Cloud Acceleration: Fast-track your journey to cloud

How leading organizations transformed their core to succeed in the digital economy.
COVID-19 has left organizations with little choice but to evolve quickly in these extremely uncertain times. The sudden surge in usage and demand has created an unexpected stress test for customers’ critical business applications, and on-premises and data center infrastructure.

Forward-thinking leaders are digitally transforming their businesses to be resilient and effective in the post-COVID phase.

At Cognizant, we are helping global enterprises fast track their cloud adoption journeys to meet immediate digital business demands within 30 days—regardless of their starting point.

Our breadth of complementary services, specific industry expertise, tools and accelerators make our approach faster and more relevant to customers than other providers.

The following case studies present a wide range of real-world examples with quantifiable results that demonstrate the immediate and long-term return on cloud investments.

Through these transformations, our clients have been able to modernize IT infrastructure, improve agility, accelerate product launches, reduce TCO and realize business growth and expansion.

Cognizant offers a custom cloud strategy that solves problems today, and helps organizations to be more resilient and flexible in the future.
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SAP S/4 HANA on cloud improves business resiliency for Swiss Re

Client challenge
The Swiss Re Group is one of the world’s leading providers of reinsurance, operating through a network of approximately 80 offices globally. As part of an IT modernization initiative, Swiss Re set 2020 as the year to stop operating its own data centers. After a previous move to a private cloud, the insurer moved its SAP S/4HANA system to Microsoft Azure in 2018. Next, Swiss Re wanted to implement an end-to-end hyperscale public cloud solution to manage as an operating expense for its critical financial systems.

The solution
Functioning as systems integrator, Cognizant drew on its expertise in SAP and cloud technologies to design, build and migrate the SAP applications to Microsoft Azure. Cognizant also deployed a one-click disaster recovery solution for the migrated systems, which improved the cost efficiency and resiliency of the financial applications. The solution also provided greater choice and increased self-service.

The approach
Cognizant migrated the distributed Swiss Re’s SAP applications to Microsoft Azure with precise planning, to modernize the application platform with a high availability architecture.

Microsoft’s SAP® S/4HANA certified VMs on Azure and additional Azure services were designed to enable seamless migration and rapid deployment of SAP systems on demand. Numerous automations were built on top of SAP S/4HANA, including 29 IT process automation use cases and a “zero-impact” transition of SAP applications.

SUSE, a multinational open source and enterprise software developer, designed a clustering architecture based on the company’s SUSE Linux Enterprise HA Extensions.

Since the migration, Cognizant has supported the new environment as part of managed services.
Hybrid Cloud helps Centrica improve agility and reduce cost

Client challenge
Centrica, one of the largest utilities in the UK, operates in an increasingly competitive and fast-moving market. To ensure future competitiveness, the company created a plan to help them keep pace with the digital disruption reshaping the utility industry. Centrica had an ambitious goal: to become a digital company by 2020 and harness the potential of cloud to revitalize its legacy IT environment. The insurer turned to Cognizant’s cloud enablement experts for a solution to simplify its IT landscape.

The solution
Cognizant proposed a wholesale modernization of Centrica’s IT estate, including migration to a new hybrid cloud model that would give Centrica needed business agility and efficiency.

The approach
The Cirrus program involved more than 220 business services and over eight petabytes of data, and migration to a new hybrid cloud model. Cognizant developed a digital-ready hybrid cloud platform, and deployed both a public and Cognizant private cloud as a fully integrated, secure technology backbone, in 20 months.

An evergreen approach ensures the platform is up to date with the latest versions of software and firmware. An automation layer sits across the entire backbone to provide Centrica self-service capabilities. Next-generation infrastructure and storage dramatically improves uptime and resilience, and drives significant gains in the throughput and performance of business applications. In addition, Cognizant made enhancements to help Centrica guard against cyberattacks and breaches that could impact the business and its customers.

