Cognizant Tops KPMG's Client Satisfaction Rankings Across Europe

Scores High on Key Performance Indicators

LONDON and AMSTERDAM, Dec. 17, 2012 /PRNewswire/ -- Cognizant (NASDAQ: CTSH) announced today that it has topped the client satisfaction and relationship rankings in KPMG's Outsourcing 2012 study of service provider performance across Europe.

Cognizant topped the rankings in general satisfaction and relationship management—both strategic and operational—with scores significantly higher than the industry average. In addition, the company secured top scores on several key performance indicators such as innovation, knowledge transition, and governance.

The independent study evaluated 22 European IT service providers based on an assessment of more than 2,900 unique client-provider relationships. As part of the study, CFOs, CIOs or their direct reports at some 1,100 of the top IT spending organizations in Western Europe were interviewed.

"Our top client satisfaction ranking across Europe in the KPMG study is a testament to our client-first culture that is at the heart of our differentiated business model and unique value proposition," said Rajeev Mehta, Group Chief Executive, Industries and Markets, Cognizant. "We remain committed to delivering a distinctly superior experience to our clients in Europe by nurturing strong client relationships, continuing investments to bring our industry-leading processes to Europe, and building strong local teams and capabilities.

"With major structural forces impacting every industry we serve, we believe that Cognizant is uniquely positioned to help clients turn market volatility into an opportunity for competitive differentiation, transforming their businesses to drive agility, innovation, and top-line growth. Amid globalization, regulatory changes, virtualization, and a confluence of new technology architectures such as social, mobile, analytics and cloud, clients are increasingly turning to a partner such as Cognizant that can help them achieve new levels of business performance," added Rajeev Mehta.

"We congratulate Cognizant for topping the satisfaction rankings in Europe yet again with excellent client feedback and top scores across several key performance indicators," said Jef Loos, Head of Sourcing Research for KPMG in Europe. "Cognizant's consistently superior levels of client satisfaction across multiple countries make the company a top performer amongst the 22 pan-European companies we evaluated. The findings affirm client confidence in Cognizant's consulting-led, relationship-driven business model, and its ability to deliver business value."

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 150,400 employees as of September 30, 2012, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at www.cognizant.com or follow us on Twitter: Cognizant.

Forward-Looking Statements

This press release includes statements which may constitute forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events that may not prove to be accurate. Factors that could cause actual results to differ materially from those expressed or implied include general economic conditions and the factors discussed in our most recent Form 10-K and other filings with the Securities and Exchange Commission. Cognizant undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.

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Highlights of KPMG's Outsourcing 2012 study of service provider performance across Europe
(60 KB)
