Cognizant to Streamline Operations and Improve Customer Experience for Network Rail

Network Rail, the owner and operator of Britain's railway infrastructure, has selected Cognizant to update its service capabilities and streamline operations using the IT service management (ITSM) platform, ServiceNow.

By implementing ServiceNow, Cognizant will equip Network Rail's IT support services team with interactive self-service tools that will help users resolve certain IT issues. For complex issues, the ServiceNow platform will enable collaborative work among various service providers. This transition will help reduce multiple emails, spreadsheets, and other manual processes and provide an intuitive, automated, and standardized process designed to provide quick resolution with minimal disruption.

Cognizant's design and deployment of ServiceNow will:

- Allow users to view a service catalogue, with detailed definitions of available services within the enterprise.
- Provide an intuitive self-service experience that will significantly reduce service time by automating approval processes, standardizing workflows, and reducing human errors.
- Provide a KPI-based view on health and performance of services and service providers.
- Enable the planning and deployment of applications.
- Facilitate faster HR and finance query resolution.
- Secure all of these features by enforcing compliance and prioritizing the vulnerability repairs.

"We are pleased to continue our long-standing relationship with Network Rail," said Vivek Daga, Country Head, UK and Ireland, Cognizant. "We are building an infrastructure that helps ensure safe and reliable transport for users of Britain's railway. Using ServiceNow, we will support Network Rail in simplifying processes on the back-end for its 42,000 employees, enabling them to improve the experience for millions of customers.''

"Transforming our operations into a more service-oriented model forms a key element of our ongoing digital transformation program," said Simon Goodman, director IT Operations, Network Rail. "We recognize that we must continue to evolve to meet the needs of passengers and rail operators and adopting a strong partnership model that harnesses expertise from across the IT industry is fundamental to this ambition."

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