

Cognizant strengthens partnership with Google Cloud in 2024 with focus on AI-driven industry transformation, awards, and recognition



Over the last six years, Cognizant has cultivated a strategic partnership with Google Cloud to help enterprises modernize their infrastructure and enhance customer and employee experiences with artificial intelligence, including generative AI. By combining Cognizant's services experience and business solutions with Google Cloud's technology, the companies have worked to enable global organizations to fundamentally improve how they operate across industries.

"This has been a benchmark year for Cognizant's partnership with Google Cloud, which has grown significantly through major projects helping customers accelerate how enterprises harness data and generative AI to improve business output across industries," said **Sandra Notardonato, SVP Partnerships and Alliances at Cognizant** "In recent months, Cognizant has kicked off more than 200 active gen AI engagements with clients, from piloting to full deployment, and we have trained nearly 30,000 associates on Google Cloud's AI offerings, with more exciting developments to come."

In the first six months of 2024, Cognizant and Google Cloud have strengthened their strategic partnership in several ways, notably through a focus on driving cross-industry business transformation through artificial intelligence, including generative AI. The following highlights are among the notable achievements under the partnership in 2024 to date:

- In March, Cognizant and Google Cloud [announced an expansion](#) of their AI partnership to enhance software development productivity. Cognizant committed to train 70,000 of its associates on Google Cloud's AI technologies and accelerate adoption of Google Cloud's Gemini models.
- In April, Cognizant [teamed up](#) with Shopify and Google Cloud to revolutionize enterprise retail. The alliance combines Shopify's ecommerce platform with Google Cloud's AI infrastructure. Led by Cognizant's retail technology expertise, the companies aim to modernize commerce platforms and enable more personalized customer experiences.
- Also in April, Google Cloud [recognized](#) Cognizant with several Partner of the Year Awards at Google Cloud Next, including 2024 Global Breakthrough Partner, 2024 Industry Solution Services Partner for Healthcare & Lifesciences, Partner of the Year – Australia and New Zealand, and Specialization Partner of the Year for Data Analytics.
- In May, RS Metrics and Cognizant [introduced](#) analytics for climate insights, powered by Google Cloud technology. The innovative analytics tool utilizes geospatial data and predictive analytics to help businesses measure, manage and report on climate risks, and make sustainable decisions in alignment with emerging regulatory frameworks including CSRD, TNFD and others.
- In June, Cognizant [launched a suite](#) of healthcare LLM solutions as part of its generative AI [healthcare initiative](#) with Google Cloud. These solutions, built on Google Cloud's generative AI technology, aim to transform healthcare administrative processes and improve business outcomes for healthcare organizations.
- Also in June, Cognizant [enhanced](#) its solution to improve customer service contact experiences. Using Google Cloud's Contact Center AI (CCAI), the solution brings together real-time, multimodal interactions from across channels to unlock new insights and opportunities for better staff and customer experiences. Cognizant has already delivered results for a major retail client using this solution, increasing customer self-service by ~40% while reducing average hold times by 20% and lowering total cost of ownership by 40%.

"Generative AI can significantly improve how businesses operate across industries, enhancing everything from contact center experiences to healthcare administrative processes," said **Victor Morales, Vice President of Global System Integrators Partnerships, Google Cloud**. "Our growing partnership with Cognizant will continue to provide customers with the expertise and resources needed to transform how they operate with this powerful technology."

For more information about the strategic partnership and its impact on industry innovation, please visit [Cognizant's Google Cloud partnership page](#).

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