

Cognizant Wins a 2020 Pega Partner Award for Excellence in Digital Transformation



For the 16th consecutive year, Cognizant won a 2020 Pega Partner Award from Pegasystems, Inc. This year, Pega honored the company in the category of Excellence in Digital Transformation.

Cognizant received the award for its work in customer service transformation for a national insurance client, replacing a legacy system with a modern web experience and self-service platform.

Together, Cognizant and Pega redesigned the client's business processes across 124 branches and 7,800 agents to align with industry best practices and to improve customer service and cost efficiency. The client is now able to process millions of claims and documents much faster.

"We are pleased to be recognized by Pega for Excellence in Digital Transformation," said Brad Berry, SVP of Strategy, Alliances and Business Development, Cognizant. "This particular program is an example of the value that we provide when we integrate digital technology into various aspects of a business. The outcome is an enhanced end-user experience for customers and an improved bottom line for our client."

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