform-utilities ----- The challenge Our approach 25% 34,000 95,000 200,000 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI

insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Customer service representatives at a regional electricity provider in New Mexico worked with a slow and unwieldy user interface when inputting address changes or signing up customers on the phone. Customers sometimes faced their own challenges, often failing to locate needed information on the company's online channels, leading to increased call center volumes. The provider turned to Cognizant to improve the customer service experience through web and mobile channels while also reducing pressure on the customer service team and lowering costs. It wanted to fully exploit digital platforms for the benefit of its 500,000 customers. Our utilities teams built an advanced technology platform to provide customers with a consistent experience across web and mobile channels. We improved the provider's existing online platforms to make it easier for customers to complete simple tasks, such as creating a user profile and signing up for automatic bill payments. For customer service representatives, we created a simple, web-based interface to handle enquiries, making it easier to process calls quickly. We also strengthened the security of the provider's online systems by reducing access to personally identifiable information. Thanks to faster response times and more immediate availability of information, customers are able to complete 90% of service tasks online. With many of its customers migrating online, the company has achieved considerable savings and greater customer satisfaction. Cognizant also helped reduce the provider's call center costs and delays by moving customer enquiries online, increasing the number of online users by 84 percent. Losing power is a distressing situation, but for thousands of customers in New Mexico blackouts are easier to manage due to mobile alerts and regular updates about when the power supply will be restored. reduction in average customer call handling time customers encouraged to sign up for automatic payments customers signed up for outage alerts customers created online profiles and signed up for paperless billing I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=====================

Manufacturer cuts support costs by 80%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/custom-mes-real-time-visibility ----- The challenge Our approach 80% reduction 60,000 Visibility and scalability Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and

expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. With six divisions and more than 800 plants worldwide, a leading Fortune 500 manufacturer continuously looked for efficiencies and flexibility to remain competitive. The challenge: Each plant had its own siloed manufacturing execution system (MES), making it impossible to gain a unified view of plant operations and difficult to transfer production from one plant to another. The company needed a single, advanced MES design that would work across all manufacturing environments and product lines. An off-the-shelf solution that would work with the company's planned SAP upgrade didn't exist. Cognizant offered a daring alternative: Build a new, custom MES from scratch. Cognizant applied our deep consulting, blueprinting, design, development, deployment and business process knowledge to create the robust "manager-of-managers" architecture the manufacturer needed to harmonize its operations and enhance real-time plant visibility. Our team also created an implementation plan and categorized sites based on complexity, considering parameters such as the number of workflows, interfaces and level of automation. The new system is now being rolled out across plants worldwide, and those where SAP upgrades are most urgent have been prioritized. The future-proof solution, developed by Cognizant's manufacturing technology solutions experts is unique in terms of geographical reach and operational scope. And by replacing four outdated

legacy systems, it lays a foundation for higher operational visibility and lower costs across all the company's manufacturing plants worldwide. With a uniform MES across multiple sites, the manufacturer can now use any of its updated plants to produce any product line—something that was unthinkable before this project. In addition, enterprise-wide visibility provides management with the contextual intelligence needed to make better, more informed strategic and tactical business decisions. of support costs products able to be rolled globally across all plants worldwide I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Pharma giant transforms operations

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/cybersecurity-program-visibility ----- The challenge Our approach ~18% ~$450,000 30% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. To improve transparency and create efficiencies, a global pharmaceuticals giant needed to consolidate management of its multiple security programs under one provider. For years, the company used multiple vendors, with multiple tools, to manage its various security platforms worldwide. Now, it wanted to consolidate security management under a single point of contact. The company engaged Cognizant for data and systems protection (DSP) and governance, risk and compliance (GRC) programs across North America, Singapore and the Czech Republic. We deployed five new security services: tiered authentication, privileged identification and access management (IAM), Oracle Identity Manager, PING and federated identity management. This process included delivering more than 80 projects, completing nine major upgrades and retiring or decommissioning three services. Cognizant's core team has remained constant, with other flexible resources available to accelerate product delivery. This "core and flex" approach has transformed the pharma's operating strategy, creating significant efficiencies and a unique "service-as-a-project" delivery model. In addition, Cognizant provides strategic advisory services that improve security resilience by identifying key risks and defining a roadmap for cloud security and other modernization initiatives. Cognizant's end-to-end support gives the pharma a single point of contact, as well as improved scalability and visibility across its security programs. It also helps the company minimize the complexities of operating on a global scale, which helps reduce maintenance costs. lower costs for IAM core services cost savings through innovation reduction in core development costs I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

Platform increases sales by $200M

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/digital-order-management-solution ----- The challenge Our approach $200 million 31.75% 46.2% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales,

find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. An international food and beverage company had limited visibility into its order and fulfillment processes and could not easily coordinate suppliers, distribution centers and shipping. It wanted to upgrade its business-to-business customer engagement capabilities with a new omnichannel, 24/7 ordering system. The company turned to Cognizant's manufacturing technology experts for a digital order management solution. Cognizant's digital order management solution integrates state-of-the-art platforms, automation, advanced analytics and end-to-end visibility into the order management process. The solution supports multichannel ordering with Smart Intake, which extracts relevant data from multiple formats and speeds order processing. Once an order is placed, the online inventory is checked and confirmed with the target distribution facility. Order confirmations with the customer are done via email or voice, and then routed to an optimally located distribution facility. Our solution incorporates a next-generation command center to provide real-time visibility into order status and delivery. To apply advanced analytics, the Onvida omnichannel front end integrates with the client's Siebel customer database to generate real-time insights and better understand customers to improve upselling and cross-selling opportunities. With Cognizant's solution the company delivers a better customer experience and has increased its sales revenue. To further digitalize and automate the order management process for touchless order processing, we are deploying intelligent process automation, natural language processing and natural language generation. increase in sales increase in revenue per order increase in new item placement ©2024 Cognizant, all rights reserved I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon

Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Euro air hub saves 4.5M/yr

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ digital-platform-increases-airport-efficiency ----- The challenge Our approach $4.5 million 40% increase 5% reduction Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading European air hub needed to grow if it was to remain one of the world's top 10 airports, even though it was already operating at 98% capacity. Unfortunately, increasing the number of flights, the total operating hours or the physical space weren't options. Senior management determined that by increasing efficiencies and responsiveness the hub could expand beyond handling 75 million passengers a year and 1,300 daily flights. New capabilities would be needed: better customer flow and demand predictions, faster reactions to flight delays and improved resource allocation. Goals included increasing

productivity, cutting costs and enhancing the passenger experience. Cognizant proposed a digital platform that would transform the airport into the first truly intelligent air hub in the country. To make this vision a reality, Cognizant's transportation & logistics digital solutions experts investigated over 30 core business functions and gathered intelligence from the business ecosystem—including air traffic controllers, civil aviation authority personnel, baggage handlers and cleaners. We used this information to digitally model airport operations. During the process, we found that much of the data to accurately predict demand and improve planning was already being gathered, from either manual or a range of legacy systems. Cognizant acted as a systems integrator, consolidating this data and then developing a cloud-based platform using Microsoft Azure. We also integrated a decision support system to give management a 360-degree view of airport operations, flows and incidents. With real-time data availability, informed decisions can now be made based on up-to-the-second information and intelligence. A leading European airport needed to improve efficiency and customer satisfaction to retain its position as one of the world's most successful air hubs. By integrating manual and legacy systems, Cognizant delivered a digital platform that predicts today's demand in real time to minimize delays and maximize utilization while identifying future opportunities for additional improvements. savings per year due to increased efficiencies in peak check-in desk throughput in passenger delays, equivalent to 4 minutes per passenger I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=======================

CPG digital shelf raises yield by 68%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/digital-shelf-management ----- The challenge Our approach $3 million 60% 68% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong

AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A consumer goods company operating in 40 countries wanted a way to quickly syndicate accurate product information to its 500 ecommerce partners and distributors—and to confirm that existing listings were up to date. The challenge? Product information was scattered across multiple systems: ERP master data systems such as SAP R/3, as well as SAP EHS, SharePoint systems and even desktops. And attributes, including product titles, descriptions, dimensions, package counts and features, were not consistent across countries. The lack of a single source of truth for product information created cascading problems. New product listings had to wait until the marketing and brand teams hunted through multiple systems to find the correct information and images. Different descriptions for the same product led to inaccurate sales reports and forecasts. Auditing ecommerce sites for out-of-date information took six to eight months, exposing the company to legal and compliance risks. These challenges would multiply as the company introduced more products in more countries through more channels in more languages. To overcome these problems, the company turned to Cognizant's CPG digital solutions expertise. We built a digital shelf solution that serves as a single source of truth for tens of thousands of products and hundreds of thousands of images for business segments currently operating in 40 countries. Now, the company has an easier, more automated way to syndicate product data to retailers and other channels. The product information management solution, hosted on Stibo Step, pulls in data from the company's existing SAP, packaging, pricing and product hierarchy systems. The MediaBeacon digital asset management solution serves as a central repository for the latest images, PDF files, packaging artwork and videos. Cognizant designed an intuitive interface that employees and partners can use to access product data and images from both PIM and DAM solutions in one place. Today, more than 3,500 employees and agencies use the digital shelf solution. We worked in two-week sprints to roll it out across North America, Latin America, EMEA and Asia Pacific. Country teams can now customize the standard framework.   Cognizant helped the client increase sales, strengthen its brand and avoid fines by designing and implementing a

centralized PIM and DAM system that makes the syndication of product data and images easier. saved annually in operational expense increase in time to market via digital channels time saved in creating product listing I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Effectv supercharges ad platform

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/effectv-tv-ad-buying-platform ----- The challenge Our approach Industry-first 4 months 48 hours Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Comcast is one of the world's largest cable, media and technology companies, as well as a leading distributor of advertising across linear and digital platforms. While the

company is passionate about providing powerful solutions that connect audiences with relevant ads to promote growth, one segment proved particularly challenging to engage: small and midsize businesses (SMBs). Comcast's advertising sales division, Effectv, embarked on a journey to help SMBs reimagine the way they connect with target audiences and promote their businesses. To uncover and meet the unique demands of SMBs, Effectv partnered with Cognizant's Communications Service Provider experts and a Cognizant-affiliated consulting firm that specializes in ethnographic research. The Cognizant-affiliated consulting firm conducted deep field research with U.S. small businesses to learn firsthand how they make marketing decisions. The research uncovered how TV advertising can help smaller businesses expand their reach and impact their communities. Cognizant used those insights to create an industry-first solution: the Effectv TV Ad Planner. This innovative, advertiser-driven media buying platform—specifically designed for the unique needs of small businesses—empowers smaller advertisers to see TV as a more accessible, affordable and understandable medium on which they can spend their ad dollars. SMBs can realize the value of TV by planning, buying and quickly launching their own TV ad campaigns. The Effectv TV Ad Planner platform has become a solid source of qualified leads, increasing the average campaign spend of the SMB segment as a whole. "With the expertise from Cognizant we were able to research, plan, build and launch Ad Planner in just four months," says Travis Parrill, Senior Vice President of Operations at Effectv. "They were invaluable in helping us identify the needs of small and midsize business owners and create this first-of-its-kind application for our industry." TV ad platform designed specifically for small businesses from solution concept to market for customers to plan, create and run ad campaigns in different markets to target audiences in specific geographies I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=======================

