



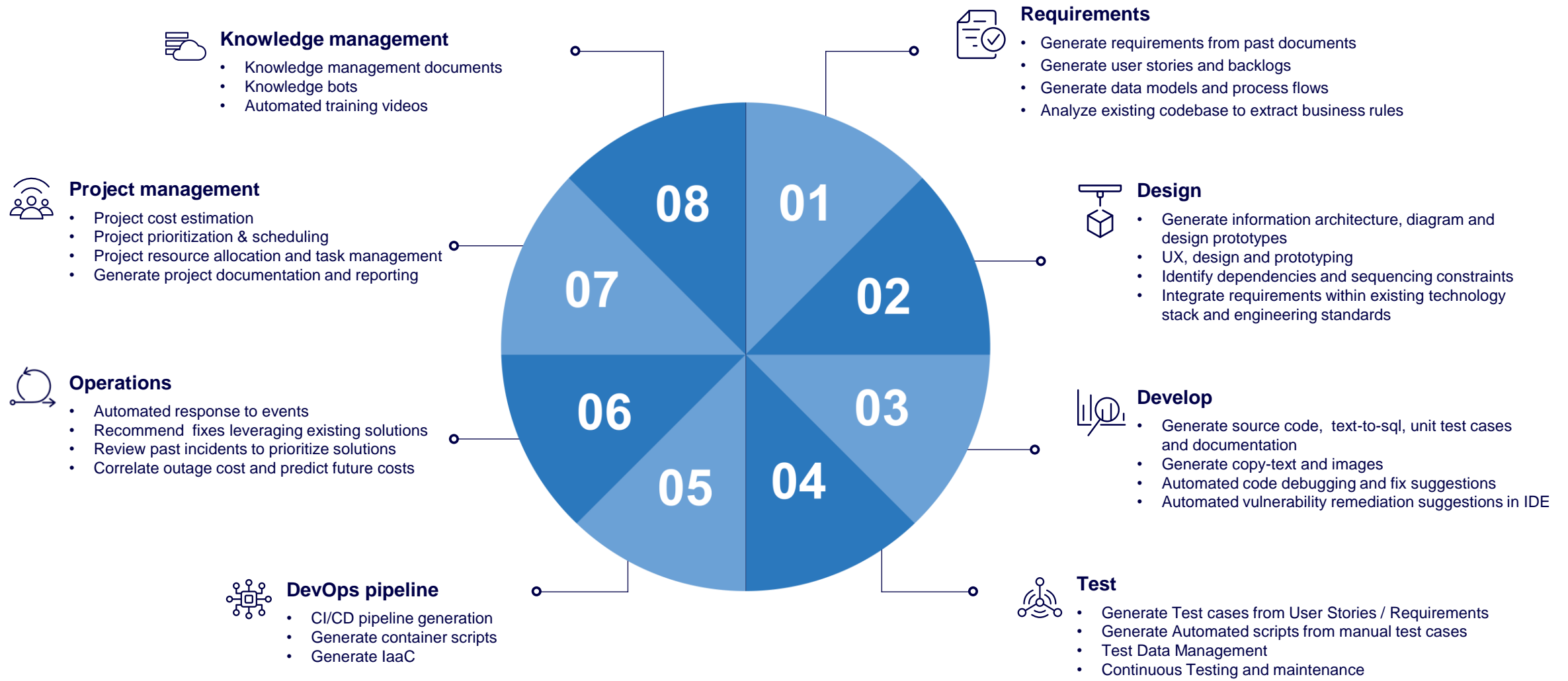
Elevate Developer Experience led by GenAI powered by Cognizant platform kits



New work, new world

Generative AI could deliver up to \$1 trillion in annual growth by 2032, while potentially disrupting up to 90% of existing jobs. How can leaders navigate an upheaval of this scale and realize the technology's full potential? By investing in people.

Generative AI enabled opportunities in the SDLC



Bringing it together for a leading global insurance

Optimize the organization's existing operations with Generative AI to establish and leverage as an industrialized change engine. Making the development function as productive as possible.



Build the **highest-quality** software

Improve developer productivity through **code generation for 70% to 80% code** artifacts. Empowering them and improving the code quality.



Tested and shipped **faster**

With Gen AI, we've set new performance benchmarks reducing the manual efforts in Junit **test case writing and overall coverage of the application for 75% to 90%**.



Continuously, intelligently **documenting**

Producing standardized **documentation from class level to single methods between 55% to 90%** reducing manual efforts significantly.

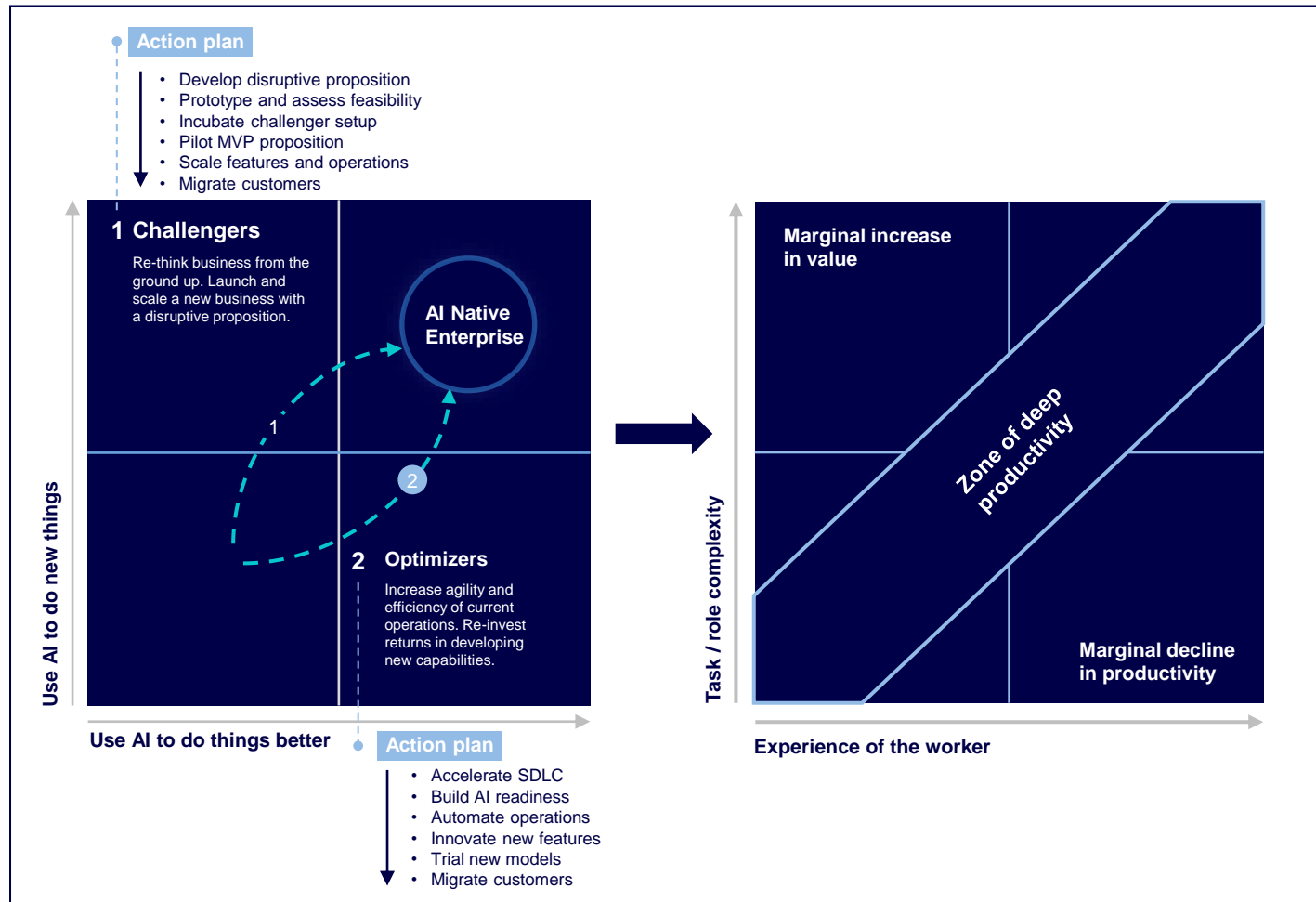


With **higher efficiency**

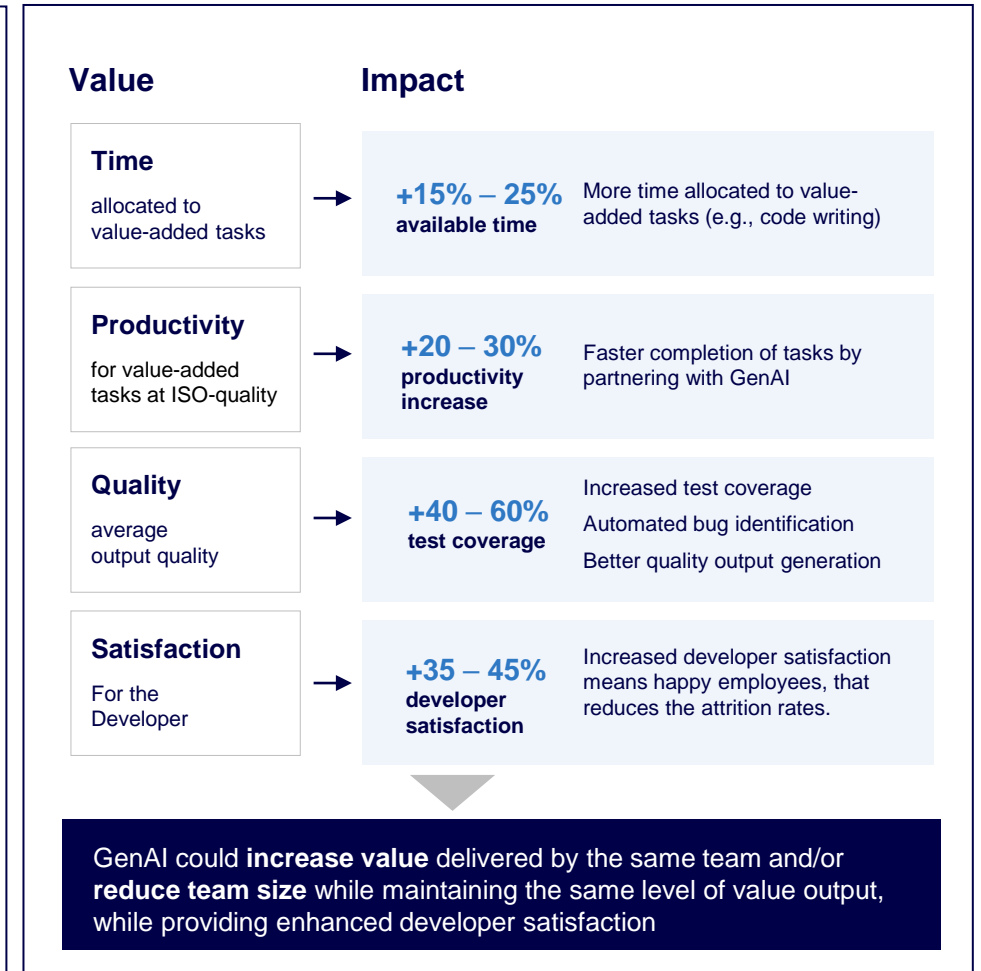
Intelligent processes drive productivity **allowing for code remediation of defects by 15% to 60%**. And we're just getting started.

Strategic approaches to transformation resulting in higher productivity and enhanced developer satisfaction

Paths to adoption leading to productivity gains

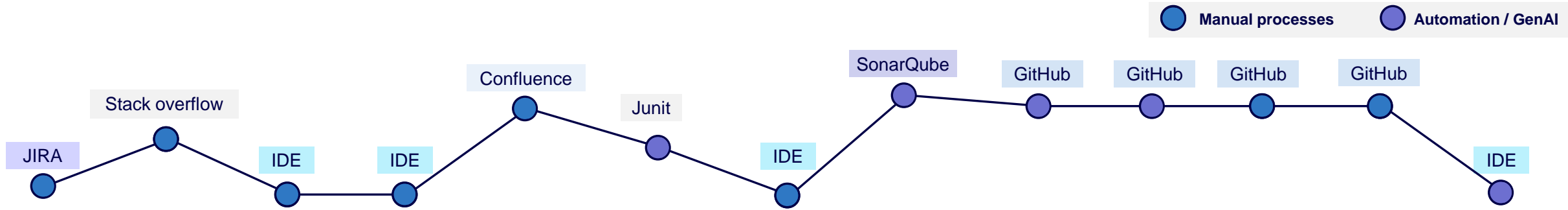


Value delivered

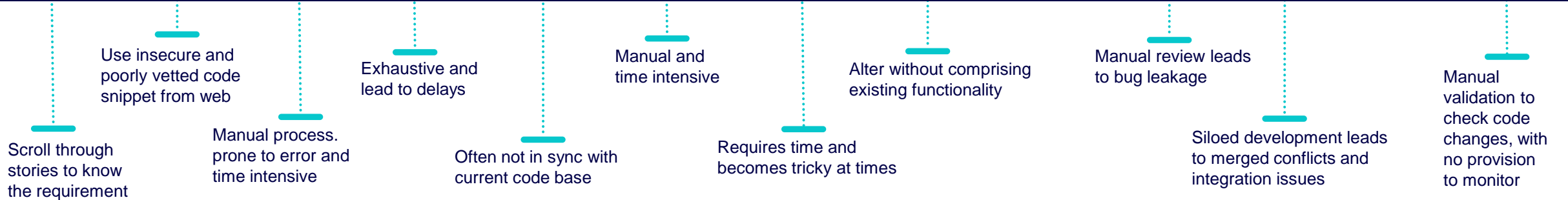


Day in the life of an engineer | Present

Tools



Challenges



Constantly switching between multiple tools

Predominately manual processes

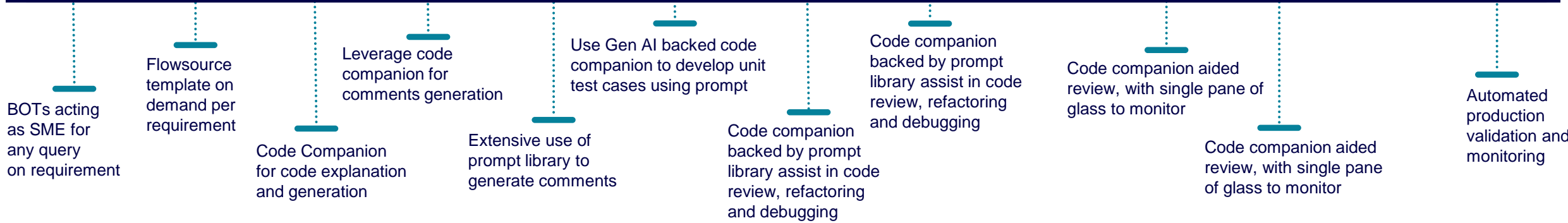
Inconsistent output, having risk of security vulnerabilities

