Cognizant Named a Leader in Everest Group's ServiceNow Services PEAK Matrix® Assessment 2025

Recognition highlights Cognizant's end-to-end ServiceNow capabilities, AI-driven innovation and industry expertise across BFSI, healthcare & life sciences and retail & CPG

June 9, 2026 - Cognizant (Nasdaq: CTSH) today announced it has been positioned as a Leader in Everest Group's ServiceNow Services PEAK Matrix® Assessment 2025. The recognition reflects Cognizant's ability to manage large-scale, complex, and end-to-end ServiceNow services, underpinned by a strong delivery network, robust partner ecosystem and commitment to AI-enabled enterprise transformation.

Everest Group evaluated 30 leading ServiceNow services providers globally across dimensions including market adoption, portfolio mix, value delivered, vision and strategy, scope of services, innovation and investments, and delivery footprint. Cognizant's placement as a Leader reflects its strong performance across these dimensions, driven by deep domain expertise, a mature proprietary IP portfolio and its acquisition of Thirdera — a move that significantly expanded Cognizant's certified ServiceNow talent base and reinforced its position as a Global Elite Partner.

"As ServiceNow evolves into a platform for enterprise-wide transformation, organizations are increasingly seeking partners that can deliver end-to-end value across advisory, implementation and managed services. Enterprises now expect their ServiceNow partners to bring not just technical depth but also cross-domain expertise, AI-driven innovation and the ability to accelerate business outcomes across IT and non-IT workflows. Providers that combine a mature IP portfolio, strong talent readiness and the ability to drive measurable transformation at scale are emerging as the preferred partners of choice," said Sangamesh Kadagad, Practice Director, Everest Group. "Cognizant demonstrates strong domain expertise across BFSI, healthcare & life sciences and retail & CPG industries, enabling it to deliver contextually relevant ServiceNow transformations for enterprises in these verticals. Its acquisition of Thirdera has strengthened its ServiceNow capabilities, expanding its certified talent base and enriching its IP portfolio. Cognizant has also invested in a robust suite of proprietary IP spanning accelerators, industry solutions and AI-led capabilities through its Neuro® AI platform to accelerate time to market and drive intelligent workflow transformation. These strengths have contributed to Cognizant being positioned as a Leader in Everest Group's ServiceNow Services PEAK Matrix® Assessment 2025."

Central to Cognizant's ServiceNow practice is its Neuro® AI platform, which is designed to enable enterprises to build ServiceNow-native agents, custom LLMs and AI applications intended for use in regulated environments— supported by global innovation hubs. Complementing this, Cognizant's proprietary IP portfolio includes WorkNEXT™ and Assurance 360 accelerators, the Employee Center Migration Blueprint and generative AI Evaluation Blueprint frameworks, industry solutions such as Citizen Key and Stores 360, automation solutions including Neuro® IT and analytics packs covering Tech Debt and Risk Management.

"Being recognized as a Leader in the Everest Group ServiceNow Services PEAK Matrix® Assessment 2025 is a testament to the investments we have made in building differentiated ServiceNow capabilities for our clients. Through our Neuro® AI platform, our acquisition of Thirdera and our deep industry expertise, we aim to help enterprises move beyond traditional workflow automation and unlock the full potential of ServiceNow as a strategic platform for AI-driven transformation," said Sriramkumar Kumaresan, Global Head of Cloud, Infrastructure and Security, Cognizant. "We remain committed to delivering innovative, outcome-focused solutions that help our clients achieve measurable business impact across BFSI, healthcare & life sciences, retail and beyond."

Cognizant's talent investment programs, including Cognizant University and its Authorized Training Partner status, ensure delivery consistency and sustained access to certified ServiceNow professionals. The company's clients have recognized its strength in project management, account management and commercial flexibility — qualities that continue to drive long-term partnership value.

The recognition comes as the global ServiceNow services market is growing at approximately 11%, with a projected CAGR of 11–12% through 2028 — driven by enterprise adoption of AI-enabled workflows, expansion into industry-specific solutions, and increasing demand for outcome-based transformation across IT and business functions.

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 cognizant.ai or @cognizant.

About Everest Group
Everest Group is a leading research firm helping business leaders make confident decisions. It guides clients through today's market challenges and strengthens strategies by applying contextualized problem-solving to unique situations. Find further details at www.everestgrp.com.

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