AI drives efficiency by 10X

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/flood-insurance-market-analysis ----- The challenge Our approach 83% 10-fold reduction 25% improvement Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging

marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. In the insurance business, assessing risk is not an exact science. Our client, a major global reinsurance company, wanted to examine the risk of reinsuring specific tranches of risk for its clients. While flood insurance represents a significant opportunity for insurers, framing each risk must be balanced by accurate pricing. To get a clearer view of flood risks and the ability to model risk factors by geography down to individual ZIP codes, the client turned to Cognizant for a solution. Cognizant helped the reinsurer develop an intelligent algorithmic process to aid the underwriting process and boost efficiency. This involved analyzing flood hazard maps developed by the National Flood Insurance Program, publicly available census data and housing information. The solution overlays the geospatial data with data from geographic information systems (GIS) and our client's internal data on historical claims. Our AI and Analytics team used R software with ArcGIS for geospatial data extraction. We identified potential attributes that affect market opportunity and risks for areas down to individual ZIP+4 codes. We then depicted these risks using a dashboard with visualizations built on the RShiny platform. Using natural language processing to automatically examine digitized documents and combining that information with geospatial data on flooding, our client can now accurately assess the frequency and severity of flood risk by ZIP code. Our AI-driven machine learning solution leverages subject matter expertise with data science to make predictive underwriting faster, more efficient and more accurate. The client can now assess coverage and model the factors that could drive the market, including behavioral patterns. accuracy in modeling potential market in underwriting throughput time in case acceptance I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon

Agile model drives revenue

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/global-media-digital-operating-model ----- The challenge Our approach Agile methods 75% 25% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Unprecedented shifts and relentless pressure from competitors often compel media organizations to accelerate the digital shift to stay relevant and drive growth. At times, these companies are inclined to take the typical approach of adopting a model that redefines how people, processes, facilities and technology should be organized in future, and then spending the next three to five years implementing it. But the media business is changing too quickly for this approach to be effective. A global media monitoring company needed to rapidly improve customer relevance and drive revenue. As the organization was also under pressure to lower costs and be more efficient, it needed to

grow commercial income to offset these reductions. Cognizant Consulting partnered with the company to deliver and accelerate transformational change, applying our deep media industry expertise and agile principles to drive the desired outcomes. The company adopted an enterprise-wide agile approach to iteratively disrupt its current business model, and to define and implement its future operating model. The agile techniques involved idea testing with customers, incorporating feedback, continuous improvement and iteration, and cultural change management. The operating model provided a view of a streamlined, structured framework, identifying the required skills and capabilities. It also contained the underpinning financial model, technology architecture and supporting data governance framework. Working together, the global media monitoring organization and Cognizant formulated a model for the future that has the flexibility to adapt to changing external and internal factors. This team also designed and implemented interventions to radically transform the media company's current model and achieve its key strategic objectives. speed improvements and innovation increase in revenue, with customer-relevant offerings reduction in costs, with a more effective operating model I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=======================

BPaaS yields better pricing accuracy

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/healthcare-bpaas-solution ----- The challenge Our approach 25% 15% 99% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite

peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A major U.S. healthcare organization with more than one million members in its government programs had difficulty modernizing the systems and capabilities required to comply with the emerging regulatory requirements of the Centers for Medicare and Medicaid Services. Its systems were outdated and expensive. Low automation rates, extensive manual processes and non-standardized data structures resulted in inadequate claims processing turnaround times and claims pricing inaccuracies. Antiquated customer service tools and minimal interactive voice response capabilities resulted in poor user experiences that hurt the brand and its standing with CMS. The payer turned to Cognizant's healthcare technology experts for a comprehensive yet cost-effective solution that would solve its immediate need for a modern, end-to-end solution and provide a foundation for thriving under value-based care. We deployed our Business Process-as-a-Service (BPaaS) solution for government programs, delivering a comprehensive TriZetto Facets core administration platform as a hosted service operated by Cognizant and overseen by the client. To begin with, Cognizant addressed the root causes of claims and encounter issues by collaborating with the payer's senior operations executives and drawing on their extensive experience in government health plan administration. Facets enabled streamlined maintenance, standardized processes and improved system capabilities to reduce claims backlog. The solution also enhanced provider-matching rates by 3% to 4%, eliminating the chances of authorization rejection by plans due to invalid procedure codes. A separate project introduced the Encounter Data Management module of Facets. It not only improved encounter utilization monitoring acceptance rates from 83% to 92% in just a month but also enabled the submission of more than $450 million in backlogged encounters, improving the payer's revenue stream. Automating HIPAA authentication and self-service claims helped reduce call volume by 15% and call time by 30 seconds for remaining 51% of the call volume. Cognizant helped the healthcare payer meet regulatory compliance levels and position itself for success under a value-based care model and emerging mandated interoperability requirements by improving processing speed and data accuracy. Integrating Facets features like NetworX Pricer helped the client achieve over 99% pricing accuracy through automation. We not only helped the payer enhance member and provider experiences but also boost its revenue. reduction in plan administration TCO reduction in call volume claims pricing accuracy I would like Cognizant to contact me based on the

EAM Workflow produces efficiency

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ health-plan-enrollment-solution ----- The challenge Our approach $22,237 100% First-in, first-out Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. As SelectHealth® began expanding its coverage, the health plan realized that its existing systems could not efficiently handle the new demands. The shortcomings of its enrollment solution—which was not ready for an immediate influx of new applications—could result in bottlenecks and inefficiencies, leading to a less than satisfactory customer experience. Its existing solution was primarily driven by manual reports, making it difficult to process applications. It also

needed the ability to process applications on a first-in, first-out basis to meet Centers for Medicare & Medicaid Services (CMS) guidelines. SelectHealth needed a solution that would give it better visibility into enrollment to drive improvements in performance and efficiency. Being satisfied with the other Cognizant TriZetto solutions already in place, SelectHealth chose us yet again. The Cognizant healthcare technology team's familiarity with SelectHealth's existing solution helped us while implementing and transitioning the health plan to the TriZetto Elements® Enrollment Administration Manager (EAM) Workflow solution, making the onboarding process seamless. The EAM Workflow dashboard provides greater clarity on SelectHealth's performance. A clear view of the status of all its applications enables the health plan to process applications in a timely and efficient manner. The dashboard also enables SelectHealth to see and anticipate workflow more effectively, spot potential bottlenecks and lags, and monitor performance to ensure that everyone performs up to the internal standards set by the health plan. Two years after migrating to the EAM Workflow solution, SelectHealth continues to process enrollments in a far more efficient and timely manner—and this has opened up new opportunities. Cognizant's solution gave SelectHealth the customization it needed as it entered a new market focusing on Medicare. By adopting first-in, first-out standards, SelectHealth team members are able to work together efficiently. The health plan can monitor an individual's performance and productivity, and shift people across tasks as required. It can also appropriately justify, anticipate and prevent the need for staff overtime. Moreover, the solution helps SelectHealth meet CMS guidelines and compliance regulations. estimated yearly salary savings based on increased efficiencies for two to three employees audit of the processed applications application processing I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Automating IT claims processing

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/health-plan-it-transformation ----- The challenge Our approach $900 million 15X 4X Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible

business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A large, not-for-profit health plan faced regulatory compliance issues, declining membership and downward trends in customer service metrics as a result of its aging IT systems and processes. While the management team realized it needed to reinvest to scale up the plan's underperforming IT systems and processes, it also recognized the need for a rapid transformation. The organization engaged Cognizant to lead this transformation, given our deep experience in healthcare as well as our capacity to manage large-scale IT and business process transformation. Because the organization was struggling with backlogged claims and interest charges were driving up its costs, our transformation efforts primarily focused on streamlining claims processing—which we tackled in three phases. In the first phase, we completely analyzed current and historical claims to identify patterns that led to rework. Then we corrected flaws in the plan's policies and procedures while developing a process to "recycle" claims based on revised policies. Lastly, we automated some parts of the claims process using robotic process automation, implementing advanced algorithms to mimic human judgment and decision-making. We developed reusable assets that also can be used in other areas within the organization. We're currently helping the plan develop a Center of Excellence to drive other digital solutions. By taking complete ownership of the organization's back-office systems and processes, Cognizant first stabilized and then ran these systems while developing a new, world-class platform. This helped to significantly improve the plan's claims processing system while eliminating a substantial claims backlog. These improvements enable the client to focus on product development and market strategy, so it's in a better position to compete and gain market share. Our three-phased initiative helps the plan pay claims promptly, reduce employee overtime and lower the claims inventory to near-zero levels. in savings through selling, general and administrative expense reduction over seven years reduction in claims inventory reduction in average days in-house for pending claims I would like Cognizant to contact me based on the information provided

Upgrades drive improved automation

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/health-systems-regulatory-compliance-automation ----- The challenge Our approach 83% 75% 3% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Kern Health Systems (KHS) is a managed care health plan serving more than 250,000 MediCal recipients throughout Kern County, California. One year after its initial implementation of the TriZetto® QNXT™ core administration system from Cognizant went live, KHS was ready to upgrade and take advantage of valuable compliance

and automation enhancements. At the same time, KHS was also upgrading to a newer version of SQL, thereby adding to the upgrade complexity. Finally, because the KHS team needed to complete the upgrade while supporting other key initiatives, they established an aggressive seven-week timeframe for the project—significantly less than the four-to-six-month process required for previous system upgrades. Cognizant Systems Implementation (SI) provided KHS with the crucial support needed to upgrade all custom DLL processes to meet their objectives. KHS technical and business resources worked closely with the Cognizant SI team to develop a well-articulated strategy for the DLL components. The result was a highly successful upgrade that was completed on time and with no disruption to operations. The upgrade had progressed so smoothly that executive management was unaware it had even taken place. System enhancements began delivering value almost immediately, improving automation and supporting regulatory compliance for the health plan's MediCal business. KHS was also able to fully retire its previous legacy system, saving significant expense and allowing processing personnel to be re-assigned to more complex auditing responsibilities. auto-adjudication achieved percentage decrease in time needed to upgrade the new TriZetto system increase in the auto-adjudication rate I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=======================

