Customer success stories

Enhancing business processes and customer experience through cloud modernization

Customer challenge

A specialist in air conditioning systems and solutions faced several critical challenges that necessitate a strategic shift towards cloud technologies. Aiming to enhance operational efficiencies, improve customer experiences and adhere to security best practices, the company planned to modernize its systems by adopting cloud-native architectures. This transition was expected to mitigate security vulnerabilities, provide greater flexibility, elasticity and agility, and streamline core business procedures. Additionally, the company was seeking to redesign its current business landscape to simplify operations while preserving and enhancing unique market differentiators. Overall, the goal was to create an intuitive and engaging user experience that aligns with the latest security protocols and fosters customer satisfaction.

AWS + Cognizant solution description

Cognizant and AWS are dedicated to modernizing business processes for its customers by developing cloud-native systems and creating a comprehensive technology roadmap. This involves building a digital platform that covers various business processes, from sales initiation to manufacturing orders, using a microservices-based architecture. By upgrading platforms and modernizing existing systems, Cognizant ensures the development of intuitive, engaging and high-performance systems that enhance customer experience. Their solutions incorporate end-to-end enterprise DevOps, containerized solutions, and high-availability, performance and security optimization, based on AWS services.

The technology solutions provided by Cognizant include a microservices and micro frontend-based architecture, platform design and application modernization. Their comprehensive tech stack consists of .NET Core, Dapper, HTML5, CSS3, Bootstrap, Angular 10, Docker, Jenkins and various AWS services such as AWS App Runner, AWS ECR and AWS Document DB. The team, comprising over 130 members, including cloud architects, full-stack engineers, business analysts and UI/UX engineers, operates both offshore and onshore in North America. This collaborative approach ensures that Cognizant delivers cutting-edge technological solutions that meet the evolving needs of businesses in a dynamic market.

Outcomes/results

The project has significantly transformed the sales acquisition process by offering a seamless user experience that drives higher lead conversions and reduces lead time from opportunity to quotation. By integrating real-time data from the configurator, CRM, product database and pricing systems, the platform ensures optimal pricing and efficient governance.

The implementation of a unified pricing policy and automated approval mechanism has streamlined revenue policies, enabling better management of sales order cancellations and product returns without PO inflation in accordance with organizational guidance and compliance requirements. Additionally, the project's extensible design supports contract and service management, making it a comprehensive solution for the organization.

About the partner

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. We engineer modern businesses to improve everyday life. Our unique industry-based, consultative approach helps clients transform technology, reimagine processes and transform experiences ensuring businesses remain agile, relevant and ready to run more innovative and efficient enterprises.

With AWS as our partner, we focus on the outcomes that matter most to businesses and underpin our solutions with deep industry experience and market-leading IP. Cognizant brings more than 13,000 AWS-certified professionals, dedicated AWS-certified consultants in 43 countries, hundreds of customer launches and successes and more than 70 transformational blueprints to drive innovation beyond cloud migration.

As a premier consulting partner, Cognizant hold numerous AWS competencies, including AWS Mainframe Migration, AWS SAP, AWS Migration, AWS Financial Services, AWS Healthcare and AWS Life Sciences. Partner programs include AWS Well-Architected, AWS Managed Service Provider, AWS Marketplace Seller, AWS Solution Provider Program and AWS Public Sector Solution Provider.

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