

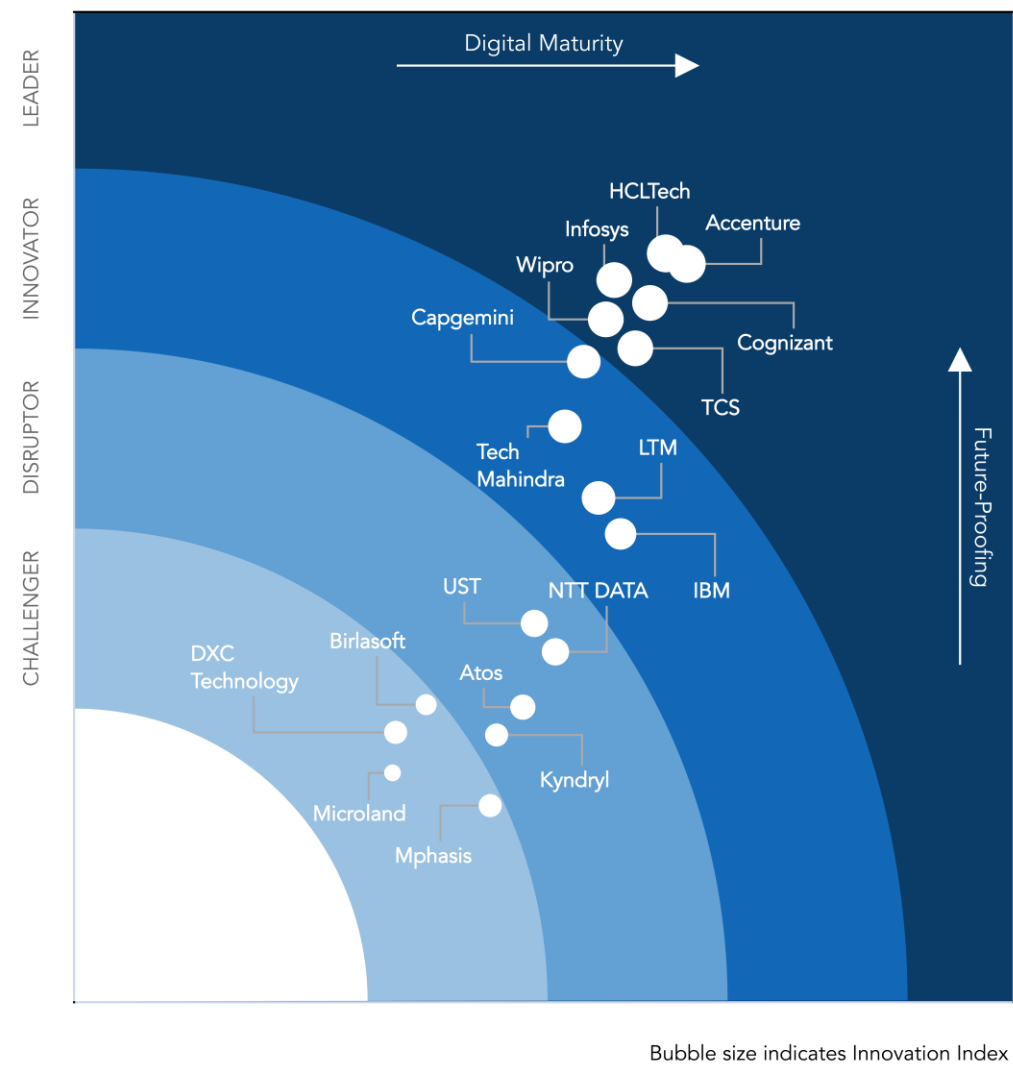


Digital Masters Technology Transformation 2026 RadarView™

Reinventing the services model for
the AI era

August 2026

Avasant's Digital Masters Technology Transformation 2026 RadarView recognizes 18 providers helping enterprises via technology hyperconvergence



Note: Please refer to Avasant's [Digital Masters Technology Transformation 2026 Market Insights™](#) for demand-side trends.