IoT innovation: Connecting relevant data

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/heavy-equipment-iot-platform ----- The challenge Our approach 2 million 6,000 terabytes Weeks to hours Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from

them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading U.S.-based heavy equipment manufacturer had been using telemetry data for more than 10 years to support its fleet and equipment management processes. However, the company's strategic business units were working in isolation and its solutions weren't connected. The company wanted to overhaul this disjointed approach and leverage telemetry data to offer differentiated data-based services to its customers using the Internet of Things (IoT) and data science. To adopt enterprise-wide analytics and monetize its information, the company sought Cognizant's help. Leveraging Microsoft Azure and its specialized services for IoT, we helped the client build an enterprise-wide telemetry platform that stores, manages and analyzes telemetry data from equipment and products. The unified platform centralizes data collection and enables easy exchange of information across applications. We also created proprietary parsing routines that support different sizes and schedules of files. Our connected data initiatives enable the company to manage data across business units and product lines with a single, enterprise-wide data warehouse. The data collected from the field not only powers the company's applications, but it is also accessible to other applications, when needed, through an application programming interface (API) layer. Through a single, cohesive IoT platform that enables data analytics the manufacturer can now take advantage of the opportunities that telemetry offers. A more cohesive and accessible set of enterprise-wide data helps the company provide better solutions, drive innovation internally and with partners, and scale faster and more sustainably. Learn more about Cognizant's Mobility+ program and our track record of delivering intelligent platforms, solutions and services spanning industries. installed machines can be supported, up from the current 300,000 data collected in the field, up from 15 gigabytes per day increase in the accessibility of equipment and job data I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Industry 4.0 enhances manufacturing

The challenge Our approach Scaled Implemented Monitored Targeted Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading global tool manufacturing company with multiple lines of business and more than 100 factories worldwide lacked visibility into production metrics, such as overall equipment effectiveness (OEE). With machines varying in age and complexity, and two fundamentally different types of facilities, few assets were instrumented with sensors that provided data analytics to management. Our client knew it had a greenfield opportunity to transition cleanly to digital. Its objective was to create significant value—in the hundreds of millions—in the next five years as it moves from a focus on efficiency improvements to an Industry 4.0 platform that promotes connectivity and digital visualization. Cognizant's deep capabilities in manufacturing operations and proven experience in large-scale

manufacturing technology implementations were critical to our client's success. Our blueprint for the manufacturer's Industry 4.0 implementation was an integrated, cloud-based platform for gathering, analyzing and sharing information from disparate factories, increasing visibility and making resource allocation more efficient. We retrofitted equipment with state-of-the-art wireless IoT sensors to enable monitoring efficiency as well as uptime, yield and productivity measures for workers, assets and entire facilities. Next, we designed and deployed an IoT platform—an operational nerve center. We then rolled out the solutions globally, establishing secure enterprise-wide connectivity without disrupting the business and creating a network of plants that respond quickly to changing needs using digital twins. Our client's teams across the globe are rapidly enhancing functionality with our Industry 4.0 implementation. Measures for OEE are now embedded in manufacturing processes, providing managers with details on asset availability and run time, configuration and customization, scheduling, throughput and quality output, and even downtime or maintenance needs. Real-time notifications and web-based user interfaces enable remote experts to collaborate with shop-floor personnel, empowering the company's next generation of smart workers. Targeted outcomes include more accurate order fulfillment, lower production error rates and energy costs, and improved safety and compliance. Industrial IoT platform beyond the pilot phase to connect 100+ facilities and 1,000+ machines and production lines the IIoT platform at four plants in less than 12 weeks asset performance with dashboards, yielding insights for decision-making $100+ million in cost-savings and profitability gains over a five-year period I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Automation expedites claims process

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/insurance-claims-automation ----- The challenge Our approach 25% increase 40% reduction $37.4 million Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of

generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading multiline insurance company wanted to streamline its claims processing operations to deliver a better customer experience. Processing a single disability claim required multiple handoffs between systems and people. This complexity meant the company often did not collect the information needed to adjudicate its claims. High rework levels and slow turnover times on payouts made policyholders unhappy. This led to an increase in operating costs and a decrease in productivity. The company sought Cognizant's insurance technology expertise to optimize its claims process to clear claims faster. Cognizant applied lean principles, automation, sourcing and organization design to revamp the client's claims processing workflows. First, we analyzed the company's 80 claims-related processes and created detailed workflow maps to identify areas of improvement. We then eliminated activities that added no value and standardized rote and/or rules-driven tasks ideal for robotic process automation. Next, using process analytics, we discovered the root causes behind delays in processing certain claims and developed automatic routing routines so claims are handled by the most appropriate teams. We partnered with the client's IT organization and made core administrative changes to eliminate multiple handoffs in the claims adjudication process. Equipped with efficient optimization levers, Cognizant created a greatly streamlined, highly automated claims process that includes an optimized claims information intake workflow which a single person can manage. Fewer repeat calls requesting information and more automation mean faster disbursements—and more satisfied policyholders. Productivity increased by 25% and handoffs lowered by 40%, reducing project costs by $37.4 million over four years. in productivity in handoffs reduction in project costs over four years I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll

======================

IT overhaul for US insurer

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ insurance-it-infrastructure-upgrade ----- The challenge Our approach 37% 60% 41% 400% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. After providing automobile insurance across the U.S. for over a century, a national insurance carrier found itself lagging on the technology front. Disparate and antiquated IT systems across all areas, from policy and claims administration platforms to phone systems, led to significantly higher costs than the industry standard. Frequent outages and long recovery times disrupted the business and its customers. Realizing it needed a radical technology overhaul, the company hired a new chief information officer (CIO) to lead its IT transformation. The CIO engaged Cognizant to stabilize the existing IT infrastructure and to

develop and implement an enterprise-wide digital architecture. Cognizant collaborated with the CIO throughout a six-year transformational journey, developing an architectural roadmap that would deliver a customer-centric platform as well as enable digital and data capabilities. Cognizant began stabilizing the company's legacy systems, fixing bugs, extending functionality and improving overall reliability to create a bridge to the new digital architecture. Once a stable IT environment was achieved, the team consolidated and replaced all policy and claims administration systems, installed a new customer relationship management (CRM) system, and implemented data analytics and digital platforms that would engage customers and agents within a flexible, web services-oriented architecture. The company simultaneously upgraded its underlying insurance products, creating additional disruption in an already challenging initiative. The benefits the insurance company achieved through its extensive digital transformation spanned the entire enterprise, including policy and claims administration, data and analytics, digital solutions for customers and agents, CRM, human resources and accounting. Digital solutions—including web-based customer self-service capabilities—increased customer satisfaction and reduced the cost of customer service, leading to web portal sales of approximately $260 million in annual premiums. reduction in IT costs reduction in claims processing time increase in the company's Net Promoter Score improvement in fraud prevention and detection I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

========================

Modernizing IT with BPaaS solutions

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/insurance-legacy-platform-upgrade ----- The challenge Our approach 20% 46% 2 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business

with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A U.S.-based life insurance and investment company struggled with disparate, and often duplicative, legacy systems as a result of a series of mergers and acquisitions over many decades. Half of the supported 13 policy administrative systems were outdated, nearly 70 percent of which posed potential non-compliance and other business risks. A complicated IT landscape and high operating expenses further reduced the company's ability to fund new product research and hindered its move to a modern, digital environment. The company turned to Cognizant, its long-time IT partner, for a solution to simplify its IT landscape. Cognizant proposed building a proprietary solution based on a business process as a service (BPaaS) approach—to be hosted and maintained by us—that the company would agree to use for a specified time. Such a solution would enable the company to save money, help protect its intellectual property and boost its technical currency. The solution we built—LifeAdmin Core™, powered by Oracle Insurance Policy Administration (OIPA)—was one of the first BPaaS solutions in North America designed specifically for the life insurance industry. We selected OIPA because of its simplicity and capability to protect the company's intellectual property. LifeAdmin Core's flexible, rules-based policy administration solution automates business processes and supports rapid deployment, enabling faster product launches and reducing total cost of ownership. Cognizant also manages standard compliance changes globally, at the platform level, which further helps mitigate business risks. At the close of the second year of a six-year engagement, Cognizant had migrated two of the company's largest applications. Migration of a third application is expected to be completed in the coming months. As these three applications comprise 75 percent of the total policy volume, a major portion of the company's customer policy data will have been moved from the legacy platform to LifeAdmin Core. This puts the company in a better position to enhance its customer service and use new digital technologies to improve customer satisfaction while Cognizant continues to move the rest of its applications to the single, modern platform. reduction in operating costs reduction in price per policy of the company's largest applications migrated I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal

=====================

Cloud analytics improves retail

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/intelligent-analytics-for-retail ----- The challenge Our approach Zero downtime Migrated 16TB 40% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading global convenience store chain needed to create a new data architecture and management foundation—modernizing its technology platform to improve access to sales data, better manage its supply chain and implement robust analytics for predictive decision making. Our client sought a scalable, flexible solution that could meet the demands of its diverse, complex system of franchisees.

They needed a way to quickly integrate new applications, perform audits, increase and improve ad-hoc reporting capability, apply similar business rules across the organization and reduce overhead. Critically, management wanted to be able to aggregate and analyze store data in near real time, to customize sales at various locations based on specific customer needs. Our team of retail digital experts migrated three years of historical data to a cloud-based infrastructure on Microsoft Azure—moving more than 16 terabytes of data. We then implemented a cloud platform that improves data ingestion from the company's thousands of stores and allows for real-time availability of data, while lowering infrastructure costs and software licensing fees by 40% for on-premise applications. Combining our newly streamlined AI-ready data model and cloud-based platform infrastructure together meant that the company could implement intelligent analytics to address prevailing business challenges and enable new initiatives. One project has made it possible for customers to enjoy carry-out self-service. Our client's new cloud-based ecosystem not only improves query and reporting capability, delivering important information—including historical data—to the business more quickly, but also superior in-store customer experiences.   With access to three years of data and to accurate current and evolving sales data, the company can now perform advanced, intelligent comparative analyses of trends in data, informing more rapid business decisions. The new infrastructure now provides visibility into sales, inventory and expense data on an hourly basis, helping management rationalize a path for other cloud-based projects.   Comparative analysis of current and historical data simplifies business decision-making. Implementing new business initiatives on the platform is simple and fast. Infrastructure costs are significantly lower and data redundancy has been avoided. Streamlined report rationalization and maintenance has also enhanced reporting and analytics capability. due to infrastructure upgrades, with no negative impact on the business. to a hybrid cloud platform. reduction in infrastructure and software licensing costs. I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

