Cognizant Digitally Transforms UK Water Utility, Wins Multiple Awards

Cognizant was recently recognized for its work in Customer Experience Transformation with Anglian Water Services, a major water utility company in the UK.

Anglian Water is undergoing a digital transformation with the goal of providing exceptional customer experience, driving significant operational efficiency and becoming more nimble across processes. As part of this journey, Cognizant has partnered with Anglian Water to redesign and relaunch the company's web sites and deliver a first-of-its-kind digital platform within the industry. Through the platform, Cognizant has created self-service channels, including a mobile app and portal for customers to manage their accounts. Builders and developers can also use the portal to request Anglian Water's services, replacing a previously paper-based process.

The solutions provided have driven substantial benefits for Anglian Water. Trust and brand recognition scores have steadily been on the rise, they've received several million-pounds in rewards and they are on target to realize millions of pounds in operational delivery savings in a five-year period.

For its work with Anglian Water, Cognizant's Sureshkumar Ramakrishnan was named IT Architect of the Year during the Tech Excellence Awards gala. Maruthi Chokkanathan also received the Cloud Solution Architect of the Year Award at the Cloud Excellence Awards ceremony. The Cognizant team and Anglian Water received the bronze UK Customer Experience Award in the category of Online Customer Experience and Team of the Year – Customer Centricity.

"Cognizant is a trusted partner for Anglian Water," said Iain Amis, Head of Developer Services Business Anglian Water. "By harnessing digital technologies, we were able to unlock millions of pounds in savings while improving our operations. This award is a testament to the dedicated team who worked diligently to deliver a digital platform targeted at enhancing the pace and quality of the information flow between developer and utility service provider and within the organization across various teams. Coordination and collaboration between teams have increased and helped in achieving operational and organizational excellence."

Cloud EnablementCognizant Digital Systems & TechnologyManufacturing, Logistics, Energy & UtilitiesOil & Gas, Utilities, Energy

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