

Cognizant and Lineage Partner to Set Customer Experience Standard in the Cold Chain

Collaboration reinforces Cognizant's commitment to empowering customer care professionals with Agentic AI solutions to deliver personalized customer experience

TEANECK, N.J and NOVI, Mich., July 28, 2025 /PRNewswire/ -- [Cognizant](#) (NASDAQ: CTSH), a leading provider of technology services, today announced that it has expanded its strategic partnership with [Lineage, Inc.](#) (NASDAQ: LINE, "Lineage"), the world's largest global temperature-controlled warehouse REIT, to advance Lineage's ongoing customer service transformation. The collaboration is aimed at delivering enhanced resources, reliable service models, and cutting-edge technologies, such as Agentic AI solutions, to empower the customer care organization that serves Lineage's customers.

"Together with Lineage, we look forward to building a service model that defines the standard for customer service excellence in cold chain logistics," said Surya Gummadi, President of Americas, Cognizant. "Cognizant's depth in the logistics domain and Agentic AI technologies, implemented in close collaboration with Lineage and guided by their strategic priorities, will empower customer care professionals to perform their work and create an elevated and differentiated experience for Lineage's customers."

Critical to this collaboration is the powerful combination of an elevated level of service with deep-seated cold chain expertise. Lineage customers can expect a more personalized, consistent, and responsive experience, while continuing to work with the same trusted customer service professionals who serve their business today.

"The customer service team plays a mission-critical role in how Lineage delivers value every day," said Tim Smith, Chief Commercial Officer of Lineage. "We have continuously worked to respond to our customers' call for a more unified and user-friendly experience across our diverse network. Our work with Cognizant allows us to take everything we've built to date—the tools, the team, and the processes—and elevate them to new levels of consistency, quality, and innovation. Everything we do at Lineage is in service of our customers, and we're thrilled to partner with the market leader to deliver at a higher standard for them."

Over the past several years, Lineage has worked to redefine its customer experience, which has evolved from the best practices of its legacy companies and has culminated in a "One Lineage" framework that emphasizes a single, simplified set of tools and processes.

Most importantly, customers can expect to maintain their relationships with the dedicated day-to-day points of contact with whom they have built trust and rapport, and who have firsthand familiarity with their businesses. Customers will also continue to be supported by the tools and systems they use today—including Lineage Link—which will also include enhanced capabilities powered by Cognizant's global customer service infrastructure. Key benefits include greater consistency of service quality and responsiveness as well as access to expanded resources and technologies, including robust predictive insights and automation capabilities.

Lineage's relationship with Cognizant represents both a step-change enhancement in the Company's customer service offering as well as a shared vision to create a new standard in cold chain customer care.

About Cognizant

Cognizant (Nasdaq: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes, and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or @cognizant.

About Lineage

Lineage, Inc. (NASDAQ: LINE) is the world's largest global temperature-controlled warehouse REIT with a network of over 485 strategically located facilities totaling approximately 86 million square feet and approximately 3.1 billion cubic feet of capacity across countries in North America, Europe, and Asia-Pacific. Coupling end-to-end supply chain solutions and technology, Lineage partners with some of the world's largest food and beverage producers, retailers, and distributors to help increase distribution efficiency, advance sustainability, minimize supply chain waste, and, most importantly, feed the world.

Forward Looking Statements

Certain statements contained in this press release may be considered forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Cognizant and Lineage each intends for all such forward-looking statements to be covered by the applicable safe harbor provisions for forward-looking statements contained in those acts. Such forward-looking statements can generally be identified by use of forward-looking terminology such as "may," "will," "expect," "intend," "anticipate," "estimate," "believe," "continue," "seek," "objective," "goal," "strategy," "plan," "focus," "priority," "should," "could," "potential," "possible," "look forward," "optimistic," or other similar words. Readers are cautioned not to place undue reliance on these forward-looking statements,

which speak only as of the date of this press release. Such statements are subject to certain risks and uncertainties, including known and unknown risks, which could cause actual results to differ materially from those projected or anticipated. Therefore, such statements are not intended to be a guarantee of Lineage's or Cognizant's performance in future periods. Except as required by law, neither Lineage nor Cognizant undertakes any obligation to update or revise any forward-looking statements contained in this release.

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