Cognizant Named as a Leader in Digital Process Automation Service Providers Report by Independent Research Firm

Cognizant has been named a leader among Digital Process Automation (DPA) service providers by Forrester Research. Using digital technology, DPA takes repetitive, manual processes within an organization and automates them, enabling employees to perform more value-added, complex tasks.

The Forrester Wave™: Digital Process Automation Service Providers Q3 2020 report evaluated 13 service providers on 22 criteria based on their current offering, strategy, and market presence.

In the report, Cognizant received the highest score possible in ten criteria, including implementation and delivery models, innovation roadmap, partner ecosystem, commercial model, number of customers, and revenue. The report cites the following:

- Cognizant relies on innovation to succeed. This includes the company's DPA innovation centers, where clients can get hands-on experience with emerging process automation technologies and extensive, prebuilt, and supported IP and packaged add-on solutions.
- Cognizant's DPA practice focuses on financial services, healthcare, insurance, communications, media, and technology. The company also maintains extensive technology partnerships to drive end-to-end process solutions across a heterogeneous technology landscape.
- One reference customer liked Cognizant's "partnership, technology expertise, innovation, and can-do attitude."

The report also states "as the scale and complexity of process automation needs increase, organizations need support from service providers. Vendors that can provide strategic consulting and process discovery and support citizen-led application development will position themselves to successfully deliver process automation to their customers."

Cognizant has helped hundreds of organizations succeed using intelligent process automation, including an aviation client. This particular U.S.-based airline received more than 120,000 cancellation requests in the early weeks of the COVID-19 pandemic as countries around the world began to close their borders. This was a 4,000% increase from its standard monthly cancellation rate. Manually, each cancellation takes three to four minutes, meaning airline employees would have spent nearly an entire calendar year processing all of the requests. Using its process automation tools, Cognizant helped the client build a solution that could determine refund eligibility for 4,000 customers per day, clearing the backlog in approximately one month and freeing airline employees to handle more complicated work.

Learn More:

The Forrester Wave Report: https://reprints2.forrester.com/#/assets/2/346/RES159085/report

Cognizant Digital Systems & Technology: https://www.cognizant.com/cognizant-digital-systems-technology

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https://news.cognizant.com/2020-08-28-Cognizant-Named-as-a-Leader-in-Digital-Process-Automation-Service-Providers-Report2