

Saudi Electricity Company Selects Cognizant to Transform Service Delivery and Enhance Customer Satisfaction

RIYADH, Saudi Arabia, Aug. 7, 2013 [PRNewswire/](#) -- [Cognizant](#) (NASDAQ: CTSH) today announced that it has been selected by Saudi Electricity Company (SEC), the Middle East's largest utility company, to help in the delivery of superior service to its growing customer base by leveraging industry-leading practices from international electricity markets.

As part of the engagement, Cognizant will develop a comprehensive billing and revenue management solution based on SAP® Utilities enterprise software to meet the functional, technical, and operational requirements of SEC's rapid growth. While enhancing the agility, cost-effectiveness, and efficiency of SEC's customer service operations, the solution will provide a robust, scalable, and flexible technology foundation for SEC to improve speed-to-market. Cognizant will also leverage its consulting and program management capabilities to enable SEC to address the transitional, communications, governance, and behavioral aspects of change management.

"We appreciate the opportunity to support the long-term growth plans of SEC's customer service organization," said Stephen Fernandes, Assistant Vice President and Head of Middle East Operations at Cognizant. "It is ever more important for utility companies to improve financial performance, enhance customer satisfaction, and transform service delivery. Customer care and billing provide high-impact opportunities to leverage new technologies and processes for boosting productivity, profitability, competitiveness, and customer loyalty. Our market-leading delivery capabilities and long-standing alliance with SAP® will help us fulfill SEC's strategic goals."

About Saudi Electricity Company

Saudi Electricity Company is a merger of all Saudi electricity companies in the central, eastern, western and southern regions into a single joint stock company providing generation, transmission and distribution of safe and reliable electric services to customers in the Kingdom of Saudi Arabia. For more information, please visit: <http://www.se.com.sa>.

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 164,300 employees as of June 30, 2013, 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.

SOURCE Cognizant

For further information: Middle East: Colin Saldanha, PROCRE8, +971 (50) 6400762, colin@procre8.biz; U.S.: Barbara Ruane, Text 100, +1-415-238-7918, barbarar@text100.com; Europe: Grazia Valentino-Boschi, + 33 (0)6 07 85 80 63, grazia.valentino-boschi@cognizant.com; Asia-Pac: Harsh Kabra, +91-855-188-2111, harsh.kabra@cognizant.com

<https://news.cognizant.com/2013-08-07-Saudi-Electricity-Company-Selects-Cognizant-to-Transform-Service-Delivery-and-Enhance-Customer-Satisfaction>