IPA transforms operation workflows

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ intelligent-process-automation-automaker ----- The challenge Our approach $550,000+ Robust Quicker Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore

insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global automaker wanted to implement intelligent process automation (IPA) to drive back-office business process improvements in its Latin American operations. With cut-throat competition on prices and rising R&D costs, developing scalable streamlined solutions across business units and geographies is critical to reduce operational costs and time spent performing labor-intensive and iterative processes. Our client's administrative operations included many such processes, but its main challenges were a lack of coordination across business units, an incomplete view into processes and an inability to quantify ROI. In addition, the automaker's more complex and high-value processes were both resource- and time-intensive and increased operational costs. The client leveraged Cognizant's intelligent process automation solutions to establish a scalable IPA ecosystem to meaningfully improve its bottom line. Cognizant's Automation Center of Excellence cataloged and analyzed the full range of the automaker's back-office business processes by function and department, identifying and prioritizing more than 50 labor-intensive processes for transformation. Hundreds of thousands of manual transactions and errors were eliminated, lowering costs. We documented how much time was spent on each process to establish baseline metrics and set up success measures for new initiatives. Using agile development, we implemented UiPath and automated processes in 12 four-week sprints to accelerate ROI from five processes in each sprint across multiple lines of business. Our intelligent automation solution interacts with more than 25 applications, applying business rules to process complex transactions and

securing information. Plus, management now has dashboards for visibility into workflow efficiency and key metrics. This resulted in meaningful improvements to the automaker's bottom line. Our client also adopted and then seamlessly migrated to PEGA, a leading global cloud platform for customer engagement and operational excellence—promoting universal adoption of robotic process automation for the selected processes. savings annually in the first two sprints error-handling and exceptions notifications return on investment I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

AI improves predictive underwriting

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/intelligent-underwriting-tool ----- The challenge Our approach Improved Reduced Increased Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps

in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global reinsurance company needed help developing a data-driven information management solution that could determine the best cases for underwriting and assist underwriters in assessing case files to decide which cases must be underwritten. The company asked Cognizant to help build an intelligent underwriting tool, driven by artificial intelligence (AI), to aid the underwriting process and boost efficiency while predicting and prioritizing the cases that should and should not be accepted. We helped the company build an intelligent underwriting tool—Life & Health Underwriting Document Analytics (LUDA) —that summarizes case files for easy review, assesses the cases and makes recommendations to the underwriters. Using optical character recognition and image processing, complex and varied stacks of documents are read and assembled as a single, consistently formatted document. We used natural language processing to aid organizing and extracting data from the source documents, and AI-based machine learning to make sense of the data and assign scores to the most promising cases. The number of cases rejected is expected to drop from the company's current rate of 40% as LUDA makes the underwriting process faster and more precise. This will enable the re-insurer to take on more customers. As the number of accepted cases goes up, the underwriting time is expected to go down significantly. This, in turn, is expected to boost revenues. underwriting efficiency total underwriting time case acceptance percentage and revenue I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

======================

UX team cuts time to market by 35%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/interactive-services-improve-time-to-market ----- The challenge Our approach 35% 25 30-day Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible

business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global digital payments provider wanted to consolidate its design group in California, creating a central hub for the company's product, engineering and design talent in one location and thus accelerating product development. The company wanted to provide strategic and flexible user experience (UX) design services, ensuring consistency and continuity of project resources. The digital payments provider also wanted to establish last-mile design support to global product design and engineering teams, as well as create governance for efficient, effective coordination across projects. Above all, the company wanted a partner that could staff the new hub with 35 UX design consultants and ramp it up for scale and agility—in 30 days. The client chose Cognizant Digital Experience, one of the largest design services groups in the industry, to take on the challenge. Our first step was to train UX designers in the ideation and research that's central to product companies. We standardized the digital payments provider's processes to ensure effective collaboration among its consolidated teams. Although the company wanted to capitalize on the benefits of reusable user interface (UI) components, the team it had set up lacked the dedicated staff required to keep files updated and ensure a living toolkit housed the standardized UI components. So, we established an environment for the free flow of ideas, holding sync-up meetings and prioritizing team collaboration. Each UI component is assigned a code that helps the product design team design and scale faster. Procedure standardization facilitates further knowledge sharing among team members. The Cognizant Digital Experience team's collaboration and knowledge-sharing approach condensed the digital payments provider's product cycle and resulted in 35 percent faster time to market. Within 24 months, the central design hub delivered a total of 25 product releases. faster time to market product releases in 24 months ramp-up of the hub, as dictated by the client I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the

IoT: Improving customer experiences

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/iot-equipment-monitoring ----- The challenge Our approach Nearly $10M 33,000 1000 hours Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading global equipment rental company recognized that it lagged behind the competition in adopting digital strategies for operations and customer-facing services. Despite being an early adopter of sensors and the Internet of Things (IoT), the company suffered from performance impediments and revenue leaks due to inefficient data capture in the field. Lacking a clear approach to digital innovation and without the ability to derive insights from telemetry data, the company

reached out to Cognizant, a long-term partner, to help achieve operational savings. Cognizant created solutions to derive new value from the client's IoT and logistics framework by capitalizing on its telematics infrastructure and leveraging data about vehicle maintenance status, operator behavior, geographic location and other performance aspects from sensors on its heavy equipment fleet. We created a mobile tool that leverages IoT data to improve efficiency. The tool automatically sends alerts to employees when the rental company's equipment enters or leaves a site and provides GPS to pinpoint an asset's exact location for swift pick up, thus saving time. Using telematics data enables new capabilities in managing equipment availability and tracking utilization. This includes real-time monitoring of equipment asset status and indicating inefficiencies like idling, under-utilization and misuse. Learn more about Cognizant's Mobility+ program and our track record of delivering intelligent platforms, solutions and services spanning industries. decrease in revenue leakage equipment assets included in the telematics framework reduction in time spent for equipment tracking annually I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

IoT platform allows for flexibility

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/iot-platform-facility-management ----- The challenge Our approach $1.2 billion cost savings 20% reduction 65% to 80% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry

expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. As flexible work arrangements become the norm, a major U.S.-based global financial institution recognized that the need for employee workspaces is shrinking. It decided to shift from legacy brick-and-mortar corporate office spaces to a more efficient space allocation approach. The financial institution asked Cognizant's banking technology experts to envision a new way of allocating office space for its highly mobile professionals. Our objective was to help the organization trim their $3 billion expenditure it incurs to manage facility costs, energy costs and overhead for three years across 530 locations. The institution adopted Cognizant's 1Facility solution, an IoT platform for office space utilization. Digital re-engineering would enable space allocation updates in real time and give our client new ways to keep track of employees' space usage and work habits and to optimize energy resources based on occupancy and need. We implemented the IoT platform, which allows our client to coordinate, track and keep a count of office space inventory across the organization. It also provides utilization data and employees' work-commute preferences, for global real estate planning. The platform helped the organization achieve $1.2 billion in cost savings. The 1Facility eases the task of hoteling professionals, increases network security and integrates facility operations management with building management systems. It also sends notifications to employees who are looking for or occupying space in real time. Desk locations and users' devices are mapped to specific Ethernet patch panels, allowing corporate IT to track devices and monitor utilization. Occupancy sensors and workstation usage analysis provides intel on productivity, compliance monitoring and decision-making. forecasting $3+ billion in savings over three years in the number of buildings supported increase in support role and space utilization rates I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Reducing waste saves $18M

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/iot-solution-retail-refrigeration ----- The challenge Our approach $18M 36 hours to < 4 87% Contact us Thank you for your interest in Cognizant. We are

sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Every year, a large retail chain loses nearly $2 billion to wasted or spoiled food. Problems with its legacy refrigeration system account for approximately 15 percent of that total—or $300 million. It takes five to six hours for alarms from the refrigeration system controllers to reach the operations team, and there is no early-warning mechanism. This legacy system depends on the individual controllers to raise alarms and on the corresponding vendor-supplied service components. To compound the problem, the chain's vendors no longer support these controllers, so changing alarm and logging parameters is nearly impossible. The retailer asked Cognizant for a strategy to resolve this major source of food waste and the corresponding financial loss. We recommended a device that would interact directly with the refrigeration equipment controllers, retrieving a set of prioritized sensor information on a periodic basis—an approach the client endorsed. We then designed a platform using Internet of Things (IoT) technology to log, monitor and predict the alarms and failures at all the retailer's U.S. stores based on the data retrieved from various controllers. With the completed IoT solution, the retailer can collect data from meters, fleets, and energy and other sources. The enterprise-level platform can monitor energy use, increase operational efficiency and optimize the supply chain. Data can be used to develop

algorithms that help predict system issues and limit food spoilage. cost savings projected after completion of the project lead time for automated work-order generation field service work orders automated, eliminating need for manual intervention I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=====================

IoT improves surgical tool monitoring

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/iot-surgery-device-data-capture ----- The challenge Our approach < 1 year $6M Improved Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to

stay competitive in the evolving world of AI. Waiting in an airplane on a runway due to an equipment issue is one thing. Lying on a gurney ahead of a surgery is quite another. To prevent delays due to the failure of its endo-surgical equipment, a large U.S. manufacturer routinely sends highly trained sales personnel to visit hospitals and examine each piece of equipment. Not only is that process painstaking, it is also extremely costly. It creates opportunity costs, as well: all the service activity results in lower sales. Further, the manual nature of maintenance means the company responds to failures slowly. The device maker tasked Cognizant with improving its service and maintenance process. Each of its devices already stores important data, including surgery type, tool usage, surgery time and total lifetime usage. We helped the company create an automated process to remotely capture this data, eliminating field personnel site visits for simple data collection. We also devised an IoT instrument that plugs into the device maker's existing equipment, preventing major deployment delays and ending device recertification in the field. Data about each device transmits automatically, enabling better maintenance planning and faster remote updates. Immediate issue identification reduces downtime. With the improved ability to provision software updates and enhancements, and a better understanding of device performance, the device maker provides more effective surgical tools and greater up-time. This drives better customer service and superior patient experiences. to achieve initiative return on investment in projected savings annually patient outcomes and faster deployment I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Cutting edge IT improves service quality

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/it-infrastructure-upgrade-healthcare ----- The challenge Our approach 20% cost savings 20 minutes Faster, more secure Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading U.S.-based healthcare system encompassing several hospital campuses and a school of medicine had its clinical data housed in disparate systems. The organization wanted to create an integrated IT ecosystem that would consolidate all cross-department data. It needed a solution that could support rapid deployment of both production and non-production environments in a Microsoft Azure infrastructure-as-a-service (IaaS) setup. The organization approached Cognizant to improve its service delivery and to build a comprehensive, agile, scalable and cost-effective engineering solution. The client wanted to avoid any issues and errors at the point of origin in non-production environments and to achieve effectiveness through an agile development approach, for which it sought continuous integration support. Stringent compliance with security, privacy and regulatory requirements also was a critical priority. Combining our deep domain expertise and digital infrastructure leadership, Cognizant helped the client optimize its IT infrastructure, reduce administrative overhead and enable its team to focus on other business priorities by provisioning the organization's environment and automating the build-and-deployment process. Using a host of leading-edge Microsoft Azure-based technologies designed to accelerate engineering throughput, we deployed tools such as Azure PowerShell scripts to automate environment creation and customization tools including Chef and Jenkins to automate deployment into Azure virtual machines. We used SonarQube to implement quality assurance and optimization at the same time. To protect the virtual machines, we deployed the Nexpose vulnerability scanner. With automated environment provisioning on Microsoft Azure, the organization benefits from an integrated technology backbone and better control over its revenues with a highly scalable, available, secure and HIPAA-compliant environment. Leveraging Cognizant's Healthcare Cloud Conversion Factory (HCCF), the hospital network realized 20% cost savings by eliminating the need to hire more resources—which in turn helped to reduce manual errors. Additionally, our solution helps the organization deploy build with the latest application code base in under 20 minutes,

virtually eliminating lead time and accelerating time to market. Cloud-based provisioning also results in faster, more secure data transfer between on-premises and Azure data centers. by eliminating the need to hire more resources time to deploy build with the latest application code base data transfer between on-premises and Azure data centers I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=======================