Benefits
1 hour
infrastructure provisioning, reduced from 12-16 weeks to 1 hour

30% reduction
in batch processing times

Significant reduction
in operations costs

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Digital platform delivers customer growth

Client challenge
A major non-banking financial services player in India wanted to deploy a digital platform and omnichannel communications to boost business growth. Their expanding product portfolio and plans to build a 90 million+ customer base required a digital platform to move forward. Relying mainly on call centers and business reps had increased day-to-day operational costs.

The solution
Based on its financial services and cloud expertise, wide range of digital offerings and clear client focus, Cognizant was chosen to build the highly scalable, secure and resilient infrastructure environment. Working with AWS, Cognizant created a flexible infrastructure that the firm now uses to launch new financial products such as loans, insurance and EMI cards across multiple channels.

The approach
Cognizant built a digital-ready environment to support best-in-class omnichannel customer experiences. The solution offers self-service offerings for web and mobile users. The infrastructure was built on Amazon Web Services (AWS). This approach was used to keep capital expenditures to a minimum and provide automation capabilities to simplify the platform’s integration into the client’s systems.

Key features of the platform include real-time customer-focused analytics, operating services and managed layered security controls based on web application firewalls, proxy inspection, Amazon GuardDuty, AWS Config and AWS CloudTrail. Because the platform scales with business services based on application programming interfaces, there is no single point of failure. AWS Lambda, Amazon’s event-driven, serverless computing platform, enables the client to manage operational activity without worrying about server management.

Benefits
- 30% quarter-on-quarter customer growth
- 25% increase in disbursements
- Loan approval process slashed from 3 days to 3 minutes

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SAP on AWS transforms IT infrastructure

Client challenge
One of the world’s largest suppliers of footwear and apparel wanted to sustain consistent business growth, and accelerate availability of its infrastructure for rapid implementation of IT solutions and other innovations. To do so, the company decided to migrate its existing on-premises SAP landscape to AWS Cloud.

The solution
Cognizant helped the company migrate to AWS cloud, meeting high-availability and disaster recovery requirements and minimizing downtime. To leverage the client’s agile development approach, a platform was adopted that instantly prototypes SAP applications. The implementation was accelerated by migrating both existing and new SAP landscapes to AWS Cloud.

The approach
The Cognizant solution helped the client tackle growing IT complexity with a modern infrastructure, become more agile and re-accelerate business growth using a highly available and secure SAP landscape on AWS cloud.

Cognizant’s retail technology experts collaborated with the customer to design and architect the cloud migration of its SAP landscape, which consisted of more than 50 SAP systems. To minimize disruption and downtime, a phased migration used technologies such as database migration option (DMO), R3load/Jload and database-specific replication methodologies.

Cognizant also designed and implemented a high availability and disaster recovery solution for SAP workloads on AWS Cloud. This included implementing the AWS disaster recovery solution for the systems still hosted on premises, and those yet to be migrated to the cloud.

Benefits
Lower infrastructure spend on SAP landscapes
Faster availability of hardware for scale-out and new project requirements
Better disaster recovery for recoverability of core business applications

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Cloud migration accelerates app development cycles

Client challenge
A US-based mutual life insurance company had difficulty keeping pace with the insurance sector’s constant digital transformation due to its massive, costly and hard to scale on-premises data center footprint. The insurer also wanted to host application workloads in locations that would meet its business, compliance and technical requirements.

The solution
The client engaged Cognizant to host new and existing applications on AWS Cloud and to assist with the migration. Cognizant helped the insurer modernize its application delivery and standardize technology offerings on a secure, fully compliant infrastructure that is also highly available, intelligent and scalable.

The approach
To host application workloads in the right locations for compliance and technical purposes, Cognizant recommended setting up a scalable IT infrastructure to reduce the time and effort needed to deploy new environments. An updated toolset for continuous integration and software engineering practices were put in place with security and compliance controls.

Cognizant recommended an architectural approach that included key AWS capabilities to ensure elasticity and a highly available and on-demand hosting environment. This approach would support the implementation of infrastructure security and vulnerability management, as well as automation.

The insurer’s new environment includes tools for deployment service management, web-based version control, issue tracking and configuration management, as well as automation servers and infrastructure-as-a-code software.