Day in the life of an engineer | Future

Manual processes Automation / GenAI

IDE integrated with Code Companion, Prompt libraries

Flowsource integrated with JIRA, Confluence, Junit, SonarQube, GitHub



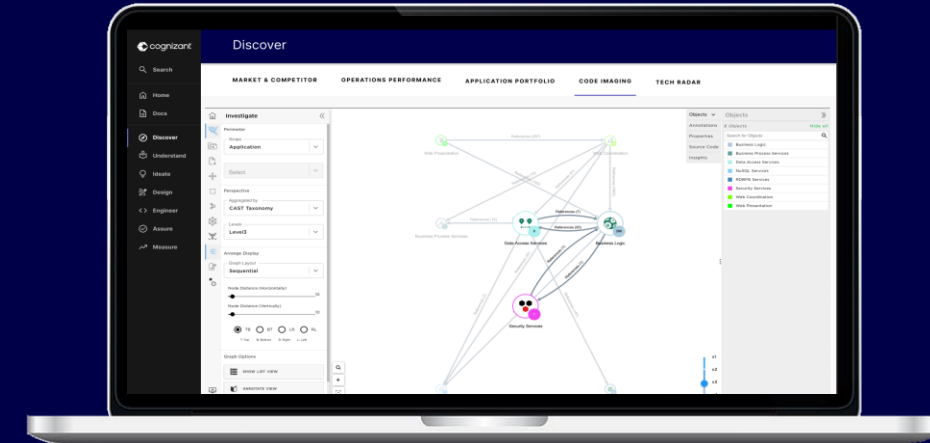
Flowsource offering single pane of glass for developer

IDE integrated with Gen AI BoTs to automate coding

Security vulnerabilities sealed with speedy and consistent output

Flowsource is Cognizant's modern engineering platform

A Gen-AI infused platform that minimizes complexity, obstacles and distractions, providing engineers with everything they need to build



Integrated development workflow

| | |
|----------------------------------|--|
| Developer experience | Portal framework providing a single user experience and workflow. Integrations into all major software engineering tools and ability to develop new plugins. |
| Copilots | Generative AI Copilots used at every stage of creation and understanding. Code, test and documentation generation. Chat with documentation. |
| Policies & guardrails | Client specific software templates that include required tech stack and frameworks. Enforced code scanning and feedback on code check-in. |
| Automation | DevOps automation supporting all development tasks. Template based code and infra-provision, mandated quality assurance and managed release. |

Powered by AI and Automation



Increase awareness, remove distractions

Integrate the entire development journey into a single, cross-functional developer experience.



Sustainable productivity gains

Generative assistants, prompt libraries and more combine within an extendable platform.



Measure delivery acceleration

Baseline delivery effectiveness, measure impact of introducing Copilots and identify issue areas.



Integrated, automated QA

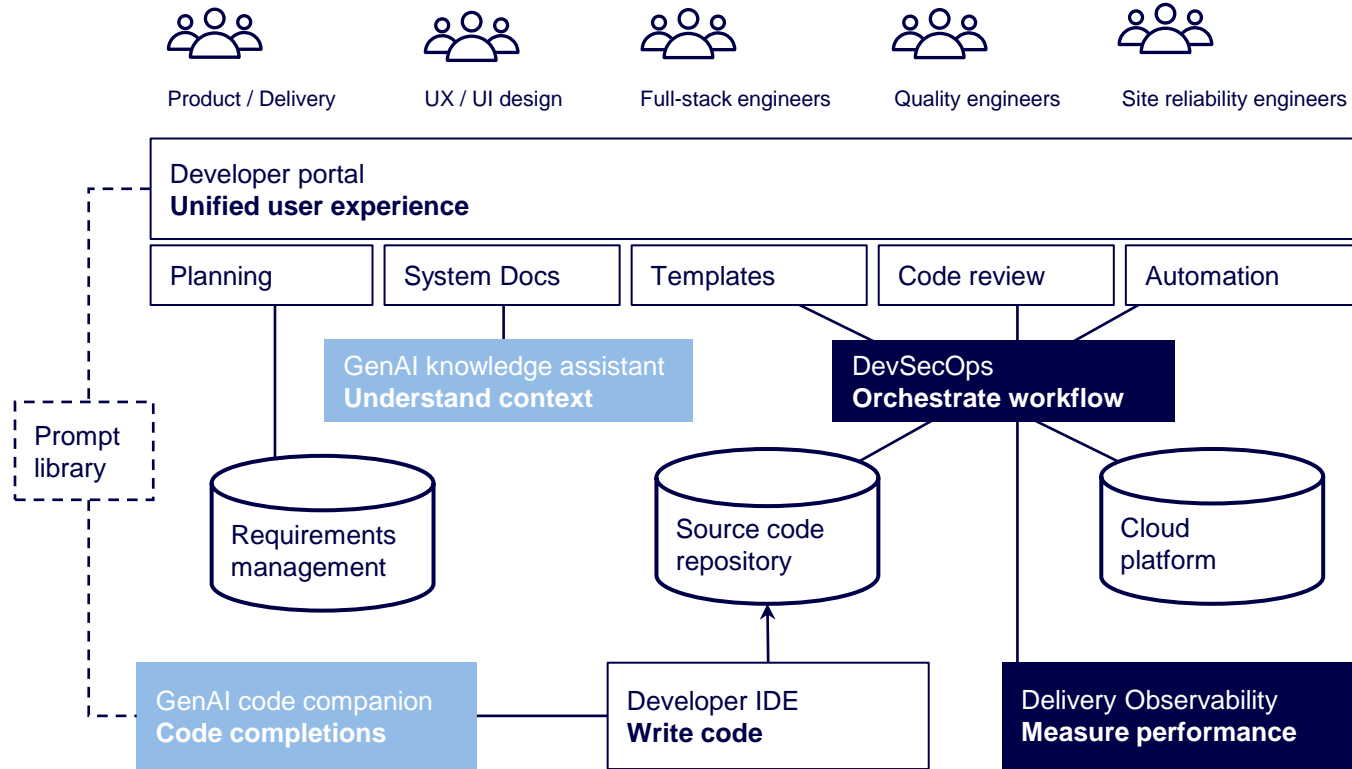
Templates, tooling and automated scanning to ensure best practices are always followed.



Compliance by default

Provision templated code, software and environments 'on demand', for compliance by default.

Using a platform-based approach to maximize the benefits of Generative AI



Cognizant Flowsource

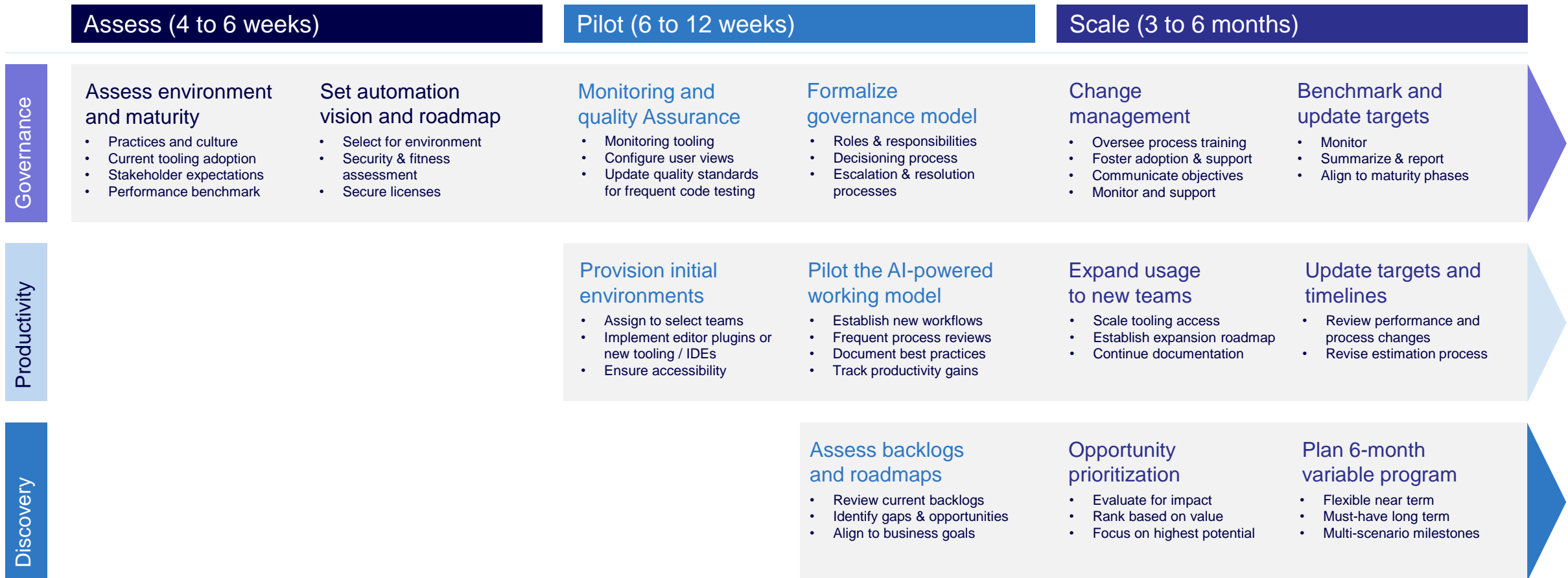


Benefits of a platform-based approach

- Consistent implementation of best practice workflow across engagements.
- Rapidly deploy, scale and embed coding assistants within client environments.
- Continuously extend and enhance delivery practices as better models become available.
- Code quality built in, to guard against accepting inappropriate AI suggestions and degrading codebase quality.
- Delivery observability built in, to demonstrate benefits impact and accelerate adoption.
- Accommodates multiple tech stacks and dev environments, enabling co-existence and migration to cloud based solutions.

How we initiate the pivot to modern engineering

Rapid launch and learning across governance, productivity and discovery in 1 to 3 months



Measuring the value focused on the employee

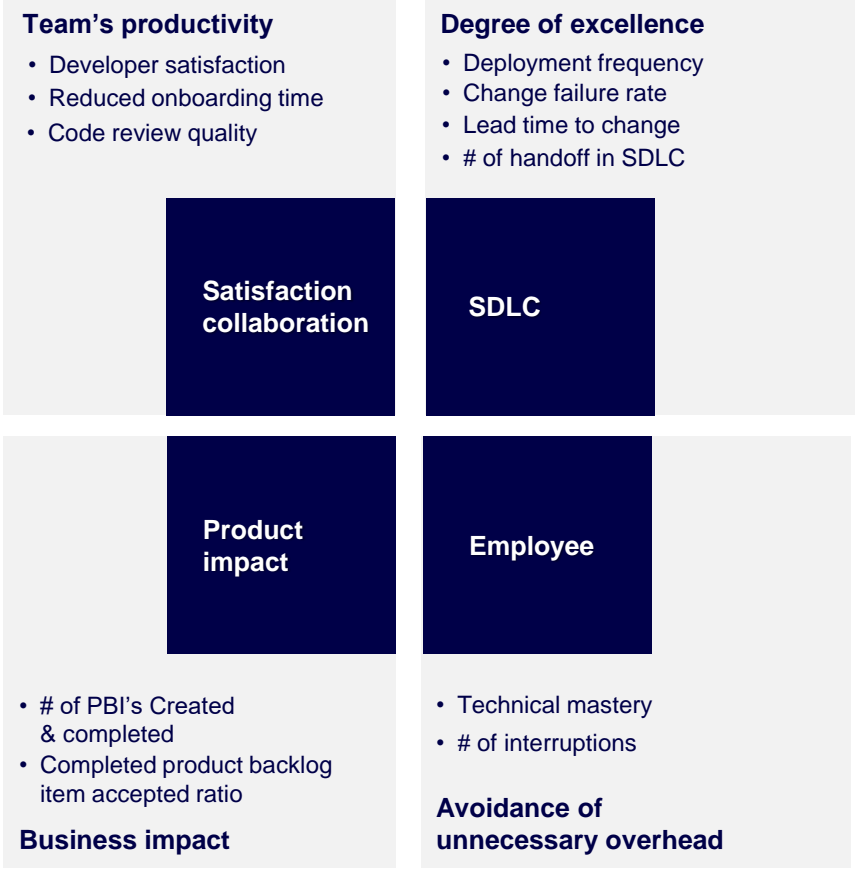
f **Employee experience**

Product impact
Customer focus of our teams

SDLC
Delivery excellence

Satisfaction/collaboration
Evolve the culture

KPI dimensions and measurement (example)

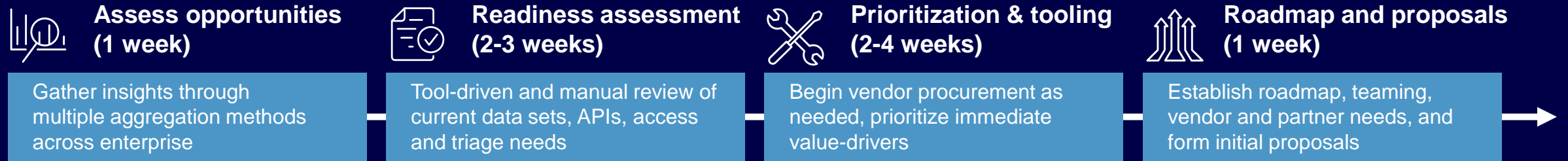


| Dimensions | Weight | Criteria | Metric | Target | | | Review |
|-----------------------------------|--------|-------------------|------------------------------|----------|----------|---------|-------------|
| | | | | Level 1 | Level 2 | Level 3 | |
| Business impact | 15% | Productivity | Completed PBI accepted ratio | 95% | 98% | 100% | per Sprint |
| | | Productivity | # of PBI created / completed | 90% | 95% | 98% | per Sprint |
| SDLC | 45% | Performance | # of handoffs in SDLC | <10 | <6 | <3 | per Sprint |
| | | Quality | Change failure rate | 15% | 10% | 5% | per Release |
| | | Speed | Lead time to change | 1 month | 1 week | 1 day | per Release |
| | | | Deployment frequency | 1 month | <1 week | <1 day | per Spring |
| Satisfaction collaboration | 10% | Satisfaction | Developer satisfaction | 6 | 7 | 8 | per Sprint |
| | | Speed | Reduced onboarding time | >1 month | <1 month | 1 week | per Quarter |
| | | Speed | Code quality review | 1 week | 1 day | < 1 day | per Sprint |
| Employee | 20% | Technical Mastery | Core members per Pod | 30% | 35% | 40% | per Quarter |
| | | Performance | # of interruption | 5 | 3 | 2 | per Quarter |

How to get started – the Gen AI Accelerator

A 6-8 week program to define near, medium and long-term actions and propel AI innovation

Typical accelerator timing



Interactive AI use-case workshops throughout: Begin building inside-knowledge and open thinking to an Gen AI-driven business

Build a comprehensive plan covering



Immediate action

Education & co-Piloting for knowledge work

LLMs are currently beneficial for a range of educational and co-piloting use cases and require an immediate response

- Policies and governance updates
- Employee education
- Governance for approved services
- Identify and supervise adoption
- Knowledge and best-practice capture



