

Cognizant Secures Three-Year Digital Transformation Engagement with Calabrio, Announces Joint Partnership for Customer Experience Transformation



Cognizant and Calabrio's strategic partnership aims to provide AI-driven Customer Experience (CX) and workforce engagement management

Cognizant today announced a deal with [Calabrio](#), the workforce engagement management company, to spearhead a comprehensive end-to-end digital transformation of Calabrio's business processes and systems. Cognizant will provide advanced solutions designed to enhance Calabrio's operational efficiency across people, data, processes, and technology.

Additionally, Cognizant and Calabrio will partner to support clients across industries to bring AI-powered solutions for increased employee engagement and fulfillment in a contact center environment. They will accomplish this by using Cognizant's domain-focused industry tailored approach together with best-in-class technology from Calabrio, while leveraging transformative AI innovation across their offerings. This strategic approach is anticipated to enrich the customer journey for end users, producing higher levels of satisfaction, loyalty, and trust.

As a leading provider of AI-driven workforce engagement management software in the customer contact center space, Calabrio shares Cognizant's philosophy of experience-driven enterprise transformation to drive advanced business outcomes. Calabrio's technology, combined with Cognizant's enterprise presence along with offerings and solution accelerators will help clients position themselves for growth in an experience-driven environment.

"Cognizant's expertise in CX, coupled with their deep-rooted proficiency in industry verticals, aligns perfectly with our vision for transformative growth," said Joel Martins, Chief Technology Officer, Calabrio. "We believe partnering with Cognizant to leverage their services will further extend the reach of our workforce engagement management offering while elevating employee engagement and overall satisfaction for our customers."

"We are thrilled to partner with Calabrio, both to help them navigate their own digital transformation journey, and to work together to redefine industry standards with AI-powered contact center software," said Rob Vatter, EVP, Enterprise Platform Services for Cognizant. "Together, Calabrio and Cognizant aim to provide a consolidated solution that will dramatically reduce wait times and accelerate employee satisfaction, enabling us to help our clients get even more value from their technology solutions."

Cognizant is a Platinum sponsor of Calabrio's annual user conference, [C3](#), taking place October 22-25, 2023 in Minneapolis. At the event, Cognizant and Calabrio will jointly showcase capabilities to enable global clients transform their customer experiences in the contact center.

Alumni

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