Cognizant Tops KPMG's Client Satisfaction and Recommendation Rankings in the Nordics

All Cognizant Clients Among Those Surveyed Satisfied With The Company; Secures High Scores On All Major Performance Indicators

STOCKHOLM, May 14, 2012 /PRNewswire/ -- Cognizant (NASDAQ: CTSH), a leading provider of information technology, consulting, and business process outsourcing services, announced today that it has topped the customer satisfaction and recommendation rankings in the four-country region (Finland, Norway, Denmark, Sweden) in KPMG's Outsourcing 2012 study of service provider performance in the Nordic region.

While Cognizant topped the general satisfaction ranking with a score of 80 percent (significantly above the average industry satisfaction rate of 68 percent) and client recommendation ranking with a like score of 80 percent (significantly above the average client recommendation rate of 67 percent), notably, all Cognizant clients among those surveyed were satisfied with its services. Further, the company secured high scores on all major performance indicators, including customer satisfaction, recommendation, relationship management, innovation, service quality, price, flexibility, transition, and governance.

This independent study evaluated 28 global and local service providers based on an assessment of more than 900 unique client-provider relationships. As part of the study, CFOs, CIOs or their direct reports at over 340 of the top IT spending organisations in the region were interviewed.

"We are proud to have topped KPMG's overall customer satisfaction rankings across the Nordics region in a very short period of time since we began our operations here," said Jayajyoti Sengupta, Cognizant's Country Manager for the Nordics. "This recognition validates the significant investments we have made in bringing our industry-leading, client-focused processes to the Nordics. Our high-touch relationship model, deep domain expertise and consulting skills, 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 industries, enabling them to stay efficient, effective, and innovative. As a result, we have become one of the fastest growing companies in the region, while maintaining the highest client satisfaction and recommendation levels in our industry."

"Cognizant received excellent feedback from their clients and high scores for all key performance indicators," said Carl-Henrik Hallstrom, Head of Business Effectiveness and People and Change at KPMG. "Cognizant also had not one dissatisfied client, which makes the company the top performer among the top 28 global, regional, and local IT outsourcing service providers that we evaluated."

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 140,500 employees as of March 31, 2012, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at www.cognizant.com or follow us on Twitter: Cognizant.

Forward-Looking Statements

This press release includes statements which may constitute forward-looking statements made pursuant to the safe 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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