Near-term transformation

Accelerate process work with agents

Build specialized, agent powered applications to increase productivity, quality and agility for high-volume scenarios

- Map solutions to key value areas
- Augment off-the-shelf solutions
- Fine tune with memory, context, prompts
- Generative AI in pre and post processing
- Fully automate sub-sets of processes



Scaled innovation

Disruptive propositions & full automation opportunities

Focus R&D effort on implementation of novel features and more complex, fully autonomous activities

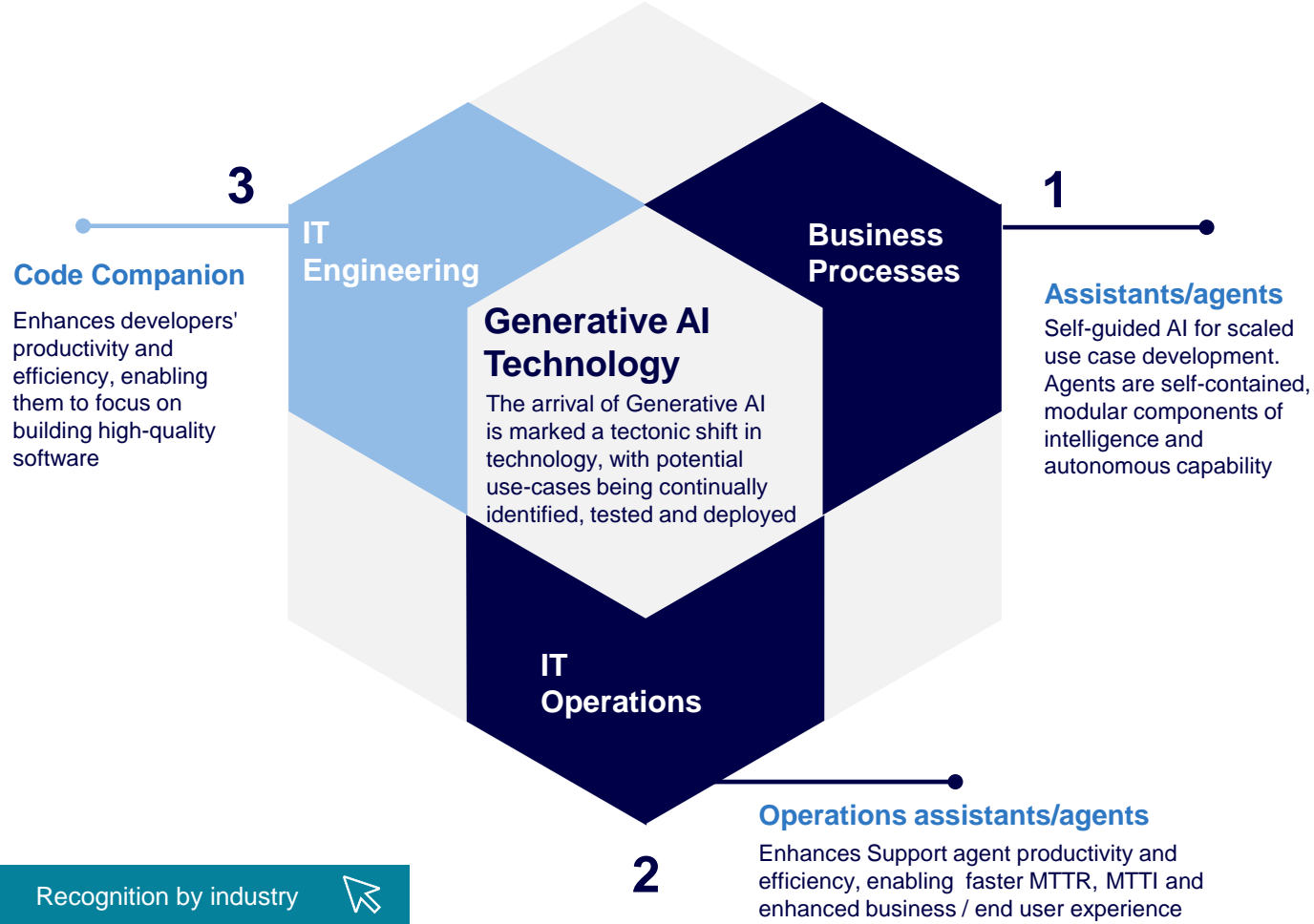
- Formalize lab and center of excellence
- Explore self-directed processing scenarios
- Test models and mitigate failure scenarios
- Implement special purpose models to fill gaps and provide differentiation



Thank you

Leveraging Generative AI to power IT & business

Use cases across three dimensions



Cognizant leverages **Neuro[®] IT Ops** platform capabilities and engineering expertise to bring IT assistants which aids in accelerating adoption of gen AI in IT Operations landscape

Additionally, Cognizant offers comprehensive prompt library for 50+ scenarios across key IDEs, detailed playbook with best practices, dos & don'ts, key observations and FAQs.

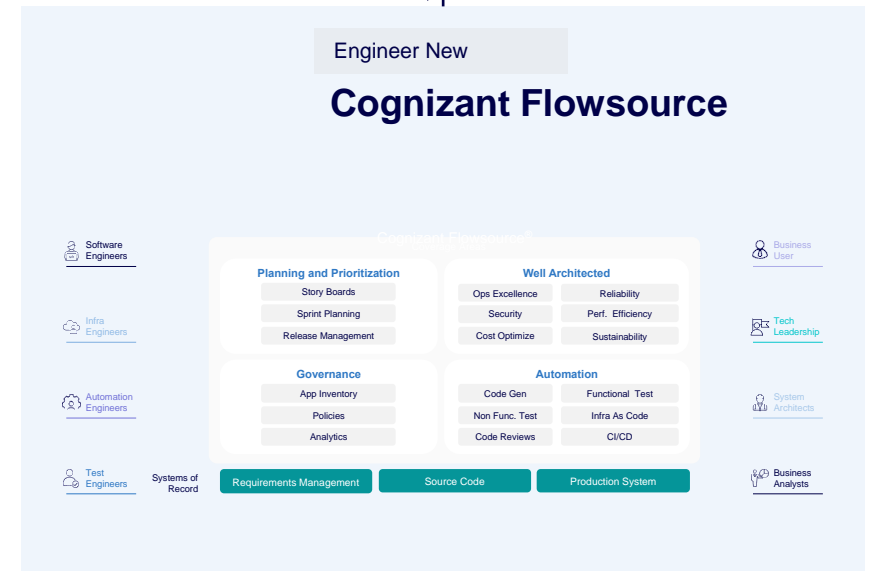
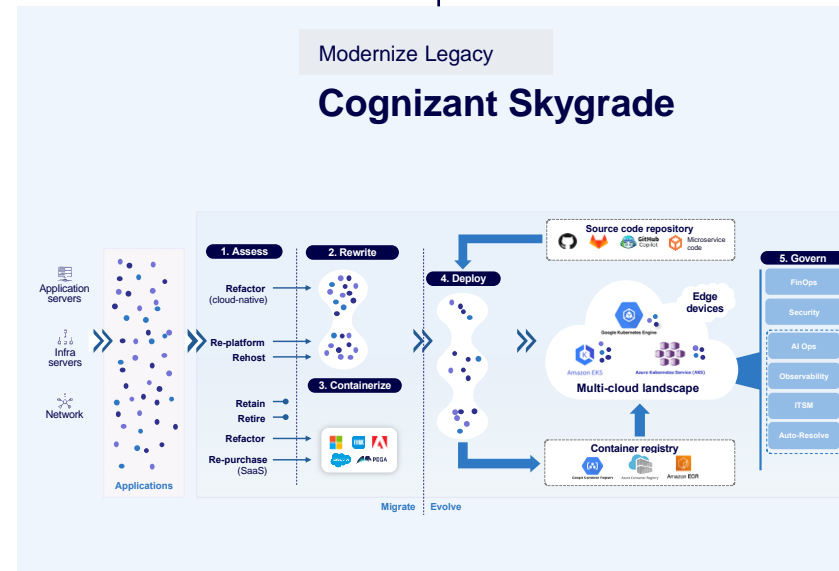
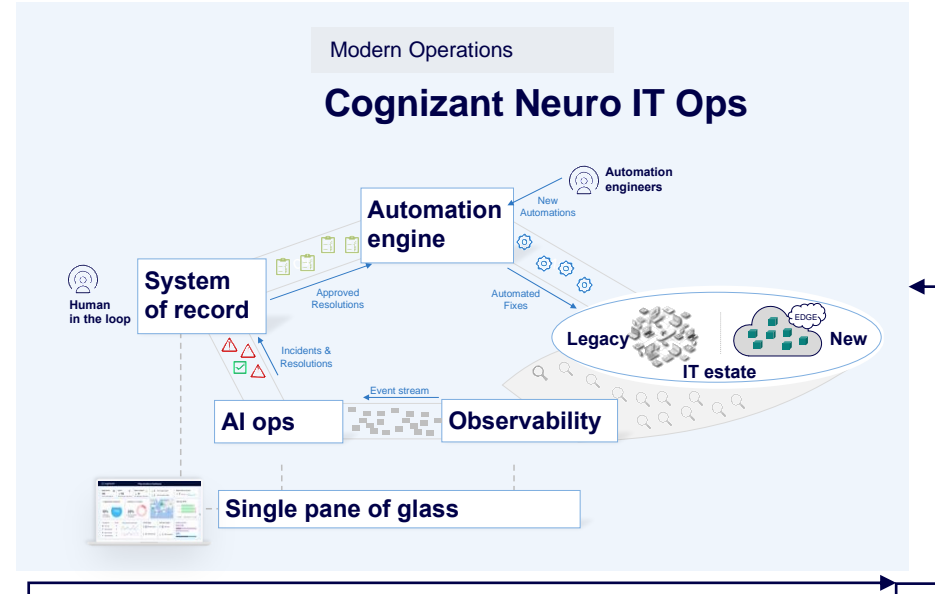
Prominent BOTS / Assistants recommended by Cognizant

| | |
|-----------------------------|--------------------|
| Knowledge Article Assistant | Sentiment Analyzer |
| Call Sense | Triage BOT |
| Neuro IT Assistant | Noise Reduction |
| Resolution Assistant | Ticket Analysis |
| Modernization Assistant | Event Correlation |
| Ticket Insight | |

Build for modern IT & business

Our priority is to modernize applications and infrastructure towards a state that serves business long-term. Platforms play a role end-to-end.

- Automate resolutions proactively
- Gain control over the estate
- Improve experiences
- Reduce run costs





Flowsource™

The Next generation platform
for modern engineering

Overview

Re-wiring the enterprise for pervasive AI

AI is going to change the services we provide, how we work and how we compete. We have moved past the proof-of-concept stage, with organizations beginning to address longer-term, enterprise-scale implications:

- How should I re-shape **people, process** and **technology** to be effective in this environment?
- What **knowledge assets create differentiation** and how can they be digitized for AI consumption?
- How can I harness **productivity gains** to outpace competitors and sustain innovation?
- How has the **competitive landscape** changed?



Boundless potential

New services, value propositions and channels as digital gets truly personal



New Work. New World.

Different relationships and working models between technology and humans



Data is the differentiator

New operating model and enterprise architecture built on knowledge exploitation

We've entered a new S-Curve

The last 10+ years were shaped by a war for digital talent.

With AI productivity gains, competition is going to shift to technology-powered acceleration.

The War for Talent 2010-2022

Leaders will attract and retain a critical mass of the best digital talent.



Disruptors driven by talent resources



The War for Innovation 2023 →

Leaders will exploit technology to augment, accelerate and automate



Ability to compete is defined by the speed of change that can be sustained

With Gen AI, teams can do more with time

Productivity gains unlock real opportunity

Tech adoption + data is now the differentiator

Strategic agility rules

Disruptors driven by ability to quickly adopt and wield technology for advantage

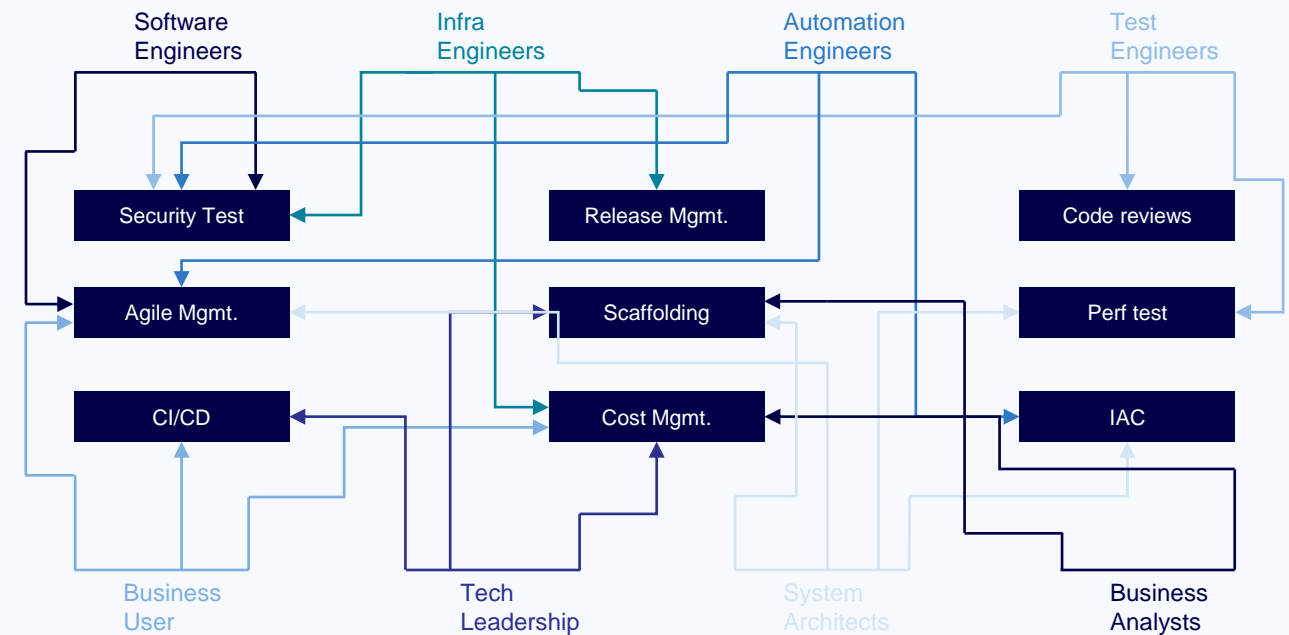


More features faster should drive value, not slow you down

Due to ballooning costs and increased complexity, technology innovation often comes with downstream setbacks at scale.

- Increasing complexity
- Change management
- Tool Fragmentation
- Security & compliance
- Overhead costs
- Transparency & observability

Modern engineering practices have yielded tremendous benefits.

