

Cognizant Recognized as a Leader in the 2025 ISG Provider Lens™ Global Capability Center (GCC) Services Report

May 14, 2025 – Cognizant (NASDAQ: CTSH), a leading global technology company, today announced it has been recognized as a Leader in the 2025 Information Services Group (ISG) Provider Lens™ Global Capability Center Services Report. ISG (Nasdaq: III), a leading global technology research and advisory firm, aims to elucidate service providers' critical roles in establishing and optimizing GCCs, highlighting their impact on organizational success and the broader economic landscape.

In the study this year, leaders are noted to have a comprehensive product and service offering, a strong market presence, and an established competitive position. Leaders also represent innovative strength and competitive stability. This recognition underscores Cognizant's readiness to support organizations through their GCC design and setup journey, and Cognizant's expertise in enabling GCCs to stay agile and competitive through optimization and enhancement.

GCC Design and Setup

In the GCC Design and Setup quadrant, ISG evaluates providers offering GCC design and setup services globally and evaluates their capabilities in market analysis, business case development, and operational model design while examining how they navigate regulatory compliance, risk management and talent acquisition complexities. Cognizant was rated as a leader in this quadrant with its "scalable solutions that can be rapidly deployed to meet enterprise transition needs" being highlighted as a key driver for recognition in the leadership category. Gaurang Pagdi, Lead Analyst at ISG, also noted that "Cognizant's GCC setup approach combines modular microservices, strategic partnerships and flexible BOT models, enabling enterprises to build scalable, future-ready capability centers with speed and efficiency." Industry-specific GCC customization was identified as a strength for Cognizant in this quadrant. Cognizant tailors GCCs to specific industries such as life sciences, BFSI, retail and manufacturing to provide customized, end-to-end setup and design services.

Optimization and Enhancement

The GCC optimization and enhancement phase focuses on driving efficiency, resilience and strategic value beyond the initial setup. Organizations are moving away from transactional service delivery to higher-value functions and are leveraging automation, AI and advanced analytics to enhance operational maturity. "Cognizant drives GCC maturity through AI-led automation, domain expertise and proactive optimization, ensuring long-term scalability, innovation and digital transformation beyond the initial setup," said Gaurang Pagdi. ISG also highlighted that, "through its Neuro® AI platform and strategic partnerships, Cognizant drives AI-driven process automation, workflow optimization, and digital transformation to enhance efficiency and maturity in both newly established and existing GCCs, ensuring scalability and long-term sustainability."

About ISG Provider Lens™ The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

<https://news.cognizant.com/2025-05-14-Cognizant-Recognized-as-a-Leader-in-the-2025-ISG-Provider-Lens-TM-Global-Capability-Center-GCC-Services-Report>