Designing new framework for Oracle cloud

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/legacy-erp-hcm-oracle-upgrade ----- The challenge Our approach 20,000-50,000 7 1200 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn

from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A family-owned freight transportation provider needed to replace its 30-year-old on-premises enterprise resource planning (ERP) system. It was both difficult to maintain the highly customized legacy platform and costly to support its more than 200 terminals. The company also had to manage the high transaction volumes for its human capital management (HCM) and ERP financials systems. The company wanted to modernize its infrastructure and migrate its legacy platforms to a single platform. It chose Cognizant to help make the switch to digital. This multi-pillar project encompassed nearly every area of the company across 14 legal entities, three business units and three primary ledgers. To ensure all areas were covered, our HCM and ERP teams collaborated with company representatives to create a design that would work across all departments. We established an open dialogue with each department to capture pain points within the company's current needs while building capabilities that would address future growth. Cognizant helped the company migrate its legacy systems to a modern Oracle cloud platform. After gathering requirements, we developed and tested prototype scenarios to ensure all integration points were aligned. As the company had a complex pay scenario, we customized the solution to address multiple pay rates for individual employees as well as the payroll tax differences across geographical locations. This resulted in a seamless payroll migration. Cognizant's collaborative approach ensured an integration framework that resolves each department's issues. The procurement solution, for example, provides visibility into purchases from more than 200 terminals across the company, enabling the procurement team to rationalize vendors and leverage its purchasing power. The company continues to add new modules to the consolidated platform, gradually shifting to the digital age. invoices processed per week weekly payroll runs for 16,000 employees transactions a week across locations I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=====================

Cloud platform cuts manual billing

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/life-science-cloud-billing-system ----- The challenge Our approach 40% 60% Improved Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work

and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Any problem with billing customers can have far-reaching effects. Not only does it jeopardize relationships with the customers in question, but it also puts growth and expansion at risk.   One diversified life sciences company was struggling with its nonstandard billing requirements and legacy systems. Because of these obstacles and performance issues from outdated technology, the company could not fully automate billing. It experienced errors, late invoices and increasing costs due to the manual work and lengthy processing involved. As it hoped to grow, the company sought a solution and partnered with us. We helped the company migrate its legacy billing system to a more efficient cloud-based system, and introduced the S3P subscription platform, enabling the technology to overhaul the company's billing processes completely. We worked with the company to manage business rules defined within each customer's contract to automate bill calculations accurately. Our S3P also provided configurable milestone and recurring billing rules, which gave the company even more flexibility for its many types of contracts. Finally, we helped implement regional currency features which, combined with the extensive business rule management, allow the company enough capability to expand to international markets with its products. With billing issues resolved, our client is able to take advantage of S3P's subscription selling capabilities. By defining new billing models, the company's healthcare division launched an innovative new way to sell its life sciences equipment to customers, enabling customers to spread out the costs of much-needed equipment to a per-use payment subscription. Customers are now able to pay by the number of scans produced, rather than by purchasing equipment outright, creating a completely new revenue stream. reduction in manual billing work effort reduction in time to generate

invoices cash collection, billing accuracy and ability to expand to new markets I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =====================

Software aids healthcare data quality

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/life-science-data-management ----- The challenge Our approach Streamlined Reduced Improved Increased Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global designer and manufacturer of sophisticated medical devices needed a system to better

manage its business process for addressing adverse events. It also needed to comply with a requirement from the Food and Drug Administration (FDA) for Corrective and Preventive Actions and to control product quality. The company asked Cognizant to lead its new quality management initiative. After analyzing the company's risky approach to data management using multiple applications, Cognizant Digital Business proposed a strong, centralized analytical platform that would decrease operation risks and production downtime. Using PTC's ThingWorx Navigate and Windchill platforms, we developed a single data management system with a centralized governance program, providing a single source for verifiable data. This system enables data validation, monitors data ownership, creates audit trails, addresses adverse events quickly, tracks key performance indicators and manages user access privileges. The system also provides access to data and reports on quality events. Users select the type of report required, and the system displays key information graphically as well as drill-downs on any data points for detailed analysis. The client now runs a single decision-support and analytics system, reducing its reliance on point-solutions and paper-based processes. Cognizant's rethinking of the way digital can be leveraged to better manage information is a model for how a digital enterprise can impact operations in a favorable way. information flow occurrence of compliance and risk events response time from 20 days to less than a week operational efficiency I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=======================

RPA reduces cycle time by 30%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/life-science-robotic-process-automation ----- The challenge Our approach 30% 99% 96% 92% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights

from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Life sciences companies have many regulatory responsibilities, including the obligation to document and maintain consumer feedback on the safety and efficacy of their products. At this life sciences company, that obligation was increasing exponentially, with the volume of individual case safety reports (ICSRs) doubling year over year. The immediate goal of the project was to replace and automate repetitive manual activities with a zero-touch robotic process automation (RPA) solution for the processing of ICSRs submitted by consumers and monitored by pharmaceutical industry regulators. In developing the RPA solution, however, we recognized that it could be a first step toward introducing automation in other areas of the organization. The RPA solution was completed and went live in just seven months. New automation efforts are in development to incorporate areas where more complex processing is needed, along with certain cognitive elements, including artificial intelligence and machine learning. The RPA solution delivers numerous benefits, including faster processing with greater consistency and fewer errors. More important, its modular design can be customized and scaled for future needs in other types of documents and transmission modes. reduction in end-to-end cycle time first-time accuracy achieved regulatory compliance attained turnaround time compliance reached I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Increasing product sales by 25%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ luxury-web-experience-personalization ----- The challenge Our approach $130 25% 3X Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our

leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A loyal customer is worth their weight in gold. For one leading U.S. luxury retailer, this value was plain to see—the top 10% of customers represented 80% of the retailer's revenue. The company hoped to engage these individuals even further by using digital channels. When the retailer approached Cognizant for help in crafting a digital strategy for a new, personalized shopping experience, it already understood the potential in creating customizable offerings. An earlier attempt had generated $2 million in the first year. The retailer sought our help in improving the performance of its existing model and simplifying product deployments. Cognizant's approach not only provided research and analysis into the latest trends in personalization, but also resulted in a sustainable digital strategy based on sound business process and product management practices. We leveraged tools and techniques that had worked well in similar markets, along with user data, to drive a new, hyper-personalized web experience. To address product customization effectively, we first identified the system interactions that would be needed in a new solution. We then tapped into Cognizant's wealth of retail and technical expertise to define and develop a new application that enabled our client to customize the online experience of each product quickly and easily. Partnering with Cognizant has enabled our client to capitalize on a new strategy for digital shopping experiences, leading to increased customer engagement. Our solution for customized offerings has enabled the retailer

to drastically reduce time to market and drive higher sales per product. higher average order value for personalized products increase in product sales higher conversion for personalized shopping experiences I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Predictive analytics reduces churn

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/machine-learning-solution-customer-retention ----- The challenge Our approach 80% accuracy 75% to 80% reduction $12 million Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A software company struggled to retain customers through subscription renewals because it could not

predict possible customer churn in time. Sales managers and sales executives lacked a central repository of information on past transactions, accounts' key decision-makers and product-related details and other issues that were necessary for sales expansion. The company reached out to Cognizant, a long-standing partner, for help. It had decided to move all its transactional systems to the cloud and needed to enhance its predictive analysis and churn probability capabilities. Using an agile delivery approach, Cognizant incorporated machine learning (ML) into the company's analytics model to elevate its 360-degree view of customers. By applying ML, the client can now proactively take steps to retain customers who are about to discontinue their service and are unlikely to renew their contacts. It can also prioritize high-value customers. Cognizant leveraged Cloudera to host transactional data and Hive to transform the data. By automating the extract, transform and load functions to Cloudera, the client collated data from multiple sources into a central location for easy access and analysis. Preprocessed, customer-centric data provides a 360-degree view of each customer, and that data is fed into the QlikView dashboard. The Apache Spark in-memory processing engine determines customer churn probability and identifies potential cross-sell/upsell opportunities. The flexible solution can be used for approximately 20 product types and 150,000 customers. Cognizant's dedicated software company team partnered with the client to design and implement a solution that provides 360-degree views of its customers. The solution's flexible dashboard provides customer performance details at all levels. The dashboard also provides details on churn probability, propensity to buy scores and customers' lifetime value. With this information, sales managers are now able to provide discount offers and premium support to minimize customer churn. in customer churn algorithm in manual efforts in possible cross-sell and upsell opportunities I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. =======================

ERP resolves manufacturing bottleneck

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/analytics-resolves-equipment-maker-bottleneck ----- The challenge Our approach $3 million From 9% to ~100% 120-day plan Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value.

Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A well-known US equipment manufacturer was experiencing undue losses and order delays because of a paint shop bottleneck preceding its assembly line. With 30 separate enterprise resource planning (ERP) reports used to plan painting schedules employees had no idea which items to prioritize. As a result, planning accuracy was a dismal 47% and only about 9% of orders were assembled on schedule. The paint shop issue was just one, albeit glaring, example of the challenges the manufacturer faced due to a lack of system integration and optimization. Cognizant's manufacturing technology solutions experts began by breaking the problem down into two parts: planning and sequencing. In the planning phase, we identified which parts had to be painted first based on assembly plans. For this, we applied data transformation techniques to information, including an inventory of already painted parts, the demand for parts for assembly and upstream work in progress. We applied an algorithm in the sequencing phase to optimize the sequence of parts being painted, taking into account variables such as the time of day and work shift, cycle time and assembly rate of production. Our team quantified current financial loss due to delays and identified why these delays occur. Armed with this information, we presented a plan of how to solve the paint shop bottleneck and the resulting business benefits. Using complex data extraction and analytics techniques, supported by ERP system integration, Cognizant determined how to raise assembly schedule adherence from 9% to nearly 100%. By operating at this new level, the company will be able to manufacture its tractors and diggers in a much more efficient way. The bottom line: faster production, reduced delivery times and significant cost savings. potential cost savings per year determined how to raise assembly schedule adherence to eliminate all order backlogs I would like Cognizant to

contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ======================

ERP integration saves $25M

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/manufacturing-process-erp-system-integration ----- The challenge Our approach $25 million 50% 25% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global water technology company experienced an accelerated period of growth, acquiring five companies in just under two years. But as the company expanded, it also inherited numerous business processes and enterprise resource planning (ERP) systems that resulted in high operating costs and a decline in business

outcomes. The company engaged Cognizant to design a solution that would standardize its business processes and integrate the inherited ERP systems. After assessing the company's business processes and technology operations, Cognizant recognized that a single, integrated ERP system would be an extremely costly and time-consuming solution. Instead, we built an orchestrated operating model that pulled together and synchronized each acquired company's existing ERP systems. This orchestrated approach integrated all process transactions across the company, improving compliance and governance by adopting one global standard for all business processes. Because all data is available in one dashboard, managers have a clear view of business performance, making insights possible. To improve outcomes, Cognizant replaced manual processes with robotic process automation. Cognizant's business process solution is faster and far less costly than a conventional ERP integration, standardizing business processes at a best-in-class level. We completed the whole process in just six months—about 18 months faster than a conventional ERP implementation would take—at approximately 25 percent of the cost. savings in business outcomes reduction in total cost of operations improvement in productivity I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Pega platform speeds time to market

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/pega-platform-insurance-implementation ----- The challenge Our approach 8–9 minutes 70% ~75% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D

with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The Asian operations of a global insurance company needed to overcome a lack of visibility, agility and interoperability between its systems and those of its country-based entities. The company turned to Cognizant for help. The Cognizant team built a user-friendly and efficient digital solution on top of the insurer's legacy systems. We helped conceptualize, design and implement a multi-year digital transformation program for six lines of business spread across four countries. Our strategy involved a four-year roadmap to create a foundational digital platform that would interface with existing peripheral systems through an advanced data layer, and then plug into a robust omnichannel front-end system. The insurer launched 11 new apps across four countries, a level of new product activity that had been unthinkable before. The Pega platform gives the company attractive, user-friendly application interfaces out of the box, simplifying applications for sales staff and end users. policy processing time, down from a full day average cost savings on new product implementations reduction in product time to market I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.

=====================

Analytics drives 99.98% compliance

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/pharma-compliance-rate-improvement ----- The challenge Our approach 99.98% Helped create 30% annual increase Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry

expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global pharmaceutical company wanted to overcome the complexities of regulatory compliance worldwide. The lack of visibility into the timelines of its marketing, patient support programs and licensing partners' individual case safety report (ICSR) submissions resulted in late case submissions. The company decided to focus on eliminating these issues to ensure adherence to its deadlines and identify emerging signals affecting patient safety. It approached Cognizant's life sciences technology experts to improve visibility into processes as well as market research and patient support programs (MRPSPs) to create a zero-late-case culture. As the client's strategic safety and technology partner, we started by identifying any ICSR compliance issues as they emerged. We developed and implemented an action plan to systematically build a zero-late-case culture. First, we focused on creating an MRPSP repository and automated notification tools to track these programs to help predict when and where ICSR volumes are likely to increase. Next, we built an automated case tracking tool to prioritize each case by its compliance timeline, leading to improved visibility into the case workflow. Finally, we applied process analytics to identify licensing partners that are slow to submit ICSRs and jeopardize the company's ability to meet its reporting deadlines. Cognizant helped the company achieve an industry-leading average regulatory compliance rate of 99.98%. Additionally, we helped the client maintain compliance performance while increasing ICSR volume by an average rate of 30% annually. We also assisted in removing late cases and helped build an environment where patient safety is paramount. average regulatory compliance rate zero-late-case culture in average rate of ICSR

Platform improves response time

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ pharma-marketing-ops-platform ----- The challenge Our approach 100% 20% Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Having completed numerous acquisitions, a global pharmaceutical company was left with multiple marketing platforms used by its seven siloed business units. Because the systems were not integrated, the company lacked a single source of truth for reporting. Worse, the situation risked noncompliance with the CAN SPAM Act of 2003, which requires every email sent to contain an unsubscribe

option to guarantee no further communications are delivered. Potential noncompliance penalties could have cost the company millions of dollars, with fines as high as $43,000 per violation. The company turned to Cognizant's Marketing Operations team to identify and implement a marketing technology solution that would consolidate email campaign efforts, manage risks and maintain compliance. We proposed an "assess-plan-run" approach to gain a comprehensive view of issues, immediately address compliance needs and introduce long-term efficiencies. We identified processes and platforms in use during the assess phase to find gaps and determine requirements for developing a marketing roadmap. During the plan phase, we established a vendor evaluation process, identified use cases and helped management envision a new campaign operating model. The company selected Adobe Marketo for its ability to consolidate lead data and integrate with existing marketing systems. In the run phase a marketing operations playbook defined workflows from request through execution and ensured data structures remained consistent for compliance purposes. After deploying the campaigns, Cognizant developed a training guide to transition management to the in-house marketing team. The centralized marketing platform standardized processes and provided a complete audit trail, leading to 100% compliance. Consolidating lead data and campaigns provided reporting and insights into campaign effectiveness. Thanks to a consistent campaign structure, deployment strategies and governance model, response time was 20% faster. This improved customer satisfaction, aligned stakeholders to marketing efforts and provided an enterprise-wide view of ROI. compliance achieved within 18 weeks improved response time, boosting customer satisfaction maintenance and costs by consolidating multiple marketing platforms I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
========================

Pharma program lowers costs

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/pharma-patient-engagement-strategy ----- The challenge Our approach $3,000 +26% 26% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible

business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The shift to patient experience and treatment outcomes in the healthcare industry means that pharmaceutical companies must put new focus on the person behind the diagnosis. Due to complex insurance rules and an upcoming expiration on its flagship drug's patent, a large global biopharmaceutical company needed a strategy to engage patients more deeply and keep them loyal. This pharma company valued Cognizant's deep expertise in marketing specialty drugs and our past successful engagements. We partnered on an approach and a strategy for the company's important initiative. We helped the pharma company develop a service strategy that simplifies and streamlines patient treatment, and then we delivered the underlying infrastructure. Coordinating care created a patient experience that focuses services on the human involved in the treatment. This approach also connected the various involved parties—from insurance companies to nurses to pharmacies—to valuable information about patient care. A mobile app further empowers patients to better manage their treatment. Cognizant helped the pharma company create a program that improves enrolled patients' quality of life while lowering their hospitalizations and overall healthcare costs. The company benefits from continued patient loyalty and adherence to treatment plans. savings per year per patient on cost of care number of days an average patient is covered by the company's drug of health professionals using the program to prescribe more drugs I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Manufacturer saves 4K+ person hours

The challenge Our approach 4,000+ 30 of the 70 sites 20% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. The complexity and urgency of streamlining varied manufacturing processes and systems after making an acquisition was a major challenge for a global pharmaceuticals company. Disparate and legacy applications had to be replaced with a unified, flexible manufacturing system so the company could accommodate its specific production process and lower operations costs. The company partnered with Cognizant to lead a smart factory transformation program to unify its processes and systems and to chart a road map to improve operational efficiencies. Cognizant OnePlant framework provided the client with templates, process documents and best deployment practices that helped its team roll out project deliverables as much as 30% faster than without the framework. We managed projects end to end and, as part of the Cognizant

OnePlant framework, delivered application customization and multiple accelerator tools to reduce cycle time. We also established a structured training and change management process. Cognizant OnePlant ensures consistency across various sites. The best practices included as part of the framework help the company reduce cycle time, increase yield, introduce paperless systems and enhance compliance and quality. We empowered the company to harmonize its critical manufacturing processes and thereby enhanced its ongoing pursuit of operational, quality and compliance excellence. The Cognizant OnePlant solution accelerators alone saved more than 4,000 person hours, which helped the client realize return on investment (ROI) in six months of rollout, on average. Lowered cost of ownership thanks to an efficient and evergreen standardized platform enabled the client to invest the savings in further development of its smart factory strategy as well as other business-critical areas. person hours saved live with unified manufacturing execution system (MES) integrated to enterprise resource planning (ERP) increase in throughput I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

========================

Care system saves $1.2M in 6 months

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/phpni-care-management-system-implementation ----- The challenge Our approach $1.2 million 100%+ 52% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your

manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Physicians Health Plan of Northern Indiana (PHPNI), a commercial not-for-profit carrier, needed to create its first ever care management program in just 12 months to effectively manage the medical requirements of its 50,000 existing members. After reviewing various solutions, the PHPNI team chose Cognizant's TriZetto CareAdvance Enterprise (CAE) based on our proven performance, strong client base and interoperability with PHPNI's existing QNXT™ core administration software. PHPNI needed a care management system that would show demonstrable savings and deliver a four-to-one return on project investments. The inherent integration between our CAE and QNXT solutions not only aided in the new system's rapid implementation but also prepared the carrier to share information with its risk-based contract health systems. This helped PHPNI quickly assume the role of a care management vendor for a third-party administrator. CAE's standard content package streamlined the carrier's program development, enabling it to complete the implementation project on time. CAE also enabled PHPNI's team to establish unique program parameters, through which the plan's nurses identify and treat members perceived to be at potential medical risk. In addition, its intuitive design, coupled with support from Cognizant and the CAE User Group, helps PHPNI effectively address critical issues and maximize system performance. We helped PHPNI implement a successful care management system that boosts its revenue growth opportunities and helps it achieve high member and provider satisfaction—all within a stipulated timeline—using CAE's comprehensive functionality and pre-integration with our QNXT core administration software. Our client now offers this service to outside entities, using CAE to support its new, revenue-generating business model. in plan savings generated in the first six months of operation of all annual fixed program costs recouped within three months under budget for CAE system implementation I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved ====================

Pandemic pivot to a new POS solution

The challenge Our approach 800 25 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Facing steadily increasing competition in the market, one of the world's largest pawn companies knew it needed to continue investing in its industry-leading customer experience. As part of that, the company wanted a solution that would increase customer engagement with retail associates in its 800 stores worldwide. In addition, because the company does business in multiple territories, each with its own regulatory requirements and operational rules, it needed to update its legacy point-of-sale (POS) system into a scalable, microservices-focused solution. Using agile best practices, Cognizant Softvision created two "Virtual Pods" with team members located across the U.S., Argentina and Mexico and then leveraged a virtual workflow to build the client's solution. The first Virtual Pod focused on modernizing the client's legacy back-end

system. The second built the core solution—a tablet-based POS system designed to get retail associates out from behind counters and onto sales floors in the company's stores. This total solution would drive a top-notch customer experience in the form of more personalized interactions and incremental sales. After a successful 25-store pilot, a global rollout was planned for 2020. Then an unforeseen roadblock emerged: the COVID-19 pandemic. As social distancing disrupted the company's new in-store business model, Cognizant Softvision's Virtual Pods nimbly pivoted and provided new features designed specifically to adapt to a remote environment. The company successfully rearchitected its legacy system and crafted a tablet-based customer experience application that enhances customer engagement and drives new sales—in both socially distanced COVID-19 environments and post-pandemic in-store ones. stores around the globe stores in pilot program I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