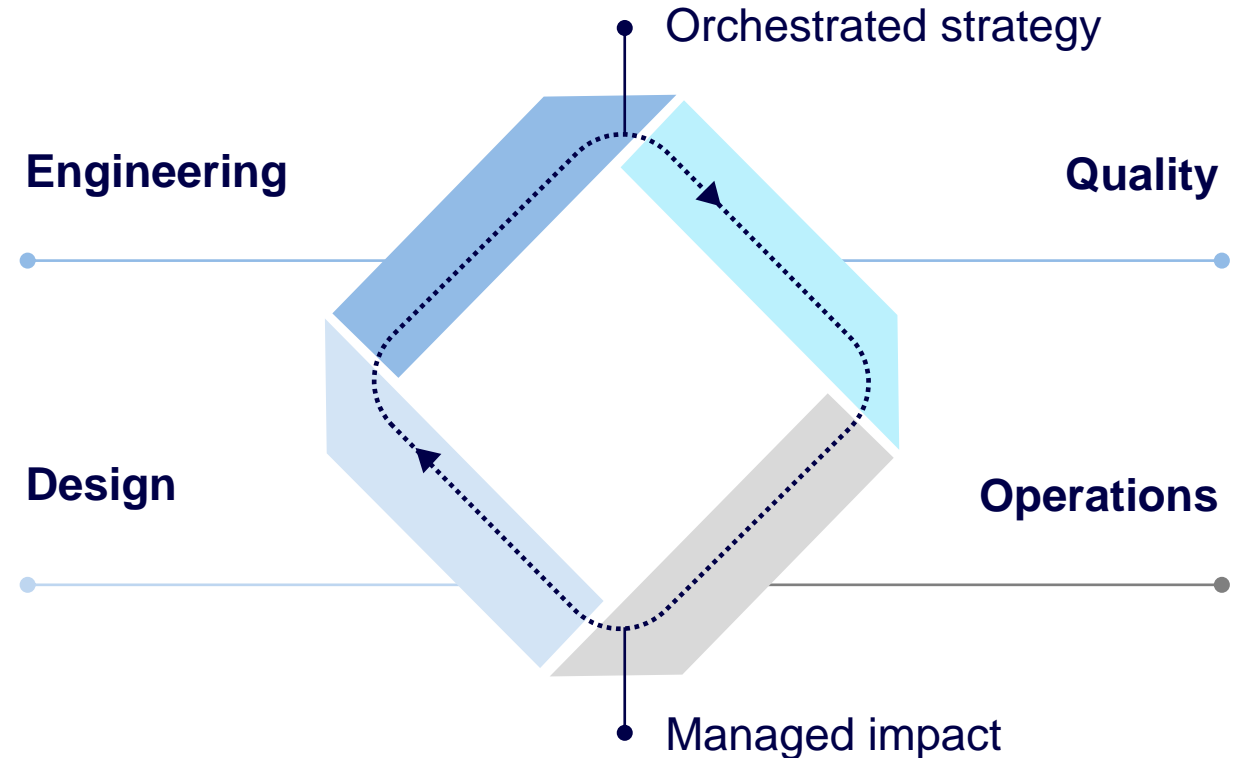


But scale, complexity, and velocity are getting harder to manage

Accelerating solution development is a great place to start with GenAI

Augmenting the delivery of technology-enabled change should be a high priority:

- **Tools are available today** that can make a meaningful impact
- Faster, more effective change will **accelerate other Generative AI initiatives**
- Enhancements **drive business agility**, which can save cost, but also drive innovation, effectiveness and growth
- This is a high opportunity area for Generative AI and **further acceleration will be possible in the future**



Generative AI use cases span the solution development lifecycle

WHAT to change

Consolidate improvement opportunities

- Market and customer insight
- Strategy and innovation
- Operating model analytics
- Codebase analytics
- Package and CMDB analytics

HOW to change

Apply requirements to architecture

- Requirements management
- Enterprise architecture
- UX, design and prototyping
- Codebase analytics
- Code re-factoring and quality

DO the change

Create code and digital assets

- Image generation
- Text generation
- Code generation
- Code re-factoring and quality
- Data modelling

ASSURE the change

Test and monitor for effectiveness

- Test case generation
- Generative AI testing
- Generative AI observability
- A-B Testing
- AI Operations

Delivery management and integration

- Process integration
- Work assignment
- Delivery progress & performance
- Documentation & communication

Engineer More. Better. Faster

Businesses with top-quartile engineering speed outperform market growth rates by 4x, or more(*). Simplified, integrated processes to accelerate smartly.



Turn policy & standards into engineering accelerators

Governance teams set direction and rapidly deploy solution templates & platform services that enable.

Off-the-shelf basics ensure solutions are consistent, complete, compliant.

Focus engineering on features, remove blockers and distractions

With automated hygiene coding, compliance and comms, developers maximise time focused on features.

Developers prioritize business impact; the rest is automated.

Gain clarity with code as documentation

Work documented at the same time as development, with automated governance built into the workflow.

Stakeholders understand what's happening, without distracting.

We need to build transparent, integrated systems that **accelerate the change delivery lifecycle**, so developers can focus on features

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Templates, tooling and automated scanning to ensure best practices are always followed.



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A platform for scaled modern engineering, across the enterprise

Automation, Generative AI and templated practices merge to create the 10X engineering business



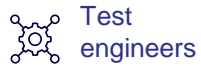
Software engineers



Infra engineers



Automation engineers



Test engineers

Systems of record

Cognizant Flowsource®

Planning and prioritization

Story Boards

Sprint Planning

Release Management

Well architected

Ops Excellence

Reliability

Security

Perf. Efficiency

Cost Optimize

Sustainability

Governance

App Inventory

Policies

Analytics

Automation

Code Gen

Functional Test

Non Func. Test

Infra As Code

Code Reviews

CI/CD

Requirements management

Source code

Production system



Business user



Tech leadership

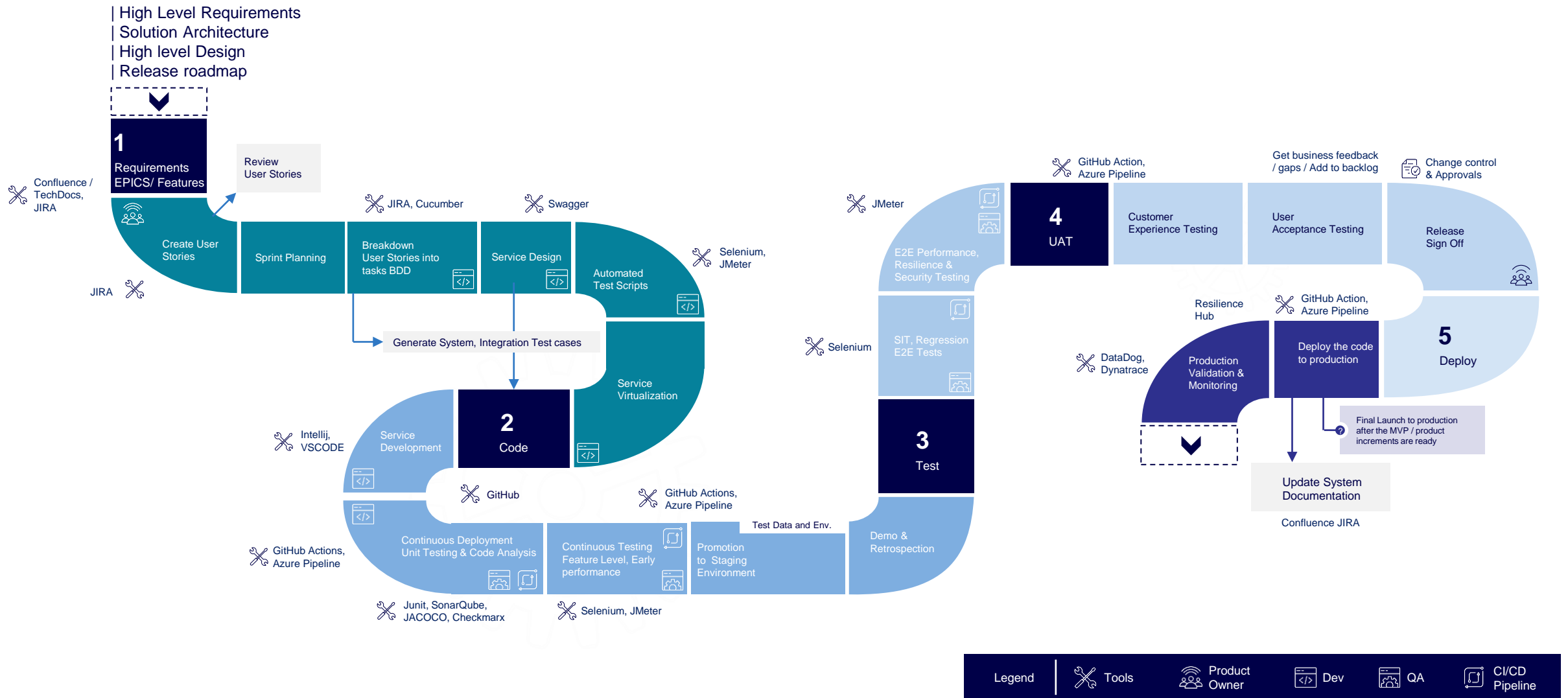


System architects

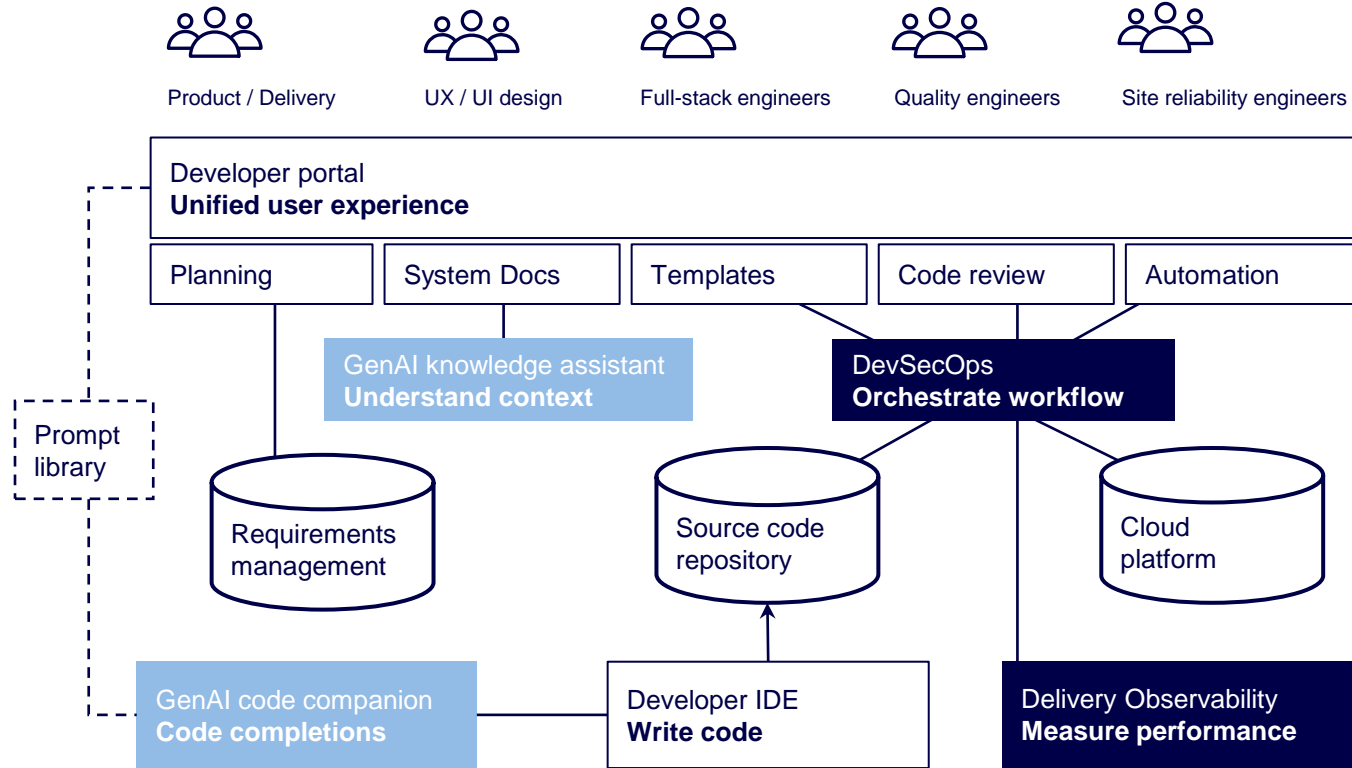


Business analysts

Flowsource™ integrates, and accelerates every stage of the SDLC



Using a platform-based approach to maximize the benefits of Generative AI



Cognizant Flowsource



Benefits of a platform-based approach

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- Accommodates multiple tech stacks and dev environments, enabling co-existence and migration to cloud based solutions.

A day in the life of Flowsource



Mithul. Full-stack Java engineer

Implementation of a user story

Understand the requirement

Mithul collects requirements for the current sprint. He's working on a new area of the system, so isn't fully familiar with the existing code, or the standard frameworks. He needs to create a new micro-service to run on Azure, in a Kubernetes container, interacting with a MongoDB document database.

Write code

Mithul creates a development project and sandbox. He implements the microservice, re-using utility libraries and persistence templates from the broader code-base. He builds out some particularly complex integration with a legacy finance system within the code. Using TDD practices he also creates unit tests.

Test, refine, and release

Mithul checks in the code and runs a series of code scans and tests. Feedback from testing shows that he used an out-of-date library version which has deprecated methods and security vulnerabilities. He fixes the issues, re-tests the code and finds everything is fine. He then writes documentation and issues a pull request to complete the definition of done for the story.

Line of interaction

How Flowsource helps

Requirements pulled into the Flowsource portal from Jira.

Current system documentation available with search, browse and chat interfaces to understand context and re-use opportunities.

Contact details are stored for component owners, so Mithul can ask a question to the developer of the container management service.

GenAI companions explain how to work with MongoDB document database, which is unfamiliar to Mithul.

Jira integration

GenAI chat with docs

GenAI code explanation

GenAI co-design

Development project provisioned from a microservice template that includes a compliant tech stack and pre-built boilerplate code.

Sandbox environment automatically provisioned on request using infrastructure as code.

GenAI companions explain aspects of the template and how to make safe edits.

GenAI companions and prompt library assists in writing code and test cases, including complex integration logic.

Software templates

Self-serve Infra-as-Code

GenAI code generation

GenAI code explanation

Automated testing and code scanning after check-in, including unit test execution, security scanning and well architected tests.

Real-time reporting dashboards of code quality and delivery performance to show issues.

GenAI completion of documentation and publication in system documentation repository.

Self-service pull requests and release train integration.

