Cognizant Wins Two Awards at the Business Transformation & Operational Excellence World Summit

Cognizant Digital Business Operations (DBO) won two awards at the Business Transformation & Operational Excellence (BTOES) World Summit & Industry Awards, held in December 2021. Awards were for:

- Best Achievement in Operational Excellence to Deliver Business Transformation
- Best Achievement in a Process Mining Program

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

The Cognizant team won the award for “Best Achievement in Operational Excellence to Deliver Business Transformation” for a national hospitality client, with results including:

- Reduced the average handle time of order-taking calls by 35%
- Improved the average order value by 37%
- Reduced overall client cost by 30%

Cognizant also won the “Best Achievement in Process Mining Award” for the company’s internal process mining initiative, intended to help deliver services to clients:

- Project spanned seven Cognizant business units, multiple service lines and 54 client accounts
- Created nearly $26 million in value to clients as well as $5 million in value to Cognizant

“We are thrilled to win these awards from BTOES,” said Samir Malhotra, head of delivery, Cognizant Digital Business Operations. “As a leader in delivering business and process transformation, Cognizant Digital Business Operations helps clients achieve game-changing results.”

Learn more:

- BTOES Awards
- Business Process Services
- Intelligent Process Automation

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