Cognizant: RadarView profile



Advanced network services	LEADER
Applied AI services	LEADER
Cybersecurity services	LEADER
Data management and advanced analytics services	LEADER
Governance, risk, and compliance services	INNOVATOR
Hybrid enterprise cloud services	LEADER
Internet of things (IoT) services	LEADER
Intelligent ITOps services	LEADER

Digital transformation case studies

Client	Tech prerequisites leveraged	Description
A global financial services firm headquartered in the Netherlands	- Hybrid cloud - ITOps	- The client's IT infrastructure and operations ran on a fragmented, legacy estate. Cognizant transformed it into a hybrid cloud platform built on hyperconverged infrastructure, ITSM best practices and a new digital workplace. - The engagement migrated over 150 core clearing applications without disruption, raised availability to near 100%, and reduced the infrastructure footprint by 75%, yielding a 25% reduction in operating expenditure and a rise in user satisfaction from 55% to 91%.
A global life sciences company	- Hybrid cloud - ITOps - Advanced network	- Following a corporate spin-off, Cognizant helped the client build a secure and scalable IT estate from the ground up across 90 countries and 19,000 employees, defining a hybrid-cloud strategy and establishing the infrastructure required for operational independence. - The engagement migrated over 400 applications across 41 global sites and delivered 100% SLA and infrastructure availability from Day 1, enabling full IT independence within 12 months and generating USD 12M in operational savings.
A US bank	- Applied AI - Hybrid cloud	- The bank's legacy contact center, which processed up to 4.7M calls per month during peak periods, was costly, difficult to scale, and unable to support natural language AI. Cognizant migrated over 7,000 agents to Amazon Connect using AWS Lex conversational AI and dynamic routing. - The modernization raised the containment rate to 77.35%, improved CSAT from 57.5% to 66%, and reduced head count by 200 FTEs, equivalent to \$9M in savings.
A global pharmaceutical research organization	- Applied AI - Data analytics	- The client ran on disconnected data platforms, with no standardized governance and largely manual processes. Cognizant rebuilt the estate on a cloud-native data mesh with automated ingestion, machine learning models and generative AI assistants. - The transformation delivered £48M in cost savings, sped up time to market by 50%, and reduced total cost of ownership by 30%. It migrated over 90 data products in six months, saving 361,000 hours annually, while Gen AI contributed £96M in additional savings.

Cognizant: RadarView profile

Analyst insights

Digital practice maturity



- Cognizant is advancing its AI Builder strategy to help enterprises move beyond AI pilots toward scaled business outcomes by combining AI-enabled software engineering, enterprise agentification, and AI industrialization.
- It is strengthening its AI-enabled delivery model through a centralized AI Factory and its Flowsource™ full-stack engineering platform, enabling broader adoption of AI-generated code, accelerated software development, and improved operational efficiency. The company is also applying agentic AI across internal functions to streamline decision-making, reduce manual effort, and scale AI-led productivity improvements across the enterprise.
- It launched Project Leap to transition to an AI-enabled operating model by investing in AI capabilities, workforce upskilling, and technology modernization. It aims to enhance delivery productivity, optimize operations, and strengthen the company's capacity to support enterprise-scale digital transformation initiatives.
- To support large-scale technology modernization initiatives, Cognizant renewed its engagement with Aker Solutions, leveraging its Neuro® platform alongside AI technologies to modernize IT operations. The engagement aims to enhance operational resilience and improve service delivery.

Future-proofing



Partner ecosystem

- In December 2025, Cognizant expanded its partnership with Microsoft, embedding Copilot and agentic AI into enterprise workflows through Work IQ for knowledge work, Foundry IQ for agent development, and Fabric IQ for data, supporting frontier-firm transformation.
- Its expanded Google Cloud alliance operationalizes agentic AI on Gemini Enterprise to build and run production-grade agents, while its Salesforce partnership delivers Agentforce offerings that let enterprises deploy, scale, and govern AI agents within customer and operations workflows.
- It collaborates with NVIDIA to package its Neuro® AI Multi-Agent Accelerator as NVIDIA NIM microservices, moving enterprises from AI pilots to production.

Investments and innovation

- In March 2026, it introduced Cognizant AI Factory, a multitenant solution built on Dell Technologies and NVIDIA with fractional-GPU technology to operationalize AI across hybrid and multicloud environments.
- In April 2026, it agreed to acquire Astreya to extend its AI-first managed services and AI infrastructure capabilities and established the Cognizant Innovation Network to invest in early-stage AI, data, cybersecurity, and cloud startups.
- In June 2026, it launched a sovereign physical AI platform-as-a-service, extending its managed AI platform portfolio into the sovereign and physical AI space.

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