Code scanning

Delivery observability

GenAI documentation

DevOps integration

Case Study: Copilot implementation

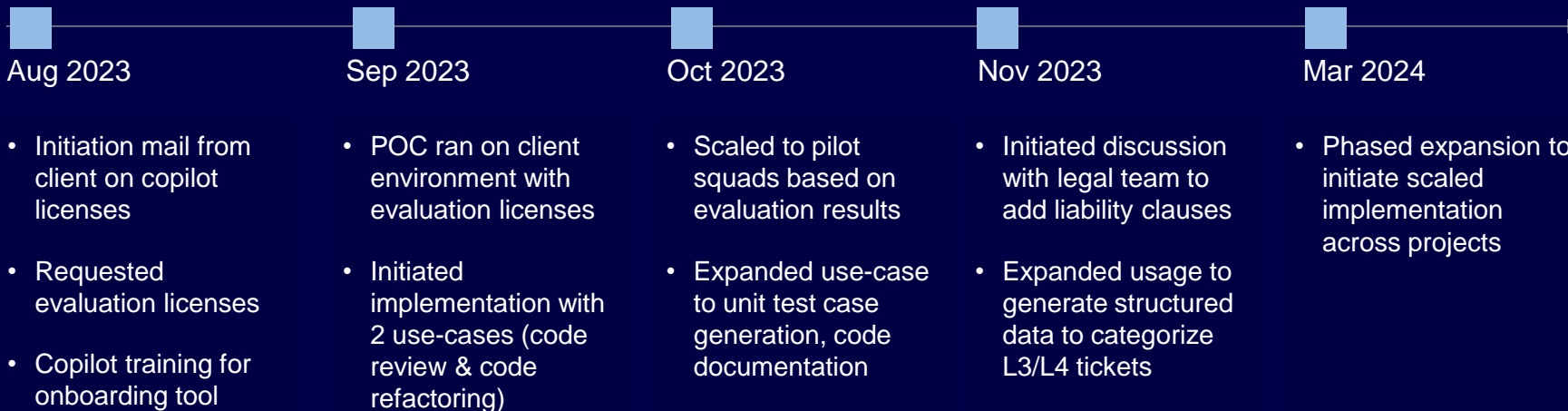
Client context:

US based company writing software products in the financial services industry

Client objective:

Productivity Improvement with GitHub Copilot

Implementation timeline



Tech stack

| Metric | Improvement |
|-------------------------------|-------------|
| Average # of tasks completed | 40% ↑ |
| % time for code review | 20% ↓ |
| % time for code documentation | 20% ↓ |
| # of bugs identified | 30% ↓ |

A delivery model built for disruptive tech every month

Flowsource allows us to continuously deploy the best engineering accelerators to our teams

Gen AI Labs

- Stay ahead of frontier technology
- Explore and trial new models
- Centralize governance



Studios

- Specialized in product-centric work
- Cross-functional and adaptive skills
- Design, build, test and launch innovation



Nurture Discovery

Cognizant Flowsource Next generation platform for modern engineering

Governance | Templates | Data | Collaboration

Scale Delivery



Global Engineering

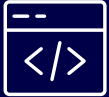
- Efficient quality at scale
- Flexible access to skill, real-time
- Connected to core platform



Platforms

- Integrate best-of-breed processes and tools to accelerate programs
- Drive consistency and observability

As flow is achieved, build compound gains



New applications

Build new customer experiences that exploit Generative AI.

Conversational UX

- Enhanced user experiences designed for AI-driven dialogue

On-the-Fly personalized

- Customized experiences based on real-time datasets

Hyper-intelligent

- Advanced apps using Gen AI to access answers and insights

Cloud & edge

- Run in a containerized micro-services architecture



Extended productivity

Create an engine for doing more across the business.

Orchestrate processes

- Streamline organizational value chains

Monitor operations

- Real-time operational oversight and insights to optimize

Better knowledge work

- Enhanced intellectual tasks with Generative AI co-pilots

New knowledge work

- Unlock new data-mining and exploration opportunities



Platforms to enable

Orchestrate models, enterprise data and tooling to solution faster.

Models

- Curate and organize Generative AI models for enterprise use

Data

- Internal and external datasets for training and app building

Knowledge

- Processes, design patterns, and document knowledge bases

Accelerators

- Tooling to accelerate Generative AI solution-building



Gen AI governance

Create systems to assure smart, secure, compliant Generative AI.

Accountability

- Ensuring systems are responsible and reliable

Transparency

- Understand Generative AI processes and decision making

Quality & safety

- Maintain high standards for output and interactions

Automation & MLOps

- DevOps principles for Gen AI app development environments

Typical benefits

Working with our clients we consistently achieve gains in cost efficiency, speed to market and business agility.

A better performing technology function also directly contributes to increased revenue, better operating margins and enhanced customer satisfaction.

15-30%

Infrastructure cost savings

3-7x

Fewer downtime hours, 40-70%
reduction in downtime

20-50%

Increased IT staff
productivity and agility

2-5x

More features delivered
per year

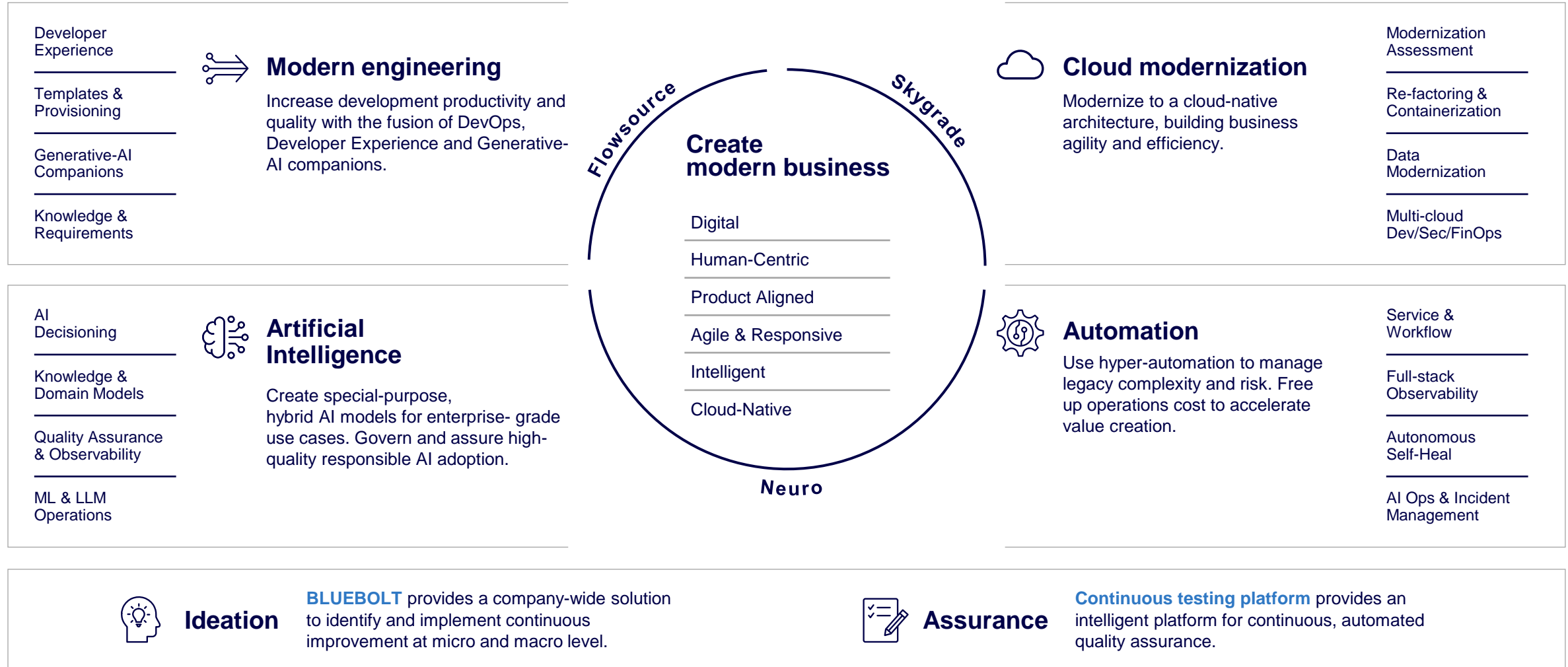
20-40%

Faster time to market with
improved innovation velocity

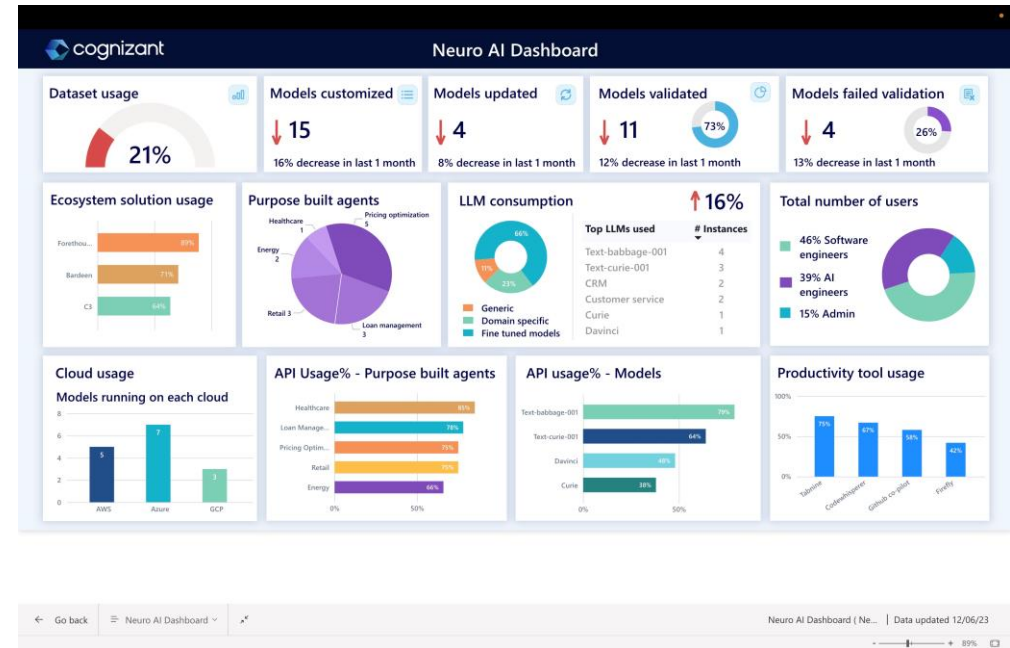
25-40%

Cost reduction through automation,
modernization and simplification

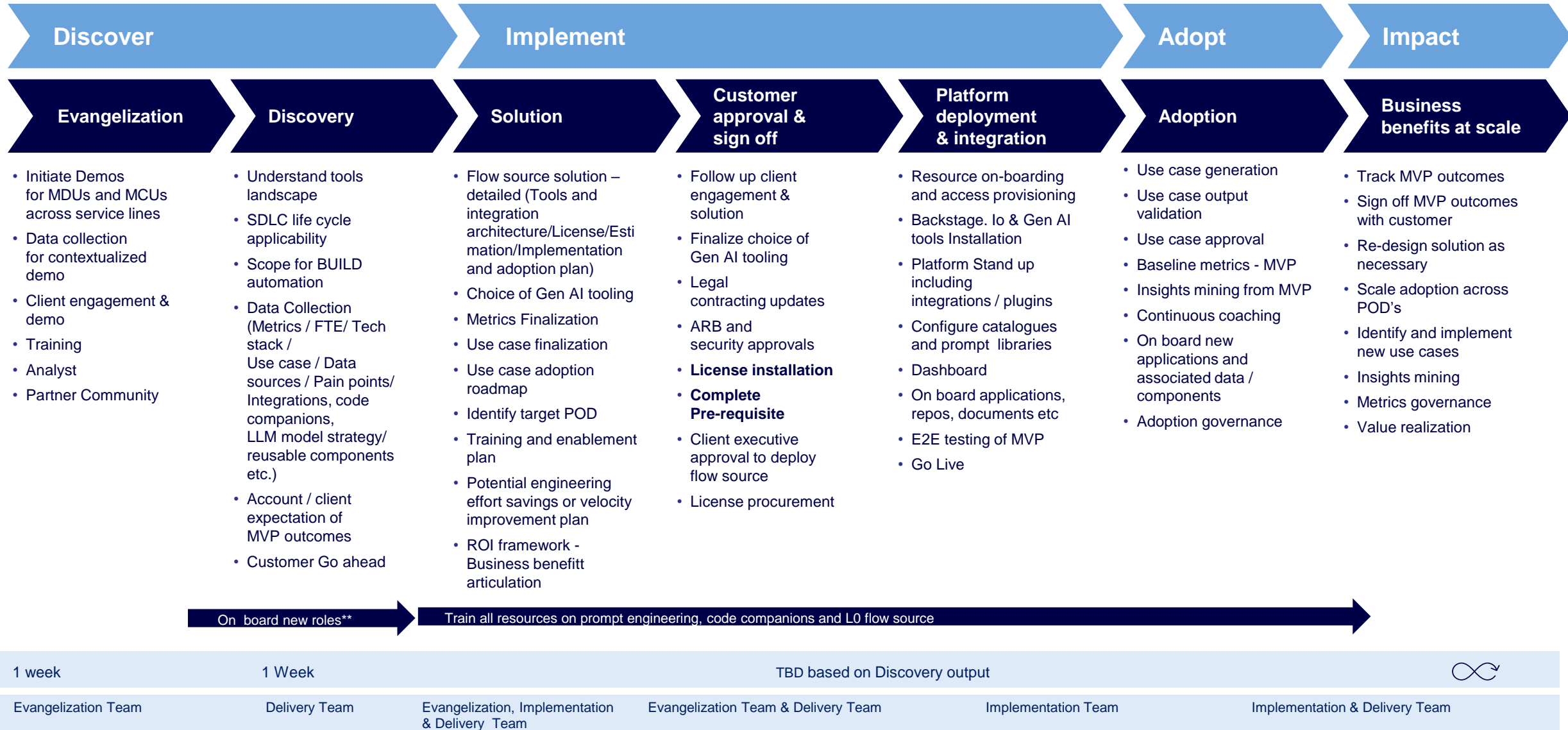
Our suite of platforms accelerates agility and efficiency