Benefits
～80% reduction in application development cycles
200 applications moved to the cloud in 18 months
Reduced change processes from days or weeks to a few hours

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Cloud helps realize significant annual savings

Client challenge
A global pharmaceutical incurring operating costs of $2 million a year for two of its Germany-based data centers wanted to reduce those costs and generate savings by shifting to a cloud environment. As their data center contract renewal approached, and after completing due diligence, the company decided to migrate to AWS Cloud.

The solution
Cognizant migrated 90% of the firm’s data center workloads to AWS cloud within the customer’s stated timeline. Using AWS’s free Server Migration Service instead of a third-party migration tool, costs were significantly reduced. Workloads unsuitable for cloud hosting were consolidated on client-hosted servers. Documenting the migration framework and tools used made it possible for the client to carry out future migrations on its own.

The approach
To avoid the impending contract renewal date required precise planning and created a strict timeline. Adding complexity, the engagement involved two data centers with different architectures and one with limited access.

The Cognizant team worked around the clock to complete the migration on time. The team minimized project risk by using AWS’s phased Migration Acceleration Program methodology and adopted a factory approach to prevent stoppages. A sprint-based agile methodology added flexibility to reprioritize workloads as needed. Accessing credits and discounts, including an AWS services allowance, decreased the cost of the project.

Overall, the engagement resulted in 50% annual cost savings driven by the migration to AWS cloud.
The IoT and Cloud drive faster growth and expansion

Client challenge
An urban bike rental service relying on a legacy platform was struggling to meet rapidly growing demand and offer rental subscribers high-quality customer service. The company needed better administrative management, including billing, as well as better insights into subscriber usage patterns in specific markets. System availability and providing support also created challenges, and it became harder to scale all of these services each time the company entered new markets in Europe and Latin America.

The solution
To solve these challenges, Cognizant’s new, first-of-its-kind solution combined process automation and a simple Azure-based architecture to support multiple rental stations in cities across two continents. On-demand infrastructure provided near real-time scalability and greatly reduced system maintenance costs. The combination of process automation and the platform’s simple Azure-based architecture dropped new market rollout time from four months to two weeks. It also improved customer service, streamlined operations and reduced costs.

The approach
Cognizant’s core systems modernization team developed an integrated cloud-based infrastructure solution validated and certified by Microsoft on Microsoft Azure. For maximum automation, the new platform handles a wide range of core operational and customer processes, including remote station upgrades, remote troubleshooting, bike reservations, subscriptions, invoicing, billing, offline operations, customer service, ticketing and alerts. Each station functions as a sensor, and the system collects real-time data on bike usage based on check-in/out for analysis.

Benefits
80% faster rollouts in new cities
16 Cities in Europe and Latin America supported
Upgraded process automation improved customer service, and reduced costs

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Cognizant
360° Cloud migration analysis

Client challenge
A US-based health insurance firm wanted to migrate from its on-premises environment to the cloud for increased efficiency, agility and cost optimization. The first goal of the project was to identify a best-in-class supplier to provide a detailed analysis of migrating from on-premises servers to the cloud.

The solution
Cognizant developed an initial point of view based on the understanding of the client’s IT and application environment. A Healthcare Cloud Assessment (HCA) framework provided a 360-degree view, including return on investment, and a cloud migration roadmap and high-level architecture. This information helped the client drive actionable, well-informed decisions for migration.

The approach
During a 12-week cloud assessment program, Cognizant analyzed the suitability of the client’s applications and infrastructure for cloud migration. The approach included three phases for discovery, analysis and planning. The assessment followed three critical parameters in terms of phases: cloud fitment analysis, cloud migration assessment and total cost of ownership (TCO) analysis.

The cloud fitment analysis covered regulatory and compliance, technology support, infrastructure dependencies and license portability. The detailed assessment helped determine the client’s application complexity and suitability for the cloud. It also reviewed the feasibility to re-host/re-platform/refactor the applications on cloud. The TCO analysis was executed using Cognizant’s CloudFrame and Cloud TCO calculator.

