

Cognizant to Team with Celonis to Drive Seamless Transformation and Improve Customer Services



Cognizant has announced its collaboration with Celonis, the global leader in [Execution Management Systems \(EMS\)](#), to streamline customer processes and services and help accelerate its journey to digital operational excellence.

Celonis EMS leverages process mining technology to extract real-time data from business processes and identify bottlenecks. This data can further be used to improve execution capacity and identify critical paths to enhanced operational excellence. Through Cognizant's insights, innovation, ready-made solutions, and operational agility, the two companies will be able to better help enterprise clients drive performance, remove execution barriers and accelerate the shift to digital through agile, customer-centric and cost-effective operations.

"The digital economy offers unique opportunities for organizations to envision and build new, innovative processes to increase efficiency, innovation and customer satisfaction", said Girish Pai, Global Head of Intelligent Automation, Cognizant Digital Business Operations. "Together, Cognizant and Celonis will further boost our ability to help clients, better integrate transformation initiatives across IT and business operations, drive growth and enhance agility to keep pace with marketplace demands."

"Our partnership with Cognizant will enable customers to apply process intelligence to real-time data to identify execution barriers and unlock execution capacity across their operations to improve performance," said Amit Puri, VP & Global Head - BPO & Managed Services at Celonis. "This strategic collaboration will boost value for enterprises and help increase their competitiveness. By combining the capabilities and expertise of Cognizant with Celonis' EMS, our customers will be able to accelerate their digital transformation agendas with focus on business outcomes to impact top-line growth and drive Zero touch operations for faster growth, higher margins, and more predictable return on investment.

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