Single pane of glass driving AI governance

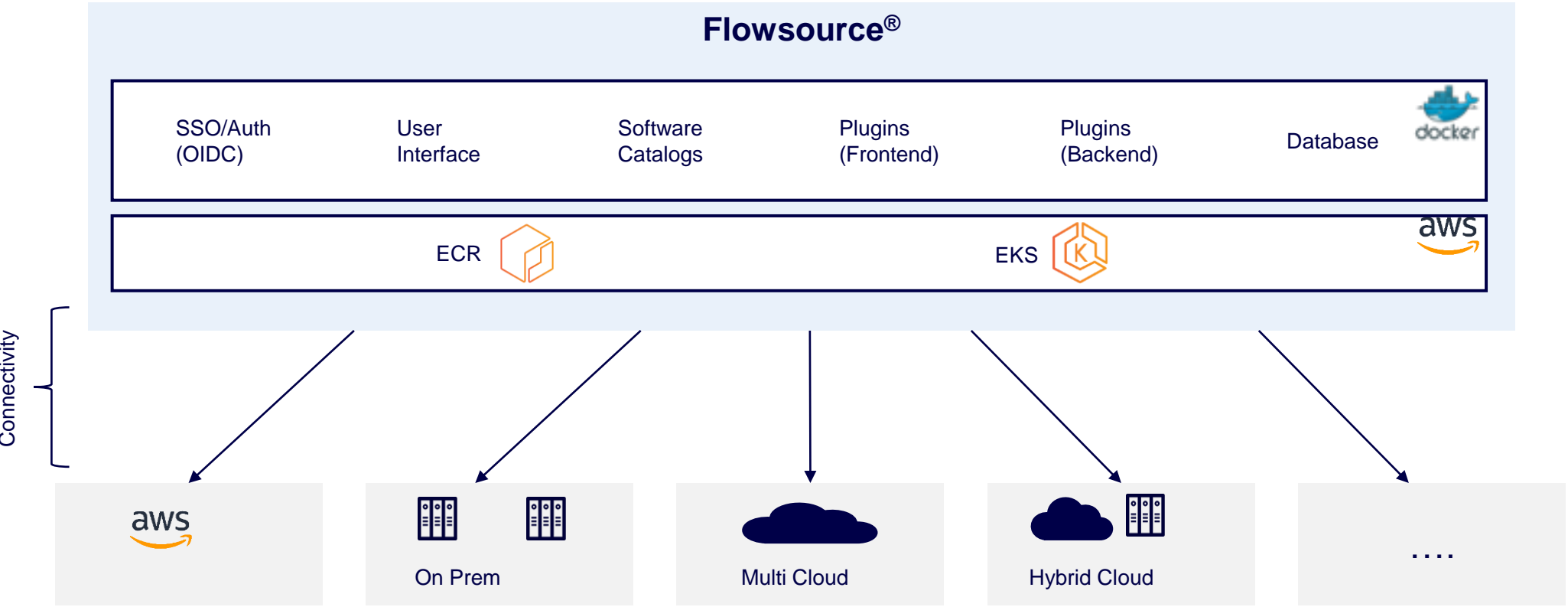


Cognizant's Flowsource - Implementation Workflow



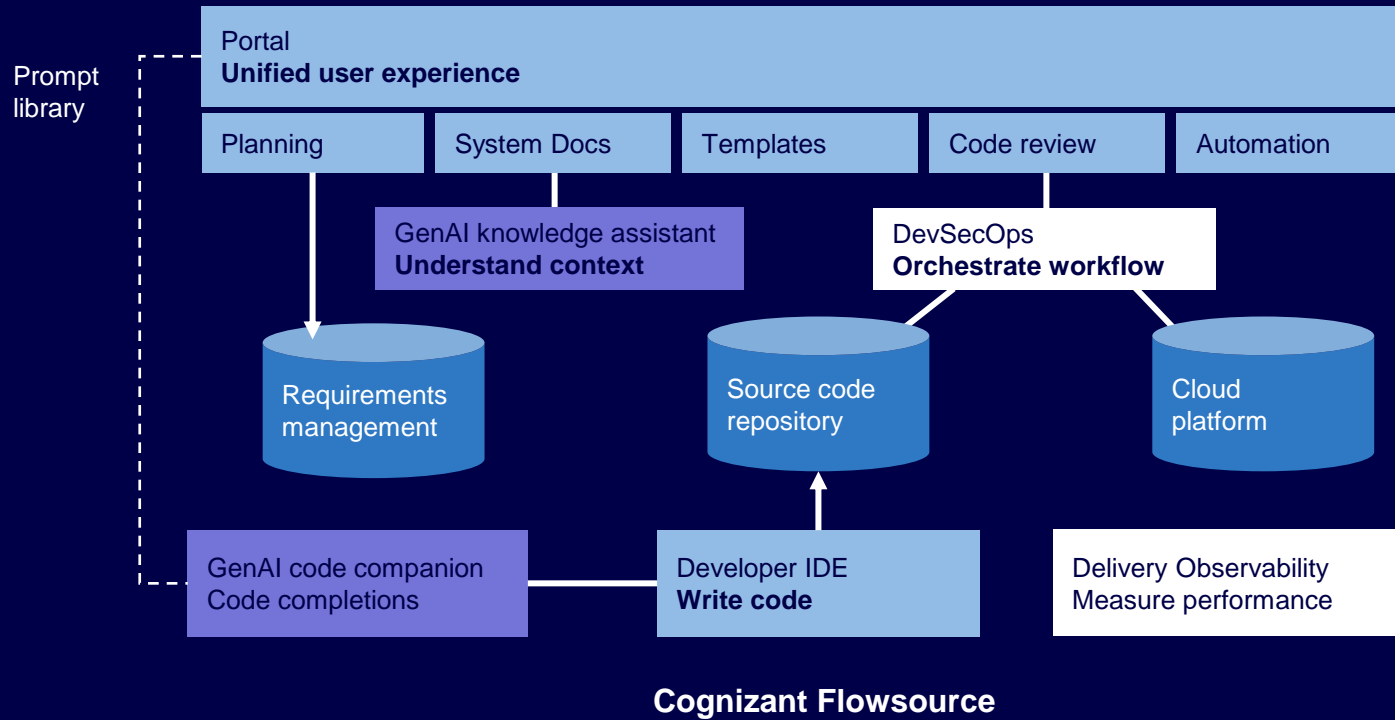
Flowsource deployment architecture

Flowsource is a containerized application that can be deployed to a choice of infrastructures and is multi-cloud enabled. A single instance of Flowsource can orchestrate multiple tools and environments.



Development tooling and deployment environments

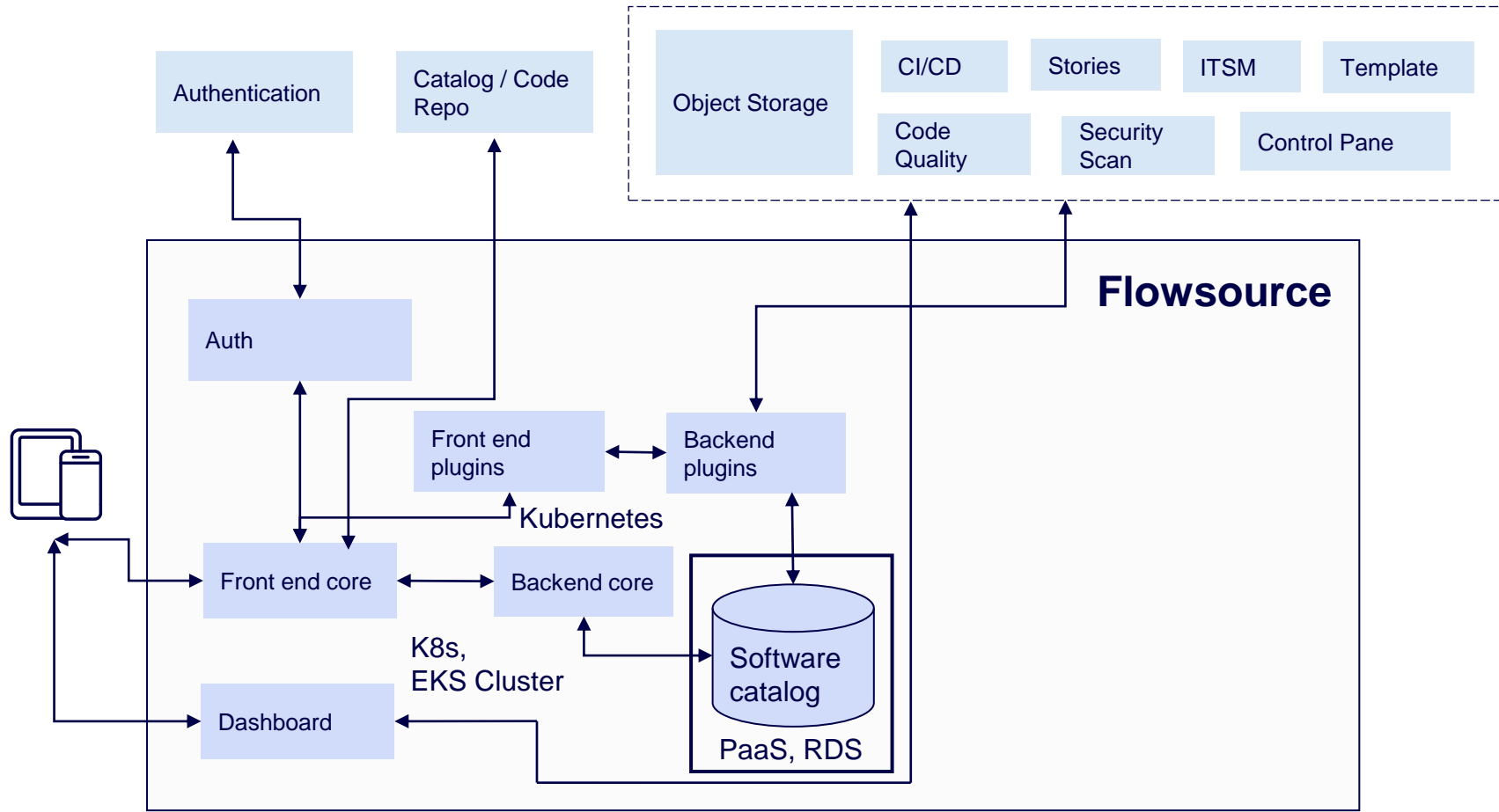
Flowsource functional architecture



System objectives

- Consistent **implementation of best practice** workflow across engagements.
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- **Delivery observability built in**, to demonstrate benefits impact and accelerate adoption.
- Accommodates multiple tech stacks and dev environments, **enabling co-existence and migration** to cloud based solutions.

Deployment Architecture – Liberty Mutual



Default Backstage



All integration will be using API/Webhooks

Plugins

| | |
|--------------|--|
| Requirements | Github |
| Stories | Jira |
| Code Repo | Github |
| CI/CD | Bamboo |
| Code Quality | SonarQube |
| Testing | Cucumber |
| Security | OWASP (Zap) |
| Ops Insights | AppDynamics , Datadog , Splunk |
| Dora Metrics | Jira Bamboo AppDynamics, Datadog, Splunk x-matters |

Deployment (Flowsource build) prerequisite

FlowSource is built at the customer environment. All the dependencies and required software are downloaded at the customer environment and Docker images are built. Access to Docker hub, npm repository, GitHub, and container registry is needed.

Hardware & service

| Type | Configuration |
|-----------------------|--|
| Kubernetes Cluster | 4CPU 16GB storage 256GB m5a.xlarge Replica: 2 |
| Postgres PaaS Service | 2 CPU 8 GiB Memory, 256GB Storage db.m5d.large Postgres RDS Version: 13 & above |
| Image Repository | ECR |
| Object Storage | AWS S3 bucket |
| Certificate (SSL) | 2 nos |

Software

| Type | Version |
|-----------------|---|
| GitHub CoPilot | 1.7 |
| Kubernetes | 1.26 or later |
| Backstage | 1.23 |
| Docker | 25.0.4 or later |
| Kubectl | Client Version: v1.29.3 Server Version: v1.26.10 |
| Helm | v3.14.3 |
| Custom Plugin** | |

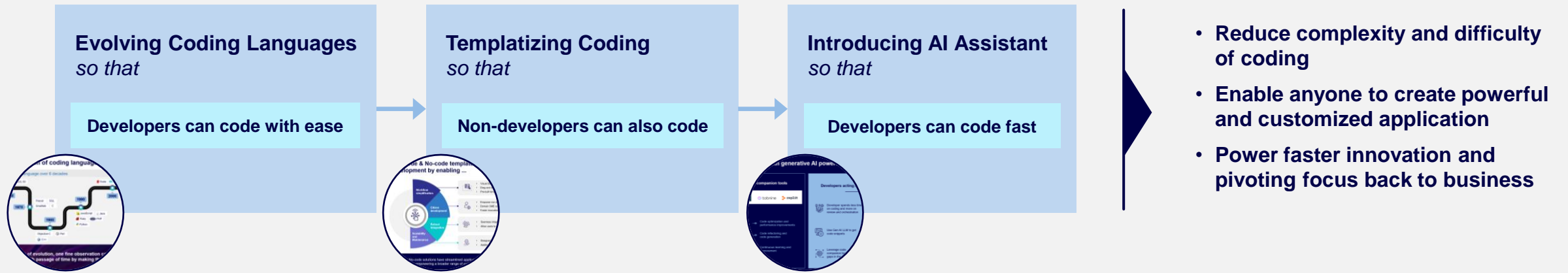
Plugins

| | |
|--------------|-----------|
| Github | Datadog |
| Jira | Splunk |
| Bamboo | X-matters |
| SonarQube | Cucumber |
| OWASP (Zap) | |
| App Dynamics | |

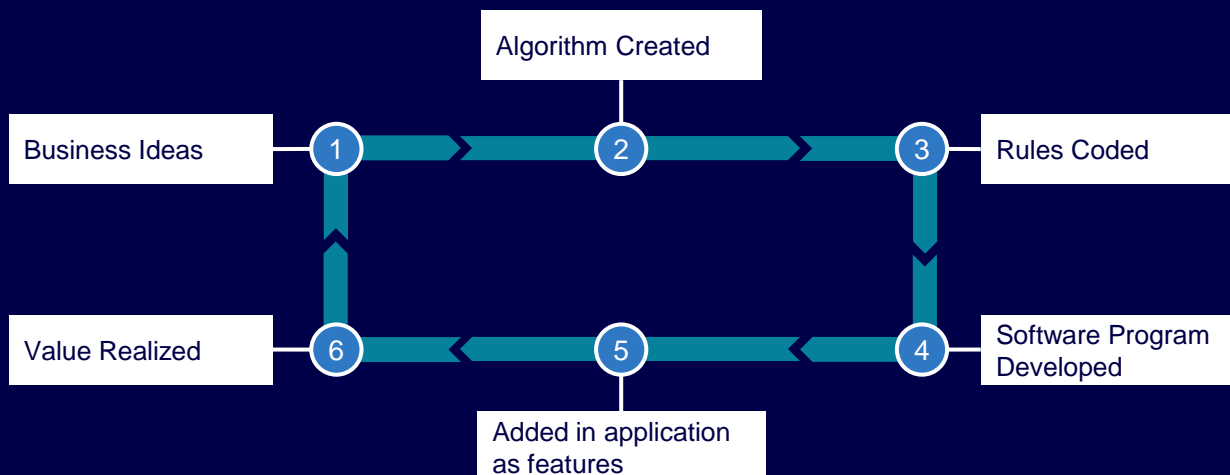
- Plugin integrated with SaaS or On Prem
- On Prem dependency on version of software

All integrations will be performed using Webhooks
Based on the target URL & Port of the components
Custom Plugins with configuration packs shared by Cognizant

Tracing till now and looking beyond obvious



How we are operating till now ...