Benefits
34%
Potential post-migration cost saving

Comprehensive cloud migration assessment
to unlock the full potential of the cloud

360-degree view
for organizational efficiency and agility using Healthcare Cloud Assessment (HCA) framework

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Data center consolidation improves business agility

Client challenge
A global mass media publishing and entertainment company wanted to consolidate their data center locations for 19 business units across North America and the UK. The customer also wanted to identify potential cost savings and performance improvements in their data center operation. In addition, the company needed to improve flexibility and agility to diversify its business interests in markets where time to market and security are critical.

The solution
Cognizant used its Cloud Steps Transformation Framework to assess suitability, and conducted a migration feasibility analysis for the applications hosted on premises. A set of target state recommendations and developed a phased migration plan.

The approach
Cognizant conducted a comprehensive assessment on the feasibility of moving to cloud-based solutions and delivering as-a-service (XaaS) models to the company’s distribution and client base. The initial cloud suitability and migration feasibility analysis evaluated 1,800 applications hosted on 2,800 servers spread across 19 business units and 25 locations in the U.S., Canada and the U.K.

Our results recommended migrating approximately 40 percent of the company’s current data center workloads to a combination of co-location and infrastructure-as-a-service (IaaS) cloud facilities. Cognizant recognized that standardization and automation would be key to delivering what the customer needed—a flexible, agile infrastructure and delivery mechanism that would reduce costs, react swiftly to fluctuations in business and capacity demand and significantly improve its ability to deliver products and services quickly. Given the client’s fundamental requirements around time-to-market, security and global delivery, a migration path based on AWS cloud-based infrastructure was chosen to support the infrastructure transformation project.

Benefits
122+ applications migrated to date
35% reduction in data center footprint
50% cost savings for some business unit

Media and Entertainment

Media and Entertainment

Cognizant

Cognizant Cloud Acceleration
Cloud drives e-commerce portal transformation

Client challenge
A retailer faced significant challenges in modernizing its e-commerce capabilities because of the age and rigidity of its underlying infrastructure. The client found it difficult to achieve continuous improvements with new features. The overall result was slow time to market, challenges in scaling features, incompatibility with digital technologies and higher operating and maintenance costs.

The solution
Cognizant helped the retailer transition its e-commerce system to a cloud-native architecture, which delivered high availability and resiliency. Applying deep retail industry knowledge and expertise from our standard-setting work with Google Cloud Platform (GCP), we designed and implemented a state-of-the-art hybrid cloud architecture. The solution combines a cloud-based container platform for front-end applications and an e-commerce platform in the client’s existing physical data center.

The approach
To accommodate the client’s desired phased approach for adopting the cloud native architecture, Cognizant recommended a hybrid cloud network design with front-end CMS

applications on a container-based platform on GCP and backend components residing in the data center. This created front-end capabilities insulated from back-end complexities. For greater resiliency and availability in the new hybrid cloud network, we provisioned redundant interconnects from two regions between GCP and the client’s on-premises data center.

The deployment consists of a host project and four service projects, to enable a highly efficient and cost-effective way to consume network resources. The host project provides all network resources required by the different service project environments. The service projects host the different application environments, including DevOps, production, pre-production and non-production. The resilient VPNs provide high availability for connectivity between the host and service projects.

Benefits
- Significantly improved time to market while delivering compelling customer experiences
- Scale capacity seamlessly to handle 33% increase in online traffic during peak seasons
- Enabled a consistent, high-performance and secure connection
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Cognizant is an industry leader in providing complex IT services, digital transformation and data management to companies around the world. We leverage our in-depth skills and cross-industry experience in infrastructure, data, applications and security to help organizations realize maximum value from their digital transformation journeys. No matter where you are in your digital journey, Cognizant can help accelerate it.

To learn more, visit

About Cognizant Digital Systems & Technology
Cognizant Digital Systems & Technology works with clients to simplify, modernize and secure IT infrastructure and applications, unlocking the power trapped in their technology environments. We help clients create and evolve systems that meet the needs of the modern enterprise by delivering industry-leading standards of performance, cost savings and flexibility. To learn more, contact us at simplify@cognizant.com or visit www.cognizant.com/cognizant-digital-systems-technology.

About Cognizant
Cognizant (Nasdaq-100: CTSH) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.