Cognizant Takes Home Achievement Award for Best Automated Process Solution

Cognizant has won an award for Best Achievement in Technology Enabled Process Automation from The Business Transformation & Operational Excellence Summit and Industry Awards (BTOES) 2020.

The BTOES Awards were established to highlight the most outstanding organizational achievements through the application of Operational Excellence. They focus on demonstrating the real results that businesses achieve through the successful implementation of operational applications.

The Cognizant team received the BTOES Award for its work with a leading U.S. insurer. The client wanted to reduce its operational expenses, increase speed of service delivery, and improve the customer experience by transforming its contact center. The objective was to create a zero touch operations environment by leveraging AI technology and process re-engineering.

Employing an Agile approach to ensure frequent communication, a focus on the next right actions, and clarity on accountability, the phased implementation took place over the course of eight months. The solution included the use of intelligent process automation that leverages artificial intelligence and machine learning to streamline workflows and processes. These tools freed employees at the contact center to work on more human-centric tasks and improve the customer experience by eliminating the lag time in responding to customer requests submitted via email and online. The project resulted in:

- A 96% increase in speed of delivery.
- A 20% improvement in quality.
- $2M in savings over three years.
- Improved reporting and analytics.

“We are thrilled to receive this award from BTOES,” said Girish Pai, VP and Global Head of Intelligent Automation, AI & Advisory, Cognizant. “This project is an excellent example of how our consultative approach – from getting a holistic view of operations and processes to employing a continuum of intelligent solutions – can disrupt the normal and transform customer experiences.”

AccoladesCognizant Digital OperationsIntelligent Process Automation

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