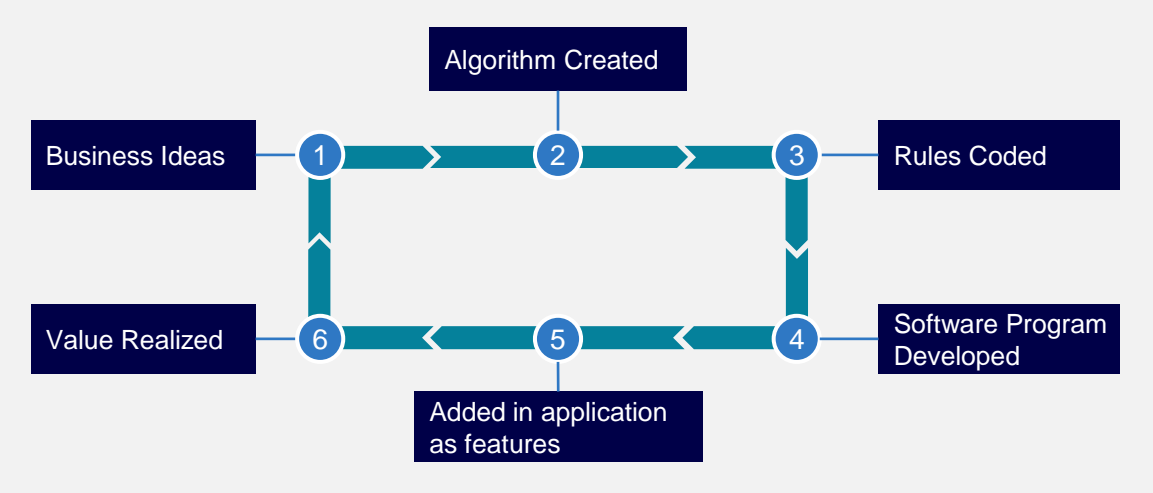


We are boxed with our approach to transform application development.

All these 6 decades, we are continuously focused on making development efficient, convenient, fast and democratic, but can we do away with the process of development by human altogether, and use instead LLM model to develop applications

Envisioning the future model of application development

Existing model



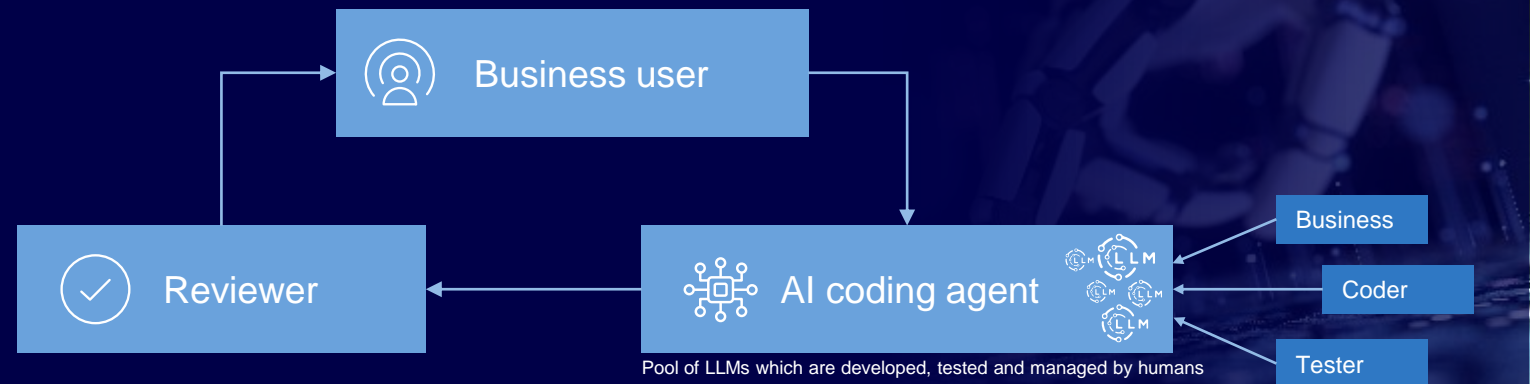
Envisioning the future model of application Development

Future model



Future model for development

Direct natural language to computation



The new age of coding with generative AI powered code-companion tools

Prominent code-companion tools



- ✓ Code suggestions and auto-completion
- ✓ Error detection and debugging
- ✓ Code documentation and information retrieval
- ✓ Code formatting and style guidance
- ✓ Code optimization and performance improvements
- ✓ Code refactoring and code generation
- ✓ Continuous learning and improvement

Developers acting more as 'Orchestrator'



Developer spends less time on coding and more on review and orchestration



Code suggestion and auto completion to speed up the coding



Use Gen AI LLM to get code snippets



Code generated by Gen AI take into cognizance context and style

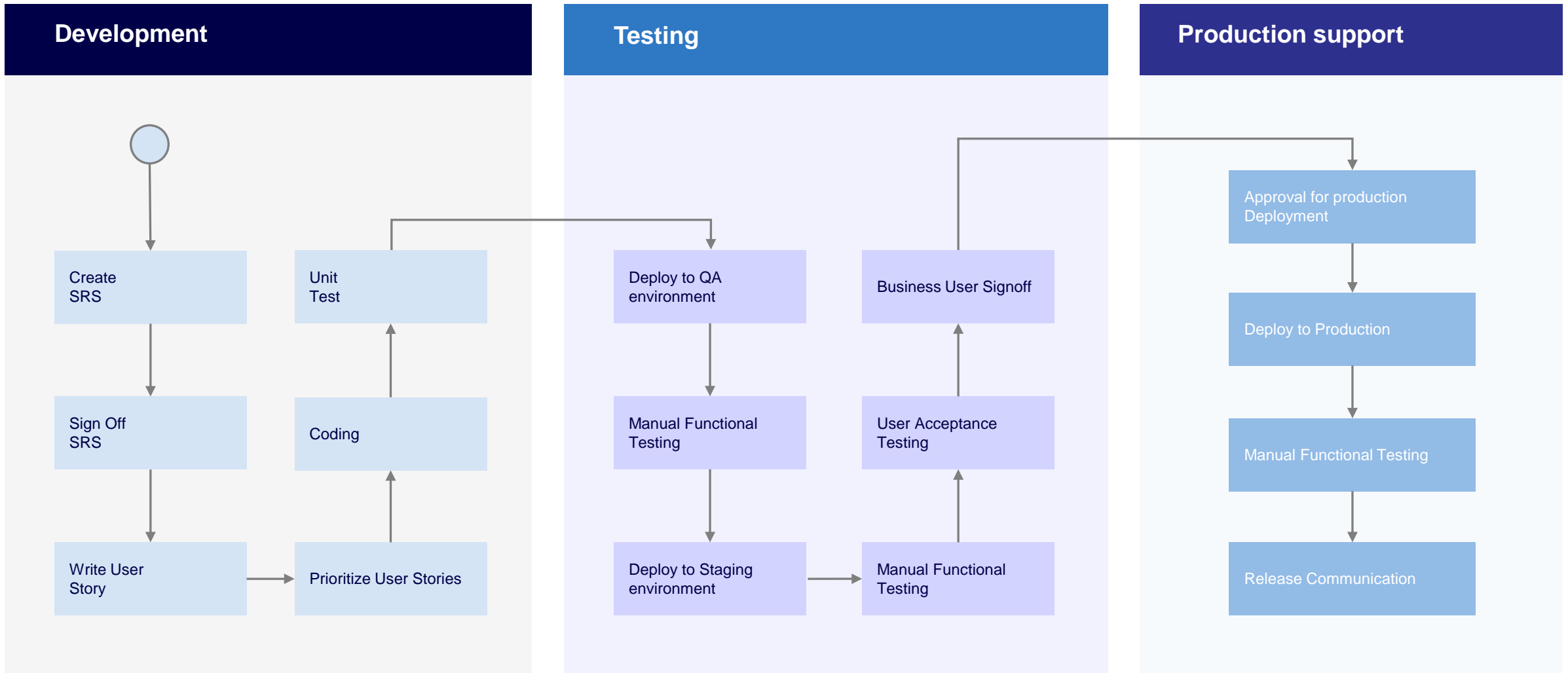


Leverage code companion tools to fill the gaps in the code



Highly cost effective with high quality output

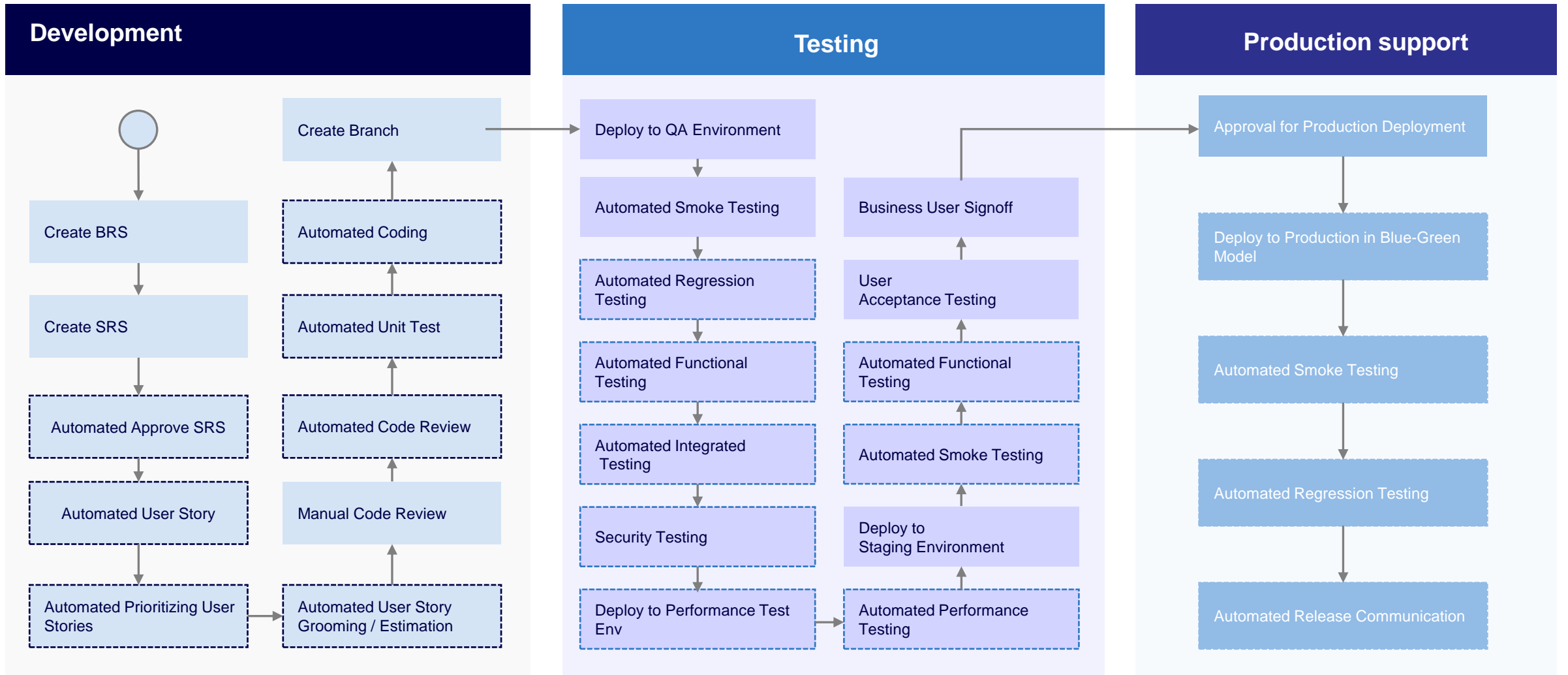
Current state value stream



Current value stream, driven predominately by manual processes, is ill equipped to deliver consistent and high-quality applications at enterprise level

Future value stream with Gen AI enabled automation across SDLC

----- Newly added



Future Value Stream delivers applications which are optimized, secure and consistent, ensuring production at scale with high velocity

Finding value beyond story points



Team value

How to measure productivity of a team with Flowsource:

- Cycle Time – Average time to complete a user story of same points
- Velocity – Average amount of work a team completes in a sprint
- Lead Time – Total time from concept to delivering the feature in production
- Team Happiness – Measure team moral and satisfaction through PI surveys and retrospectives



Life cycle value

How to measure improvement with DORA:

- Deployment Frequency – the period between patch, feature and major release frequencies
- Change failure rate – for each release how many new defects are introduced.
- MTTX – measure the mean time for detection, identification and recovery.
- Reliability – how many 9s of availability. Key to estimation reliability vs cost is each 9 adds a 0 to the budget



Engineer value

How to measure with SPACE:

- Satisfaction – look to implement these three measure with retros for developer satisfaction, developer efficacy if they have the right tools, and developer burnout
- Performance – measure as outcomes not outputs and relate developer to change failure rates and feature effectiveness for customers.
- Activity – measure volume of design documents, specs, work items, pull requests, commits and code reviews. Tie this with DORA for larger picture by developer.
- Collaboration – measure onboarding time, metrics on who is connecting to whom, time work is integrated, effectiveness of documentation and retrieval, quality of reviews
- Efficiency – number of hand offs in the SDLC, perceived ability to focus and stay in the flow, number of interruptions and lead time to change.



