

Cognizant Recognized as a Leader in Global Capability Center Services by Global Analysts

ISG, NelsonHall, HFS Research and Avasant highlight Cognizant's end-to-end leadership across the full GCC lifecycle, with AI-led capabilities as a key differentiator

August 19, 2026 — Cognizant (Nasdaq: CTSH) has been recognized a Leader across four leading industry analyst assessments for Global Capability Center (GCC) services, with analysts citing its AI Builder model as a key differentiator in helping bridge the gap between AI investments and measurable enterprise outcomes.

ISG, NelsonHall, HFS Research and Avasant recognized Cognizant's ability to help enterprises design, build, operate and transform GCCs from traditional delivery models to AI-led innovation engines. Analysts consistently highlighted Cognizant's end-to-end expertise across the GCC lifecycle underpinned by AI-led execution, a robust partner ecosystem and an integrated model that aligns work, workforce and workplace to enable AI-ready GCCs.

"This recognition across four independent analyst evaluations underscores our commitment to helping enterprises build capability centers that are truly future-ready," said **Sailaja Josyula, Senior Vice President and Global Head, GCC Service Line, Cognizant**. "We believe the next generation of GCCs must be architected for impact from day one—AI-led, modular, and tightly aligned to each enterprise's strategic agenda. This recognition validates our approach of combining rigorous execution with proprietary AI platforms and deep domain expertise to help our clients unlock measurable, lasting value from their global capability investments."

Cognizant's leadership was recognized across all four analyst assessments:

- **ISG Provider Lens® Global Capability Center (GCC) Services 2026** named Cognizant a **Leader in both Design and Setup and Optimization and Enhancement**
- **NelsonHall NEAT GCC Services 2026** ranked Cognizant as a **Leader**, recognizing its ability to deliver immediate client benefits while meeting future business requirements
- **HFS Horizons: GCC Services 2026** positioned Cognizant in **Horizon 3 — "GCC Orchestrator"**, the highest category for providers enabling co-creation, innovation and next generation operating models
- **Avasant RadarView™ GCC Setup and Scale Services 2026** recognized Cognizant as a Leader, highlighting its AI-led GCC setup and scale capabilities, proprietary AI platforms and global delivery footprint, with the highest rating—5 out of 5 stars—for practice maturity.

When profiling Cognizant, Gaurang Pagdi, lead analyst at ISG, noted that "Cognizant combines GCC strategy, digital engineering, and AI-led transformation to help enterprises build and evolve capability centers into innovation hubs—balancing operational rigor with scalable, future-ready value creation."

Vaibhav Wardhan, principal analyst at Nelson Hall, noted that "Cognizant's position as a Leader in the GCC Services NEAT was based on its full spectrum of offerings and capabilities (including setup, optimization, and monetization), its robust ecosystem of active GCC clients, proprietary platforms, and diverse range of engagement models. Cognizant scored highly for its expertise in technology transformation combined with strategic partnerships to deliver scalable, AI-native GCC operations across industries and geographies."

Achyuta Ghosh executive research leader at HFS Research, noted that "Cognizant's Horizon 3 positioning shows its ability to guide the next generation of GCCs. With a strong background, complete lifecycle support, adaptable GCC structures, and platforms such as Neuro® AI, Agent Foundry, Flowsource™, Ignition, Skygrade, WorkNext, and Bluebolt, Cognizant is poised to integrate AI into work, workforce, and workplace changes. This approach transforms GCCs into engines of innovation and value creation."

Sahil Chaudhary, associate research director at Avasant, noted that "As enterprises reposition GCCs as strategic engines for digital, engineering and AI-led transformation, repeatable operating models, ecosystem partnerships and specialized talent have become critical differentiators. Cognizant addresses these shifts through AI-led GCC setup and scaling, delivered via integrated platforms and build-operate-transfer-transform (BOTT) frameworks. Its proprietary innovation-driven GCC operating models, ecosystem of hyperscalers, Gen AI providers, and talent and real estate partners enables end-to-end setup and scale operations."

The latest assessments from ISG, NelsonHall, HFS Research and Avasant underscore that competitive advantage for GCCs will come not from AI investment alone, but from how effectively AI is embedded into operating models, workflows and business-critical functions. While spending on AI within GCCs continues to rise, many struggle to convert their investment into sustained productivity, measurable outcomes and enterprise value.

Cognizant's GCC practice is underpinned by the company's AI Builder model that embeds AI-led productivity, industrialized AI

deployment and agentic capabilities into GCC operating models from the outset. Cognizant's proprietary platforms and partner ecosystem enable GCCs to accelerate AI adoption at scale while reducing the complexity of integrating disparate technologies. This differentiated approach allows Cognizant to help enterprises build high-performing, future-ready GCCs that drive innovation and business value across industries, including BFSI, healthcare and life sciences, manufacturing, and communications, media and technology.