=====================

RPA improves process by 80%

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/postal-service-robotic-process-automation ----- The challenge Our approach 88.89% 100% 37.5% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high

integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A leading postal services organization, which receives an average of 25,000 supplier invoice update requests, faced major challenges in maintaining good supplier relations and operating cost effectively. Its labor-intensive process was slow, complex and error-prone, which affected productivity. The organization engaged Cognizant to help streamline its payment status communication with suppliers. Cognizant used our extensive supply chain and logistics management expertise to design a robotic process automation (RPA) solution that substantially automates key aspects of the process. The bots now run one hour per day five days a week, processing 375 transactions with 100% accuracy. This solution automates key steps, including downloading vendor ledger reports from the enterprise resource planning system, matching reminder requests with vendor ledger data, checking invoice duplication, updating payment status in the master database, and emailing a detailed report of processed and unprocessed invoices. The bots also assist with requests that require analyst attention and identify any outliers to help speed resolution. The client, with Cognizant's assistance, is currently exploring ways to automate more of its supplier accounts payable processes and incorporate knowledge retention into the software bots. Cognizant automated 80 percent of the supplier request process, reducing the average handling time (AHT) for each request to 30 seconds and saving the postal services organization about 1,680 hours annually. This has enhanced the organization's supplier relations and freed up its analysts' time to focus on higher value tasks and more satisfying work. AHT reduction —from 270 seconds to 30 seconds accuracy achieved for all 375 transactions processed per day resource optimization I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================

Cloud automates documentation

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/process-documentation-software-company ----- The challenge Our approach ~400 53 ~400 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage.

Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A software giant that had successfully deployed cloud-based automation solutions globally struggled with its outdated internal process documentation. Without a centralized documentation system, each region's accounting, payroll and HR functions followed their own processes. In addition, there was no standardized view of key data such as time sheet entries and tax audits. The company wanted a streamlined and digital approach to expedite processes. The company chose Cognizant based on our expertise in process documentation, experience working with leading digital enterprises and capability to provide fast ramp-ups. The initial phase of the project involved evaluating the client's existing processes, which ranged from simple tasks such as time sheets to complex tax and accounting efforts, and the maturity level of each process. We used our customized checklist as well as our own experience with other clients to benchmark the company's processes against industry standards. We also interviewed 25 key client stakeholders using customized questionnaires to gather undocumented information for a more accurate understanding of the company's processes and then guided them on how to increase the maturity level of each process. Subsequently, we loaded the details of each process into Nintex Promapp, a modern cloud-based business process mapping and management tool suggested by the client. The tool groups and displays processes by role, creating a new and streamlined experience for the company's workforce. Our team designed 53 new standard operating procedures (SOPs) in Promapp and migrated about 400 processes in the first phase of the engagement. Phase 2 added around 400 all-new processes to

Promapp. Phase 3 is now in progress. Cognizant not only helped the tech giant refurbish its informal documentation processes but also developed nearly 1,000 SOPs within a limited period of time. Following our turbocharged approach, the client continues to expand its seamless processes to organize hundreds of corporate tasks across the company. processes migrated in phase 1 new SOPs created in Nintex Promapp in phase 1 new processes added to Promapp in phase 2 I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
========================

Automation yields $1.18M in revenue

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/rcm-solution-medical-device-manufacturer ----- The challenge Our approach $1.18 million $8.82 million 50% 12% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A major orthopedic medical device manufacturer faced slowing revenue collections from healthcare payers. A lack of systems and process integration also made it difficult to identify or address root causes for the rising percentage of pended claims. Adding to its costs and collections woes, the manufacturer's field sales representatives were not gathering insurance eligibility information before distributing products. The company needed to improve collections while reducing costs. It collaborated with Cognizant's life sciences technology experts for our front-to-back office expertise and our experience in medical device revenue cycle management. In the back office, we redesigned the client's billing and collection processes for faster and higher revenue realization. This included taking over insurance preauthorization verification and implementing proactive appeals. In the front office, Cognizant helped field sales representatives to confirm patient benefits eligibility before they release product, which improved collection rates. We also developed a descriptive analytics dashboard to improve payer management, using historical data to score payers based on risk of denial or underpayment. Collaborating with the client, we integrated explanation of benefits data from payer websites for quick resolution of unapplied cash. The reengineered solution has helped the manufacturer save $1.18 million in operating costs, while increasing net revenue by $8.82 million. Days sales outstanding (DSO) decreased by half, from 72 days to 36 days. Results also included a reimbursement rate increase from 82% to 91% and a 12% increase in productivity. saved in operating costs increase in net revenue decrease in DSO, from 72 days to 36 days increase in productivity I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

Cloud protects remote associates

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/remote-employee-cloud-solution ----- The challenge Our approach ~30% Up to 30% Enabled Improved Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From

transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A healthcare analytics company with a remote workforce of approximately 100 needed to scale up quickly to handle over 2,000 remote workers. It also needed to minimize capital expenditures and reduce ongoing operational costs, as well as meet rigorous industry security and privacy regulations. The existing on-premises infrastructure didn't have the flexibility to scale quickly and easily, nor could it onboard new users within an acceptable timeframe. The company looked to Cognizant for guidance to find cost-effective, highly secure infrastructure and applications in less than six months. Cognizant developed a clear IT and cloud migration strategy that closely aligned with the organization's overall business goals. Strategic work included creating an IT operating model, evaluating cloud platforms and tools, reviewing third-party best-in-class products and developing a solid proof of concept. We evaluated key criteria, such as the precise capabilities of different products to meet not only the client's functional needs but also the extensive healthcare regulatory and compliance requirements. Through Amazon WorkSpaces, Cognizant provided a managed, highly secure desktop-as-a-service solution. We also addressed the client's concerns about security and authentication in the cloud by demonstrating the extensive security capabilities of the AWS Cloud platform. Cognizant identified migration challenges, developed a risk mitigation approach, designed and provisioned Amazon WorkSpaces infrastructure solutions, and enabled the client to provision workspaces in bulk and manage images for different teams of users. The cloud infrastructure powers provisioning and virtual workstations in the cloud, enabling developers to deploy resources quickly and work remotely. Migrating its infrastructure to the cloud saved the company considerable operating costs. Cognizant tapped its economies of scale to integrate leading third-party security offerings into the client's infrastructure. While

other businesses struggle to ramp up support during the unanticipated COVID-19 pandemic, the client is well-equipped to accommodate a rapidly growing base of remote employees with an AWS Cloud and Amazon Workspace environment in place. Remote desktops can be set up for thousands of users, with the company paying only for the workspaces it launches. This also eliminates the complexity in managing hardware inventory, OS versions and patches, and virtual desktop infrastructure. Cognizant continues to work closely with the company to both enhance its remote productivity infrastructure and provide ongoing services and support via our virtual workplace offerings. reduced total cost of ownership in just six months faster connectivity to the corporate network workspace computing/storage power upgrades in 10 to 15 minutes user experience with a dedicated remote environment for users I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
======================

Pandemic testing goes virtual

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/remote-testing-college-entrance-exam ----- The challenge Our approach 7,000 20+ Millions Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee

experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A non-profit organization representing the most popular college entrance exam in the U.S. has a lofty goal: "Modernize the Test Day Experience." In a pandemic-induced social distancing environment, this requires remote—that is, at home—testing for millions of students annually. The company called on Cognizant Softvision to build custom digital tools and platforms to virtualize the testing experience for all key stakeholders: test administrators and coordinators, students taking the exam, and employees who support test days. The Cognizant Softvision team walked the client through the process of defining differentiated digital experiences and identifying tools for test administrators, students and the company's command center. We determined that several new software and technology solutions were needed and that enabling these applications required back-end system modernization and a clear roadmap for how to deliver these experiences. Because the pandemic postponed several onsite test events, we conducted online workshops with key stakeholders to brainstorm how to virtualize the testing experience during social distancing. We then developed the technology, including customized web and mobile applications, for test administrators and coordinators to remotely conduct pretest planning, manage virtual test days and complete post-test processes, all digitally. Coronavirus-related social distancing has not only impacted standard onsite testing, it has accelerated the client's plans to create and launch an online testing model. The company is now working toward a pilot online test event. U.S. test centers testing programs and services of students tested annually I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

RCM process nets $11.3M for manufacturer

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/revenue-cycle-management-medical-device-company ----- The challenge Our approach $11.3 million $2 million to $46,000 From 0% to 56% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with

customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A U.S.-based medical devices company serving the physical rehabilitation market was dissatisfied with its revenue cycle management performance. Claims had to be recoded and resubmitted to health insurers far too frequently, resulting in a high percentage of pended claims. It also had a high unapplied cash rate because of inefficiencies in matching payments to claims submitted. With a low net-collection rate and unapplied cash, the company had less day-to-day financial flexibility and missed out investor revenue targets. The company partnered with Cognizant to leverage our combined healthcare operations experience and clinical expertise in life sciences. The company wanted Cognizant's life sciences technology experts to work on its revenue cycle management process. As one of our first steps, we established a dedicated payer team to review the company's payer contracts, rules and payment histories using analytics. The team uncovered where underpayments and no payments were occurring and in what volumes, guiding the new collections team in prioritizing efforts to drive better collections. A workflow tool was also designed and deployed to manage the collection inventory. We helped reduce the order-to-cash time and improve the days sales outstanding by compressing the processes across front, middle and back offices. Streamlining tasks such as managing patient eligibility, verifying coverage and calculating the percentage of payment due from insurers helped predict working capital more accurately. Up-to-date insurer contracts, as well as claims submitted according to individual payer requirements for coding, modifiers and other parameters, helped the company achieve better first-

time collection results. We helped the company eliminate bad debts and increase its revenue by $11.3 million. Automating the cash posting processes helped improve working capital and reduce unposted collections from $2 million to $46,000. The focused partnership also helped boost the company's collection ratios across its key sales lines. increase in net revenue in one year drop in unposted collections rise in cash posting automation I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