Customer value

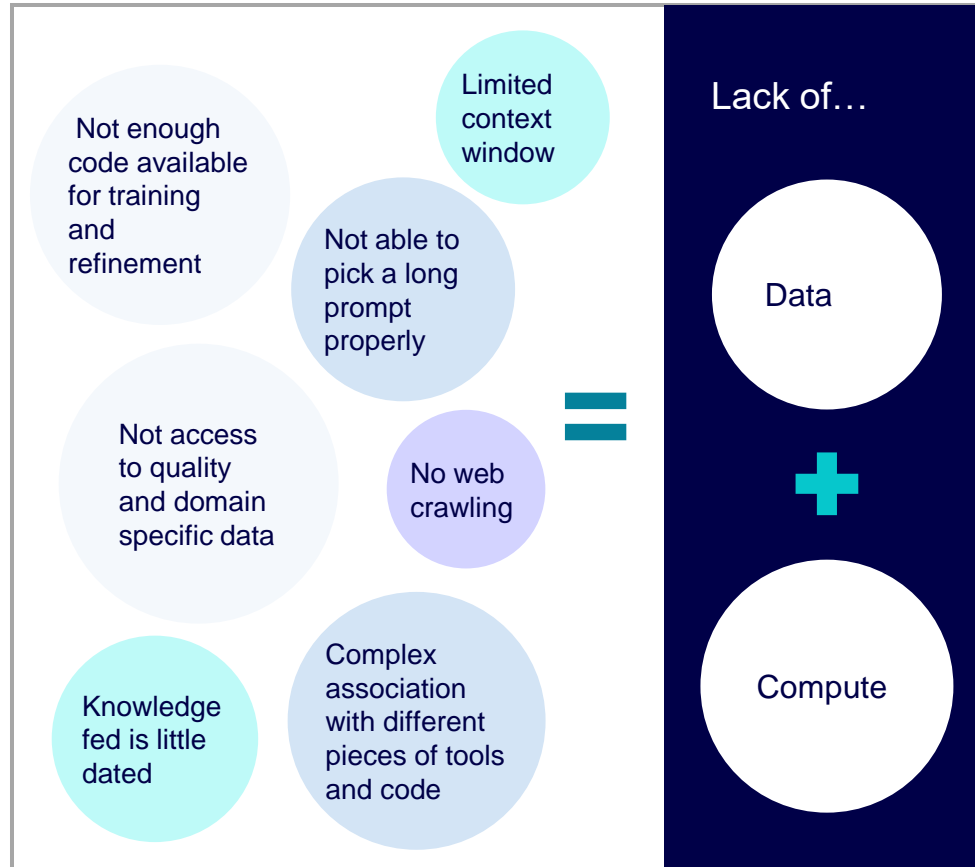
How to measure customer value with performance improvement:

- Net Promoter Score – measure customer loyalty and willingness to recommend
- Customer Satisfaction Surveys – gather direct feedback during each QBR on performance improvement
- Feature Adoption Rate – measure how often customers use new features
- ROI – measure the financial benefit of the program
- User Engagement – measure how often users use features of the product

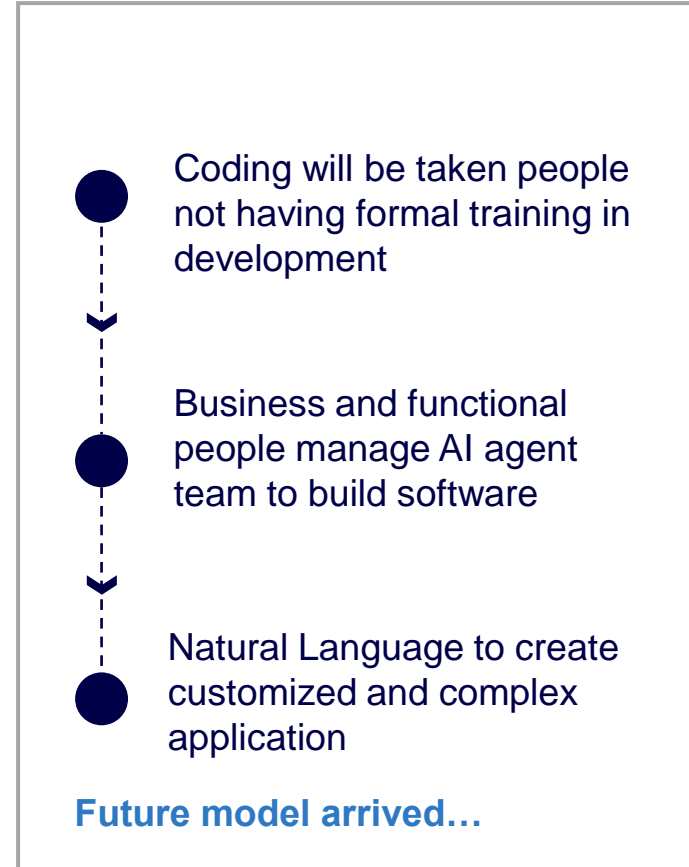
Reinvest productivity to invest in removing tech debt, burn down backlog or reduction of head count based on value needs for each client.

Few roadblocks to navigate but going to be a reality soon..

Current limitations



What we are going to witness



In matter of few years, due to snowball effect, it will get better and will have more data and compute to train LLM

The future model necessitates the shift in priorities and focus

Current

Focus areas

Coding language
and best practices

Programming
languages

Developers

Cost mindset

Future

Model focus areas

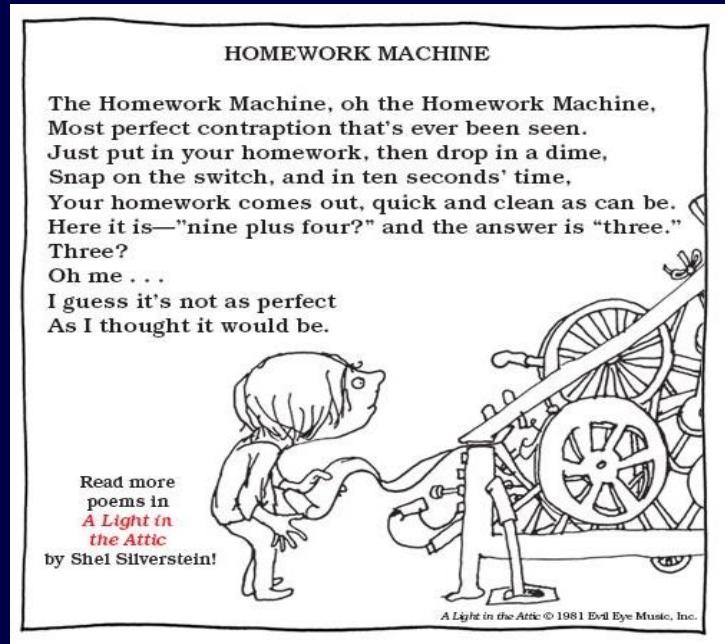
Prompt
engineering

Creating and
refining LLMs

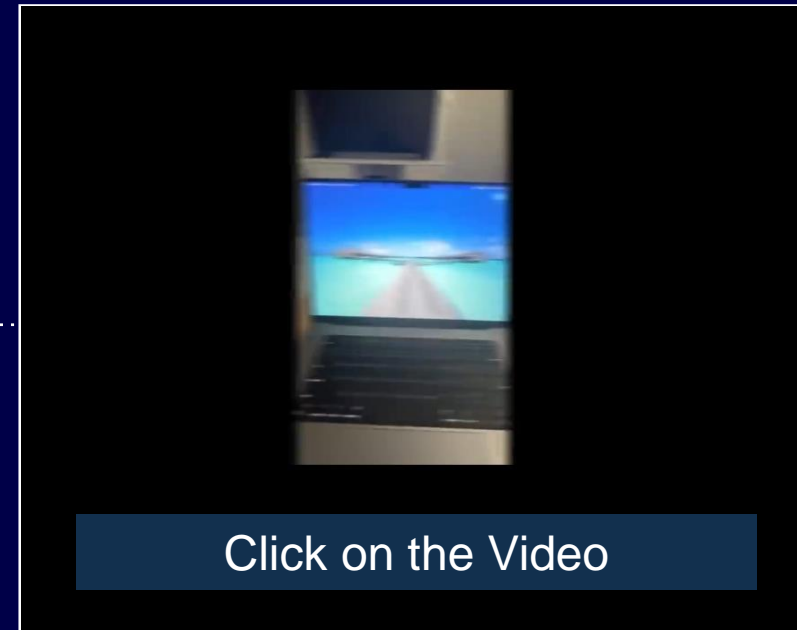
AI
coding agents

Value
mindset

Conceptualized, then



Reality, now



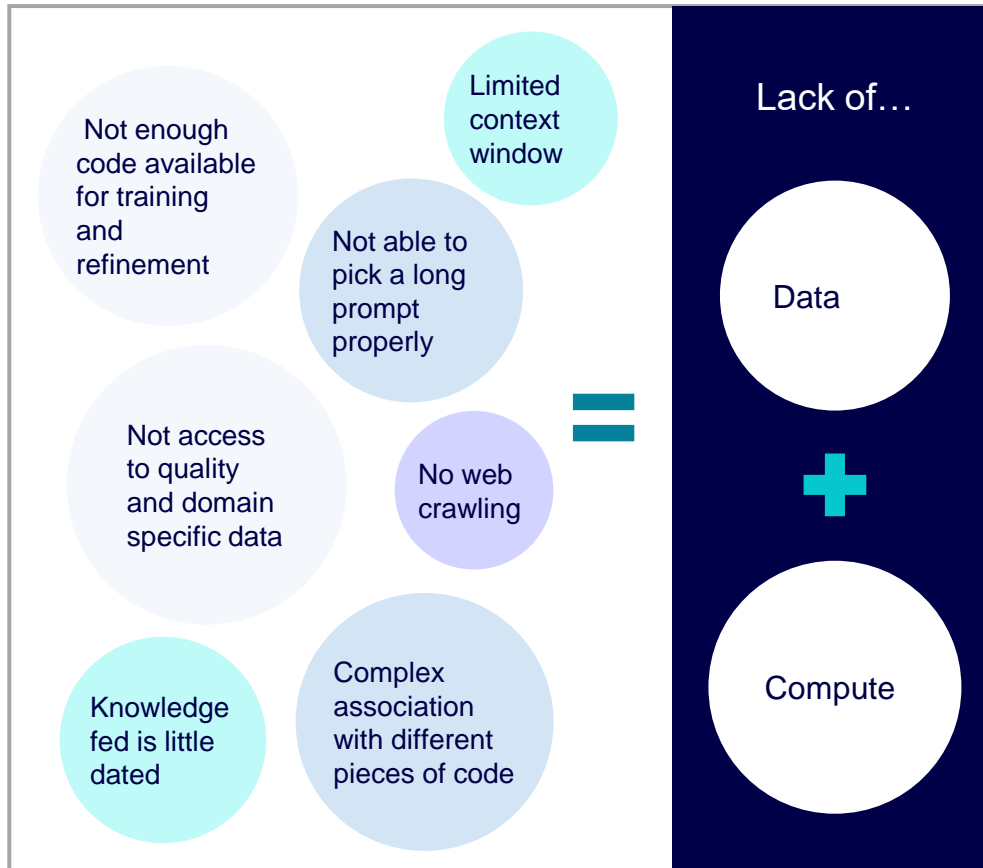
Currently, such use-cases are few and crude but there has been an exponential rise



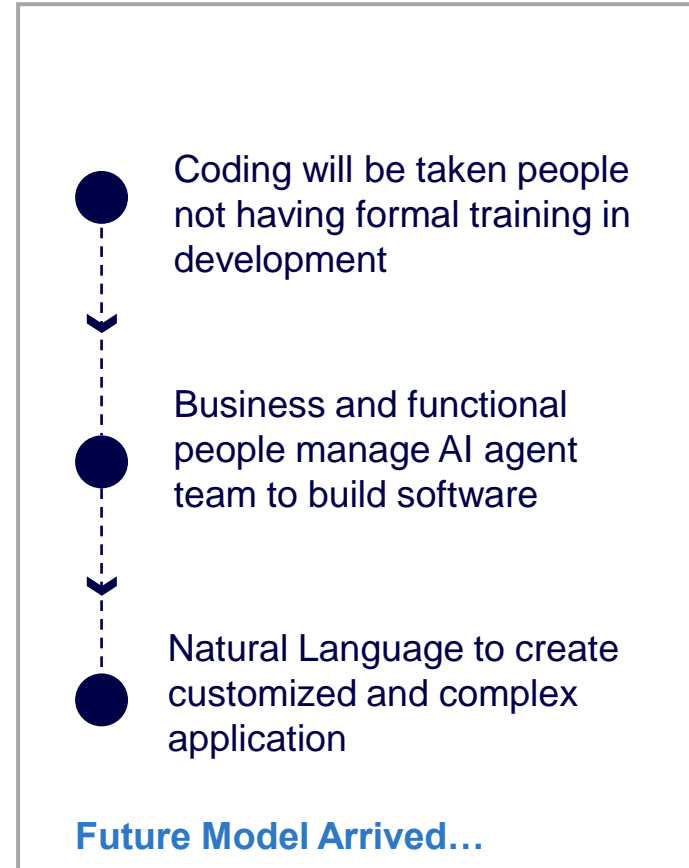
Flowsource Demo

Few roadblocks to navigate but going to be a reality soon..

Current Limitations



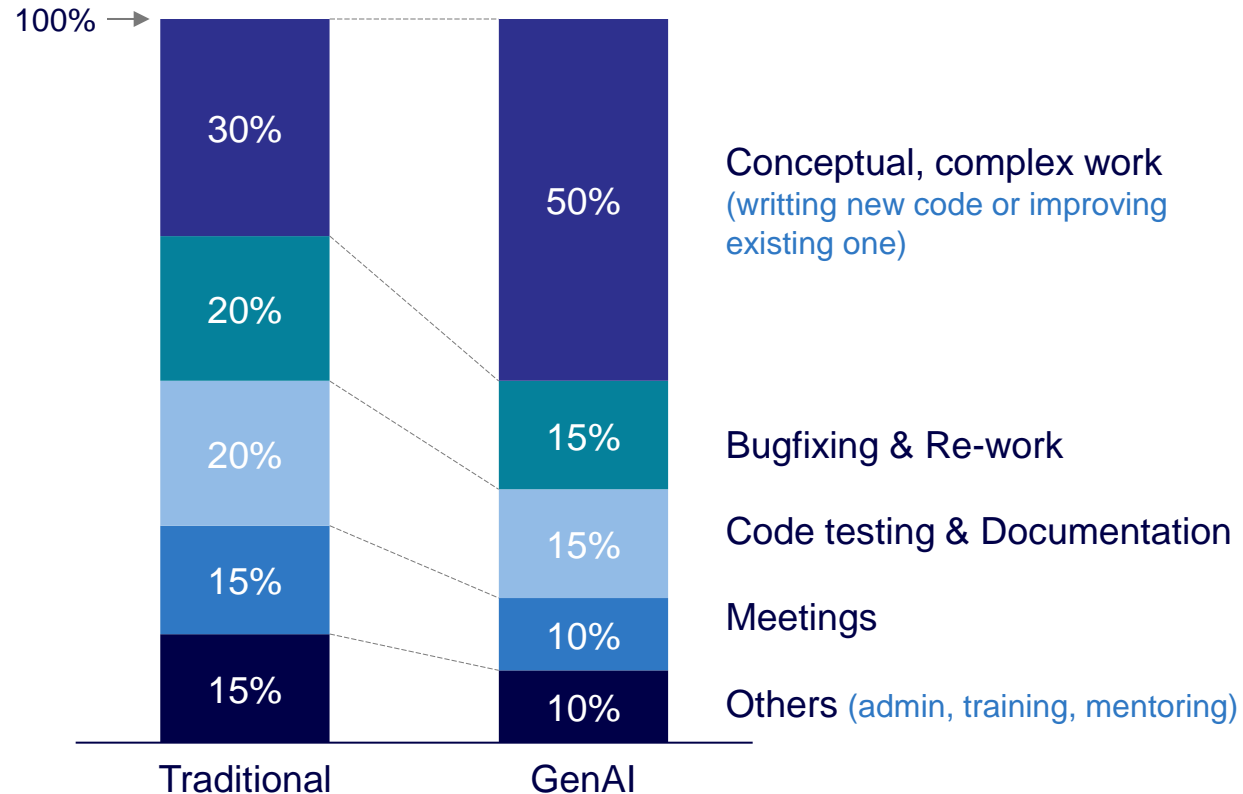
What we are going to witness



In matter of few years, due to snowball effect, it will get better and will have more data and compute to train LLM

Time | Gen AI will enable senior developers to allocate more time to value-added tasks, which could account for 50% of their time

Illustrative senior software developer's time distribution (in %)



Impact

Gen AI Drivers



- Increased time allocated to coding (value-added time), capturing time freed from activities
- In-depth expertise through tools that master most code languages



- Clearer user stories
- Enhanced testing phases
- Accelerated debugging process



- Automated creation of test scripts
- Automated documentation



- Shortened or eliminated meetings associated to bug fixing or code support (significant share of meetings today)



- Streamlined administrative routines