Cognizant Named OpenText Services Platinum Partner

With more than 15 years of OpenText product experience, Cognizant's Interactive Practice has been recognized as a Platinum Services Partner for its commitment to exceptional customer service and delivery across a wide range of OpenText suite of products.

OpenText provides enterprise information services in customer communication management, digital process automation, enterprise content management, security, and AI and analytics, among others. Through the partnership, Cognizant has enabled OpenText to automate and modernize more than 60 Fortune 500 clients with digital transformation implementations.

For example, a healthcare electronics company had more than 100 processes in place to manage its document quality process. The company used multiple tools for document and records control, which led to high compliance risk and user frustration. Cognizant analyzed and streamlined the processes by automating manual, repetitive tasks and implemented a single repository for quality document storage. The OpenText content management and archival product implementation helped reduce 85% of document processing time across 15 business divisions in three different locations.

"We are honored to be an OpenText Platinum Services Partner and will continue to deliver end-to-end global services and solutions across the entire OpenText product suite," said Mark Taylor, SVP, Cognizant Interactive. "Our clients will benefit from the added advantage of global collaboration from OpenText and exclusive access to product roadmaps while receiving our exceptional customer service, employee-focused experiences, and digital enterprise management solutions."

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