Introducing Cognizant Resilient IT Operations: Future-Ready IT for the AI Era

Platform-powered solution drives agentification of IT operations and aims to build resilience, unlock innovation potential.

Cognizant announced the launch of Cognizant[®] Resilient IT Operations, a platform-powered solution that combines automation, AI agents and advanced analytics to empower clients to modernize IT operations and reduce operational debt[1], while enabling technology teams to focus on strategic innovation instead of routine maintenance.

Enterprises across industries face mounting complexity. Many of them operate complex technology estates that comprise multi-cloud environments, legacy systems, micro-service integrations and emerging generative AI and agentic systems designed to automate business processes and tasks. In this environment, traditional IT operations that have served well historically can now create friction and risk due to fragmented processes, mounting operational debt and high costs that compromise the ability to innovate and create new value.

Although these challenges are not new, the advent of agentic AI unlocks new techniques to drive operational excellence and improve business resilience. AI agents for IT operations can bring a new level and quality of self-service, embedded in day-to-day tools and workflows. Agents can accelerate the development of self-healing automations, allowing a broader range of system issues to be addressed without continuous human intervention. For critical and complex issues, agents enable incident management teams to find better resolutions, with less service disruption.

"Enterprises today need intelligent IT operations that are not just efficient but also enhance business resilience across complex estates," said Prasad Sankaran, President, Software and Platform Engineering, Cognizant. "With Cognizant[®] Resilient IT Operations, we're helping clients embrace Agentic IT Operations–where automation and AI take center stage–so they have the tools and insights to improve reliability, reduce costs and risks and unlock new opportunities for innovation."

By automating repetitive tasks at scale, enabling proactive problem resolution and providing data-driven insights that guide organizations in preventing future incidents, Cognizant[®] Resilient IT Operations aims to help reduce operational debt, progressively minimizing costly downtimes and unplanned outages.

As a result, enterprises can deliver continuously improving, resilient services with high availability that drive business potential. Agentifying IT operations allows technology teams to shift their focus from maintenance to strategic innovation, enabling businesses to accelerate development, capitalize on new opportunities and stay ahead of the competition.

Cognizant[®] Resilient IT Operations is designed to address these needs within a single, platform-powered approach that can empower organizations to:

- Prevent critical incidents;
- Resolve incidents faster;
- Reduce operational debt;
- Significantly increase IT operations automation.

This solution strengthens Cognizant's position as a leader in modern IT operations, bringing together our operations experience, AI native platforms, ecosystem partnerships and emerging technology to drive operational excellence in the AI era.

To learn more about Cognizant[®] Resilient IT Operations can transform IT strategy, visit[this page](#).

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[1] The accumulated inefficiencies, outdated processes, and fragmented workflows within IT operations that result from short-term fixes or legacy decisions. Like technical debt, it creates friction, increases costs, and limits agility, ultimately slowing innovation and compromising resilience.

Additional assets available online: 🖼 [Photos (1)](#)

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