# Cognizant Named a Leader in Everest Group's Healthcare Customer Experience Management (CXM) Intelligent Operations PEAK Matrix® Assessment 2026

*Cognizant's deep healthcare domain expertise, AI-powered engagement platforms and end-to-end CXM capabilities earn top positioning among 24 global providers*

**May 13, 2026 —** Cognizant (Nasdaq: CTSH) today announced it has been recognized as a Leader in the Everest Group Healthcare Customer Experience Management (CXM) Intelligent Operations PEAK Matrix® Assessment 2026. The independent assessment, which evaluated 24 healthcare CXM operations providers globally, positioned Cognizant among an elite group of seven Leaders recognized for robust operational scale, comprehensive healthcare value chain coverage and enterprise-wide AI-first strategies.

The Everest Group PEAK Matrix® evaluates providers across two key dimensions: market impact — reflecting client adoption, revenue scale and value delivered — and vision and capability, which assesses depth of services, innovation investments and delivery footprint. Cognizant's positioning as a Leader reflects its sustained performance across both dimensions within the competitive healthcare CXM landscape.

The US healthcare CXM market is undergoing significant transformation as payers and providers face rising consumer expectations, stricter regulatory mandates and the challenge of fragmented data systems. Everest Group's research highlights that organizations are increasingly seeking outcome-aligned CX partnerships that combine healthcare domain depth, digital maturity and operational resilience to deliver compliant, scalable and seamless member and patient experiences.

"In the shift toward integrated experience transformation, healthcare organizations are increasingly valuing partners that pair deep operational understanding of member, patient and provider journeys with advanced technology capabilities," says Lloyd Fernandes, Practice Director, Everest Group. "Cognizant brings domain depth across healthcare contact center operations by linking front-office interactions with downstream resolution workflows, particularly in areas where service issues are shaped by claims status, provider disputes, benefits interpretation, prior authorization and billing-related follow-through. It is supported by technologies such as Cognizant® Autonomous Customer Engagement and Agent Assist AI, which have helped modernize service delivery. These factors support its Leader positioning in Everest Group's Healthcare Customer Experience Management (CXM) Intelligent Operations PEAK Matrix® Assessment 2026."

Everest Group's assessment highlighted several areas where Cognizant demonstrates distinctive capability including:

- **Broad payer segment coverage:** Cognizant maintains a strong presence across healthcare payer segments of varying sizes — including commercial and government plans — enabling consistent CXM delivery across diverse regulatory requirements on a nationwide scale.
- **Talent management and delivery rigor:** Healthcare enterprises noted Cognizant's implementation discipline, account responsiveness and delivery stability across complex, transformation-led healthcare CXM engagements at enterprise scale.
- **AI-powered Autonomous Customer Engagement (ACE):** Cognizant differentiates its healthcare CXM by integrating AI agents and automated quality assurance to improve interaction containment, operational efficiency and service consistency across payer operations.
- **Omnichannel capabilities:** Cognizant demonstrates comprehensive omnichannel CXM across payer and provider engagements, supporting voice and digital interactions aligned with varied member and patient preferences.

As one of the top five providers by market share in the global healthcare CXM operations market, Cognizant has built its position by combining clinical and administrative domain expertise with advanced digital platforms. Its healthcare CXM portfolio spans the full member and patient life cycle, including member enrollment, prior authorization, care coordination, billing and collections, appeals and denials management and provider support.

Cognizant's Autonomous Customer Engagement (ACE) platform and Agent Assist AI tools are central to its next-generation healthcare CXM approach, enabling governed, end-to-end orchestration that bridges front-office interactions with complex downstream workflows in claims, provider disputes, benefits interpretation, prior authorization and billing resolution.

"Being recognized as a Leader in Everest Group's Healthcare CXM Intelligent Operations PEAK Matrix® reflects the trust our clients place in us and the measurable outcomes we deliver for them every day" said Sandeep Bhasin, Global Head of Intuitive Operations & Automation, Cognizant. "Healthcare organizations are navigating one of the most complex operating environments in their history — and they need a partner that not only understands that complexity, but has the scale, the technology and the domain depth to support their efforts to move faster and serve their members and patients better. This recognition affirms the trajectory we are on, and we remain focused on pushing that further: deepening our intelligence-led capabilities, expanding the value we create across the care continuum and aiming to help our clients set a new standard for what healthcare customer experience can be."

Read the full report **HERE**.

**About Cognizant**
Cognizant (NASDAQ: CTSH) is an AI builder and technology services provider, building the bridge between AI investment and enterprise value by building full-stack AI solutions for our clients. Our deep industry, process and engineering expertise enables us to build an organization's unique context into technology systems that amplify human potential, realize tangible returns and keep global enterprises ahead in a fast-changing world. See how at www.cognizant.com or @cognizant.

**About Everest Group**
Everest Group is a leading research firm helping business leaders make confident decisions. Its deep expertise spans technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing.

*PEAK Matrix® is a registered trademark of Everest Global, Inc.*

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