Cognizant Tops EquaTerra's Performance and Satisfaction Rankings in Europe

LONDON, AMSTERDAM, and TEANECK, N.J., Aug. 3 /PRNewswire-FirstCall/ -- Cognizant (Nasdaq: CTSH), a leading global provider of information technology, consulting, and business process outsourcing services, announced today that it has topped the client satisfaction rankings in the 2009-10 Europe ITO Service Provider Performance and Satisfaction (SPPS) study carried out by EquaTerra, a leading provider of expert advisory services in information technology and business process transformation.

The study evaluated 25 service providers based on an assessment of more than 2,000 client engagements and feedback of the CFOs, CIOs or their direct reports from more than 750 of the top IT spending organizations across 12 countries in Europe. While Cognizant topped the general satisfaction ranking with a score of 79%, it also emerged as the only service provider that has no dissatisfied clients among those surveyed as part of the study.

Cognizant topped the rankings in seven of the eight parameters the study focused on. These include Relationship Management (actively managing the relationship at the operational as well as the strategic levels), Innovation (actively identifying innovation opportunities), Transition (completing the transition successfully on time and budget and with the required functionality), Quality (meeting the service levels as set out in the Service Level Agreement), Price (charging for services in line with current market price), and Risk (shouldering reasonable commercial risk and making necessary investments to reduce that risk).

"We are proud to have topped EquaTerra's performance and satisfaction rankings for Europe," said Francisco D'Souza, President and CEO, Cognizant. "Over the years, we have made significant investments in bringing our industry-leading, client-focused processes to Europe. Our high-touch relationship model, deep domain expertise and consulting skills, our unique reinvestment philosophy, and our ability to build strong multicultural teams around the globe have helped our customers navigate structural changes in the economy and their businesses, enabling them to stay efficient, effective and innovative. As a result, we have become one of the fastest growing companies in Europe while maintaining the highest client satisfaction levels in our industry."

"Cognizant received excellent feedback from their clients and outstanding scores for all Key Performance Indicators," said Jef Loos, Head of Research for EquaTerra in Europe. "Cognizant also had not one dissatisfied client, which makes the company the best performer among the top 25 IT outsourcing service providers that we evaluated."

About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Located throughout North America, Europe and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With over 50 global delivery centers and approximately 88,700 employees as of June 30, 2010, we combine a unique global delivery model infused with a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings. Visit us online at www.cognizant.com.

Forward-Looking Statements

This press release includes statements which may constitute forward-looking statements made pursuant to thesafe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events that may not prove to be accurate. Factors that could cause actual results to differ materially from those expressed or implied include general economic conditions and the factors discussed in our most recent Form 10-K and other filings with the Securities and Exchange Commission. Cognizant undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.

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