

Everest Group Names Cognizant a Leader of Artificial Intelligence (AI) Service Providers



For the second consecutive year, Cognizant has been recognized as a Leader in Everest Group's PEAK Matrix® for Artificial Intelligence (AI) Service Providers.

Everest Group evaluated 20 global IT service providers on their market adoption, portfolio mix, value delivered to clients, scope of services offered, innovation and investments, and delivery footprint. Cognizant was highlighted for its strong focus on delivering scalable engagements by verticalizing AI offerings, clearly articulating, and explaining to clients the capabilities of AI and its impact as well as leveraging AI to facilitate cultures of change management within customer organizations.

Cognizant's industry-focused AI solutions and capabilities have made significant impacts on customer experiences and operations in areas of immersive personalized buying, improved patient care, faster claims processing, reduced call center wait times, and improved speed of repairs for utilities infrastructure. For example, in 2021 and in 2022 so far, the LEAF team (Cognizant's Learning Evolutionary Algorithm Framework) has been issued 13 patents focused on making AI more accurate and broadening AI's applicability. With these patents Cognizant has unique intellectual property that can be used to help clients extract more insights, more tailored user experiences, and improved services such as better medical outcomes.

"Our clients continue to see their customers demand enhanced service levels, more innovative products and services, and more refined insights on their needs," said Allen Shaheen, Executive Vice President, Cognizant AI and Analytics Business Group. "These demands coupled with the proliferation of data distributed across the enterprise means our clients increasingly rely on AI and advanced analytics to improve customer retention rates; enhance and accelerate product development; optimize costs; manage risks and drive operational efficiencies. Cognizant's extensive experience leveraging data, integrating AI, and harnessing IoT for next-gen operating models is proving instrumental in helping improve customer results. Everest Group's recognition of our capabilities and depth in this category is a testament to our focus on delivering scalable and industry-specific AI solutions to our clients."

To learn more about the report click [here](#).

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