Analyst recognition highlights

ISG: Leader in GCC Design & Setup and Optimization & Enhancement

In the **ISG Provider Lens® Global Capability Center (GCC) Services 2026** study, Cognizant was named a **Leader** across both **Design & Setup** and **Optimization & Enhancement** quadrants among 48 global providers.

ISG recognizes Cognizant for enabling AI-ready, innovation-led GCCs through modular, end-to-end captive models that integrate strategy, talent, digital engineering, and intelligent operations. Analysts highlighted Cognizant's use of AI, automation, operating-model redesign, and proprietary platforms—including Neuro® AI, Agent Foundry, Flowsource™, and Astra—to help GCCs evolve from transactional delivery to value-driven, AI-enabled transformation.

Read the report here: [Cognizant ISG GCC 2026](#)

NelsonHall: Leader in GCC industry

In the **2026 NelsonHall NEAT Vendor Evaluation for GCC Services**, Cognizant was identified as a **Leader in the GCC industry for ability to deliver immediate client benefit and meet future client requirements**.

Using its two-axis methodology, NelsonHall ranked Cognizant a Leader on both dimensions among all evaluated providers, underscoring its strength in delivering near-term outcomes while remaining well positioned for the evolving demands of AI-driven, next-generation GCCs.

NelsonHall highlighted Cognizant's AI-led GCC model powered by its proprietary platform stack—Neuro® AI, Flowsource™, and Agent Foundry—that enable full-spectrum GCC services spanning AI enablement, GenAI, intelligent automation, agentic AI orchestration, and partner ecosystem management. The evaluation noted Cognizant's continued investment in AI innovation, workforce upskilling and hyperscaler partnerships alongside its end-to-end GCC lifecycle capabilities across setup, transformation and optimization, as key factors behind its leading ranking.

Read the report here: [Cognizant NelsonHall GCC 2026](#)

HFS Research: Horizon 3 “GCC Orchestrator”

HFS Research positioned Cognizant in **Horizon 3 — the highest tier — in its GCC Services 2026 report**, designating the company a **“GCC Orchestrator.”** This category is reserved for providers able to move beyond legacy models to **orchestrate ecosystems, co-create innovation, generate IP, and enable new AI-driven operating and business models at scale**.

HFS highlighted Cognizant's **AI-led GCC delivery**, spanning setup, BOT/BOTT execution, governance, talent, and engineering transformation, underpinned by **proprietary AI platforms—Neuro, Flowsource, Ignition, Skygrade, and Bluebolt**. HFS noted Cognizant's ability to embed **AI-driven innovation culture** within GCCs, delivering measurable productivity gains at scale, with programs like **Bluebolt** accelerating enterprise-wide GenAI adoption.

Read the report here: [Cognizant HFS GCC 2026](#)

Avasant: Leader in GCC Setup and Scale Services

In the **Avasant RadarView™ GCC Setup and Scale Services 2026** assessment, Cognizant was recognized as a **Leader** among the industry's top providers delivering GCC setup and scale services, with Highest rating—5 out of 5 stars—for Practice Maturity

Avasant highlighted Cognizant's ability to deliver **AI-led GCC strategy, setup, talent acquisition, infrastructure enablement, operational governance and capability scaling** through integrated platforms and its **build-operate-transfer-transform (BOTT)** framework. The report also recognized Cognizant's extensive global delivery footprint, proprietary AI platforms—including **Neuro® AI Engineering, Ignition, Agent Foundry and WorkNEXT**—and its ability to help enterprises establish and scale GCCs that serve as long-term engines of innovation, digital transformation and business growth.

Read the report here: [Cognizant Avasant GCC 2026](#)

About Cognizant

Cognizant (NASDAQ: CTSI) 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.

About ISG

ISG (Nasdaq: III) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments. For more information, visit www.isg-one.com.

About Nelson Hall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in N. America, Europe and Asia Pacific, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions quickly and effectively. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis. For more information, visit www.nelson-hall.com.

About HFS

HFS Research is a leading research and advisory authority on enterprise transformation, serving Fortune 500 companies with fearless insights and actionable strategies. With unparalleled access to Global 2000 executives and deep expertise in AI, automation, and digital business models, HFS empowers organizations to make confident decisions that create sustainable competitive advantage. For more information, visit www.hfsresearch.com

About Avasant

Avasant is a global management consulting firm specializing in digital transformation, sourcing advisory, and technology-enabled business transformation. Avasant helps organizations navigate complex market shifts, harness emerging technologies, and achieve sustainable growth in an increasingly digital and interconnected world. For more information, visit www.avasant.com.

<https://news.cognizant.com/2026-08-19-Cognizant-Recognized-as-a-Leader-in-Global-Capability-Center-Services-by-Global-Analysis>