Cognizant Upgraded to Genesys Gold Partner

In a move that clearly recognizes our cloud-first approach, Cognizant has been named a Gold Partner in the Genesys Ascend Partner Program. Genesys is a global leader in experience orchestration and this coveted recognition acknowledges Cognizant's commitment to providing exceptional development, implementation, and support of customer-centric solutions using the Genesys product portfolio.

The upgrade from Silver Partner to Gold Partner is a direct reflection of our expertise and experience in implementing the Genesys product portfolio *(Genesys Cloud CX, Genesys Multicloud CX, and Genesys DX)* to transform customer service and improve customer experience orchestration. It also validates our capabilities to provide a scalable and stable solution and ability to reduce platform down-time.

By earning the Gold Partner status, Cognizant joins the elite club of the Genesys Ascend Partner Program. The upgraded partnership will lead to increased visibility and more opportunities across the regions, as well as more robust solution delivery. The award is based on multiple factors such as certifications, trainings and the projects delivered across the Genesys product portfolio.

"This accolade acknowledges our continuously evolving partnership with Genesys, a global cloud leader in customer experience orchestration," says Ilanko Kumaresan, SVP and Global Market leader for EAS. "It further demonstrates our deep commitment to providing the industry's best solutions to our customers and showcase continued growth through our large cohort of newly skilled and certified resources," says Velu Ekambaram, SVP and Global Delivery Head for EAS.

Learn more

- https://www.genesys.com/
- https://www.cognizant.com/

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