RPA in the healthcare revenue cycle

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/robotic-process-automation-rcm-provider ----- The challenge Our approach 5,000 100% 17,000 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI

insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Agents of a leading U.S. revenue cycle management (RCM) service provider were manually logging into healthcare provider portals to check patients' eligibility and benefits for upcoming appointments. Accurate confirmation streamlines claim submissions and health plan reimbursements. However, with more than 120 provider portals changing every quarter and agents expected to be familiar with each of them, the verification process was complex. The provider's existing eligibility and benefits confirmation process involved more than 250 complex business rules. Data had to be extracted from more than 35 fields pertaining to co-pays, co-insurance, annual deductibles and remaining deductible amounts. For appointments made on short notice, these tasks had to be completed within a day. This tedious, time-consuming process was prone to errors. It also risked patients receiving incorrect information and providers submitting inaccurate claims that eventually would be denied. Cognizant healthcare team designed a robotic process automation (RPA) solution for the RCM service provider's complete eligibility and benefits verification process. It includes 23 software bots running 22 hours a day, five days a week. The automation process pulls patient appointment lists from healthcare provider portals across various locations, prioritizes these appointments, extracts appointment details by accessing two different applications and 14 screens, consolidates output reports and confirms patients who are eligible for benefits. The bots also validate and update eligibility and benefits details in each practice's portal. Cognizant helped the RCM service provider automate its benefits and eligibility verification process using RPA. The provider has improved its customer service and capacity for growth by minimizing costs and saving 17,000 hours annually. transactions processed per day accuracy hours saved annually I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
========================

Automation fuels productivity

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/robotic-process-automation-utilities ----- The challenge Our approach $10 million 50% 55% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming

customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. An energy company had many robotic process automation (RPA) implementations under way in different business units with multiple vendors deploying a variety of bots in these projects. Executive leaders were concerned these efforts were not delivering expected savings and results. The company wanted to streamline its automation efforts to ensure the outcomes were aligned with its broader business objectives while improving productivity and cost savings. Given Cognizant's impressive track record in intelligent process automation (IPA) and CoE performance, the company chose us to develop an automation center of excellence to supply the strong governance and quality assurance necessary for a successful enterprise-wide automation strategy. As the first step, we educated business units about RPA and its evolutionary path to IPA. Using a lean-based assessment method, we worked with stakeholders from the supply chain, finance, power generation and customer service units to identify time-consuming, repetitive processes that could be automated. We helped the client deploy a project intake model that identifies grassroot ideas and objectives from different units. Next, we recommended how the company could connect these projects in broader initiatives to achieve greater benefits. We then prioritized these projects based on the client's business objectives and scoped the effort necessary to create and implement them. Our solution incorporates a strong governance program to build in security and risk management, eliminate duplicated automation efforts and ensure units follow automation best practices across locations. We introduced the concept of an RPA champion—a business unit expert who helps direct the efforts of the client's bot development squads—to deliver better ideas. The solution also generates analytics reports and publishes them to a dashboard with customized views for different users. The CoE ensures analytics capture metrics that align with the client's expected business outcomes. By using Cognizant-developed utility bots and reusable

components, the center of excellence automated an additional 75% of the energy company's processes. In a mere six months, the CoE delivered double the savings the client had achieved in the first two years of the piecemeal automation done earlier. We currently support the client's CoE and provide advisory services to ensure new initiatives reuse existing bots and code for faster deployment. We're also assisting the client in its evolution to intelligent automated workflows, AI-based chat and process mining to ensure these initiatives align with the company's overarching automation strategy and business objectives. in annual savings decrease in cycle time to develop bots decrease in cost per bot I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
=======================

RPA solution created virtually

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/rpa-solution-financial-services ----- The challenge Our approach 100,000 $8 million 90 Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people

to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A global financial services company—with a service set that includes audit and assurance, tax and consulting, cybersecurity and privacy, human resources, deals and forensics—needed an innovative way to streamline workflows and automate error-prone manual tasks without a sizable and costly overhaul of its IT infrastructure. The company turned to Cognizant Softvision for a technology solution to serve its network of more than 236,000 people in 158 countries. Cognizant Softvision gathered a cross-functional team of IT and business stakeholders to determine which of the financial services company's key workflows to automate. We worked with the client to develop a robotic process automation (RPA) solution to reduce quality and risk management efforts for repetitive, error-prone tasks. Deploying our "Virtual Pods"—teams of remote, globally distributed multidisciplinary experts—kept the project moving, uninterrupted, even as the COVID-19 crisis began disrupting business worldwide. To ensure a cohesive and unified engineered platform, as well as a seamless transition upon rollout, our product and design teams upheld the same key performance indicators throughout the project: velocity, quality, product impact and autonomy. Leveraging our remote Virtual Pods amid social distancing requirements enabled us to create a bot for our client that automatically exchanges data from multiple systems three times a day. A single RPA bot can complete the tasks of one or more employees, and for repetitive tasks, we have eliminated quality and risk management efforts entirely. hours saved over the next year annual cost savings days start to finish I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved
======================

AWS refreshes pharma company ops

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/sap-migration-aws-for-pharma ----- The challenge Our approach Zero 99.99% Enabled Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge

AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. An Indian pharmaceutical company with global operations had migrated its SAP-based enterprise resource planning (ERP) software and its associated Central Component to an on-premises environment. Although the move improved performance, it also resulted in rising costs and sub-par support. When under maintenance, the SAP system had extensive periods of downtime and received only limited security patch updates. The pharma company sought to improve the flexibility and scalability of its SAP system while lowering costs, and Cognizant stepped in to help. Leveraging our extensive experience, gained from more than 560 cloud engagements and over 60 cloud managed services projects, Cognizant executed the technical migration of the pharmaceutical company's SAP ERP Central Component and SAP Solution Manager systems from its on-premises environment to an AWS public cloud platform. With five AWS-certified professional architects overseeing the cloud implementation, we delivered an end-to-end environment validated by best practices in four and a half months. The new environment includes a high-availability architecture, which was missing in the company's earlier infrastructure. We also committed to five years of managed services support for the client's SAP Basis landscape as well as its AWS infrastructure and security, including cloud security services for both data and applications. The AWS cloud platform helps optimize the pharmaceutical company's IT infrastructure and enhance its scalability and security. The new platform also improves the security of the company's SAP landscape, making its operations less vulnerable to expensive interruption. We delivered an SAP migration to the AWS public cloud that complies with good practice quality guidelines and regulations. Thanks to a more robust, flexible, scalable and cost-efficient platform, the client and its 3,800 staff members now enjoy 99.95% network availability and 99.92% SAP applications availability.

infrastructure and migrations issues during deployment availability as a result of configured frequent full backups significant cost savings for the next five years I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved =====================

AWS secures virtual cloud workspace

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/secure-aws-workspace-healthcare ----- The challenge Our approach 40% 30% 50% Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. A U.S-based healthcare intelligence company that offers predictive analytics for population health

and care management wanted to expand its solutions to a wider customer base. However, its existing on-premises infrastructure did not have the flexibility or scalability to support the business expansion strategy or onboard new customers within an acceptable timeframe. The company needed a robust cloud strategy, information security, data protection and governance, as well as a target reference architecture to support its customers' needs efficiently. Cognizant developed an AWS cloud-driven IT operations strategy to create a scalable, secure and compliant environment for the healthcare company. Our goal was to ensure the technology was cost effective and closely aligned with the client's business objectives. After identifying AWS as the target cloud platform, Cognizant designed and implemented an AWS cloud infrastructure that encompassed 100% of the client's IT landscape. We also set up an operating model to proactively monitor and respond to security events, factoring in multi-region and multi-zone backup and disaster recovery. We used our Cloud Steps modernization framework methodology to identify and evaluate key criteria, including the capabilities of different platforms and products to meet extensive healthcare regulatory and compliance requirements. We implemented HIPAA-compliant Healthcare Cloud Reference Architectures in the infrastructure, data, network and application layers. This increases the client's flexibility to add new customers within an acceptable timeframe and provides an environment to meet its customers' variable data processing demands. Automated build, deployment, provisioning and virtual workstations (AWS workspaces) in the cloud enable the client's developers and data scientists to quickly provision resources and work from any location. The modern cloud infrastructure implemented by Cognizant not only enabled quick resource provisioning for remote location work but also reduced our client's time to market by 30% for new applications and analytics features. We also helped reduce the client's operating costs by 40% and improve its security management using best-in-class tools. operational cost savings faster product build savings in tools costs I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com. ©2024 Cognizant, all rights reserved

========================

Financial resolution of SelectHealth®

----- Arcticle source ----- https://www.cognizant.com/us/en/case-studies/ selecthealth-financial-reconciliation-solution ----- The challenge Our approach Increased More efficient and accurate More detailed Reduced Contact us Thank you for your interest in Cognizant. We are sorry. Unable to submit your request. Americas Middle East Europe Asia Pacific Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth

with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. Discover industry-specific solutions and expertise. Establish our leadership in A&D with Belcan. Ignite peak performance and efficiency in your business. Add gen AI to your manufacturing competitive advantage. Accelerate growth with customer-focused solutions. Explore insights tailored to your industry. Deep industry expertise to propel your business into the future. Expand our ER&D and IoT capabilities with Belcan. Put AI to work and turn opportunity into value. Accelerate time to value for industrial edge AI. Maintain high integrity across the AI lifecycle. From transforming customer and employee experiences to supercharging marketing and sales, find out how you can channel the strengths of generative AI into tangible business outcomes. AI insights to inspire enterprise transformation. Leaders must invest in people to unlock the power of AI. Our research shows strong AI leadership but gaps in business readiness. Explore the future of business with our Gen AI insights. Established businesses can't become AI natives, but they can learn from them. Discover how businesses can gain insights from AI natives to stay competitive in the evolving world of AI. SelectHealth was planning a transition to Medicare Advantage enrollment to serve the community in a better and more efficient way. Although the move was strategically sound, without an upgrade to its existing enrollment and financial solutions, the transition would be difficult, costly and inefficient. The company also wanted a long-term solution that would help it meet Centers for Medicare and Medicaid Services compliance standards. Because the company had prior experience with Cognizant TriZetto® Healthcare Products, SelectHealth opted to go with the TriZetto Enrollment Administration Manager (EAM) solution. Cognizant helped SelectHealth merge Medicare Advantage with its existing business lines. This helped create efficiencies by unifying certain tasks. For example, nightly cash postings and running statements could be combined and a single vendor could be used to print statements. "Our previous solution wasn't very efficient and wasn't calculating correctly," said Tracy Worsley, AR Premium Billing Operations Manager at SelectHealth. While developing the TriZetto EAM solution, SelectHealth also considered a TriZetto Financial Reconciliation Manager (FRM) module that would piggyback on the EAM solution. "Cognizant's FRM module was much more robust—that was a big plus for us," Worsley said. The user-friendly FRM solution enables SelectHealth to forecast financials more effectively and report plan information more accurately. Additionally, the health plan is confident that its data is more accurate throughout every phase of the process. By reducing redundancy and increasing efficiency, the FRM solution has helped the health plan enhance performance. Two years after

implementing the solution, SelectHealth says the difference has been "night and day." reporting functionality and efficiency financial reporting discrepancy reporting redundancy I would like Cognizant to contact me based on the information provided above. I agree to the processing of my personal data as described in the Privacy Notice. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply. We"ll be in touch soon Please try again or post your inquiry to inquiry@cognizant.com.
=====================