Cognizant Identified as a Leader in the HFS Horizons: The Best Service Providers for Commercial Banks, 2025 Report

Jan 27, 2025 – Cognizant has been recognized as a Horizon 3 Leader in the*2025 HFS Horizons: The Best Service Providers for Commercial Banks* report. HFS evaluated 22 service firms across their value propositions, execution and innovation capabilities, go-to-market strategy, and market impact.

According to HFS, Horizon 3 Leaders have demonstrated their ability to support commercial banks across the journey—from functional digital transformation through enterprise-wide modernization to creating new value through ecosystems. Leaders are recognized for having deep industry expertise across the commercial banking value chain, a full-service approach across consulting, IT, and operations, a strong focus on innovation internally and externally with partners, co-innovation with clients and partners, and proven impact and outcomes with commercial banking clients around the world.

As a Horizon 3 Leader, Cognizant is highly praised for its growth and investments in its Gen AI platforms, nearshore talent, advisory capabilities, and expansion into Europe and APAC. HFS also notes that when speaking with clients, they found that "customers value Cognizant's partnership, accountability, flexibility, culture, and global reach".

"As a Horizon 3 Leader, Cognizant has demonstrated exceptional growth and innovation in the commercial banking sector," said Nageswar Cherukupalli, Senior Vice President and Business Unit Head of Banking, Capital Markets & Insurance and Strategic Initiatives of Cognizant. "Our investments in Gen AI platforms, nearshore talent, and expansion into Europe and APAC have been pivotal in achieving this recognition, and we are proud to be recognized for our strong partnerships along with our advisory capabilities, accountability, flexibility, and global reach. This accolade from HFS underscores our commitment to driving digital transformation and delivering impactful outcomes for our commercial banking clients worldwide."

In the report, HFS highlights Cognizant's strong relationships and co-innovation with ecosystem partners.

"Cognizant's focus on ecosystem partnerships delivers platform-based capabilities and assets that enhance CX and cost optimization for commercial banks needing digital hygiene," said Elena Christopher, Chief Strategy Officer, HFS Research. "With its strong BPO expertise, especially in lending, and as a trailblazer for digital, the firm drives operational and experience-led transformation. Its domain consulting supports modernization in areas such as supply chain finance and SMB offerings."

Read more about Cognizant's capabilities, client case studies and latest thinkingHERE.

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