



Cognizant Digital Operations: Capital Markets

Transform operating models to improve investor experiences

Cognizant[®]

Today's investment professionals are under great pressure to drive long-term relationships, capitalize on market disruptions and increase profitability while making operations smarter and more compliant.

To succeed, capital market firms must take advantage of digital operations that combine cloud-based digital platforms, data, automation and artificial intelligence (AI) to create agile and adaptive processes. This facilitates personalizing sales, marketing and customer service to deepen customer satisfaction. Firms also need to automate regulatory processes for improved management and reporting and to apply managed services to create customer-centric approaches with the lowest total cost of ownership.

Cognizant combines industry expertise with digital platforms and capabilities and cost-effective managed services. We help capital markets firms reduce risk and improve efficiency, competitiveness and profitability.

Learn why over 20 global financial services clients work with us, and why Everest named Cognizant a Leader in Capital Markets Business Process Services.

How we work

Consulting

We help you reimagine operations to solve complex performance, customer experience and cost issues. Using a digital first approach to transformation, we bring together digital platforms, intelligent process automation, AI and other digital capabilities to improve operational speed, efficiency and agility.

Implementation

We bring your digital plans to life by transforming your processes, technology and workforce to minimize friction and reduce risk throughout your enterprise. Combining industry expertise with domain knowledge, we ease the pain of implementing digital operations.

Managed services

We simplify how you work and reduce your total cost of ownership through the combination of people, processes and technology delivered as a service. Implementing outcome-based commercial models, we share the risk and reward of achieving your goals.



Financial institutions are improving process efficiency by 60% with business process transformation.

The capital markets segments we serve

Asset management

Make asset management operations intelligent and agile to make better decisions and respond faster to customers and marketplace changes and improve investor experiences.

Wealth management

Transform wealth management operations to improve efficiency and agility, and develop, maintain and deepen customer relationships for improved growth.

Investment banking

Apply digital platforms and managed services to unify the securities value chain, reduce cost, minimize regulatory risk and complexity, and automate trading operations.

Marketing information providers

Simplify data aggregation, harmonization and management to improve insights and advice and develop new revenue streams for increased profitability.

Our offerings and platforms

Cognizant® Data Integrity and Control

Integrate financial controls, operational risk management and technology resilience to safeguard the integrity of trade booking and transaction data.

Cognizant® Digital Finance and Accounting

Transform finance and accounting into a value generator for your organization. Apply next-generation digital capabilities to enhance existing investments and turn procure-to-pay, order-to-cash, record-to-report and financial planning into valuable business insights.

Cognizant® Fees and Billing

Centrally store and digitize rate agreements to automate reconciliation. This improves and optimizes accuracy and transparency, especially in your billing, as well as generates analytics on global business functions.

Cognizant® Client Onboarding

Reduce client ramp-up times with our holistic approach and modern customer experience. Client onboarding helps firms expand into new geographies, acquire new clients and provide more personalized service.

Cognizant® Next-Gen AML Framework

Improve your anti-money laundering (AML) alert quality through intelligent profiling. By leveraging AI-based pattern matching, this solution reduces false positives and negatives that traditional AML programs generate.

Cognizant® Blockchain-Based Private Equity Platform

Deploy a comprehensive cloud-based strategy that advances data-driven decisions for investment processes and operational tracking. This innovative platform also improves access to information while safeguarding investor data.



81% of financial advisors say the ability to make fact-driven decisions is the key to business success.

In the real world



A tier-one global bank wanted to modernize its intersystem reconciliation process to improve data integrity, minimize time to onboard new controls and meet stringent regulatory requirements.

We **innovated a solution that resulted in recognizing \$8.6 million in operational cost savings**. This increased the user ability to enable controls from 10 per month to 70 and reduced cost per control by almost 50%.



A global bank needed to integrate processes to support its financial operations with the goal of improving controls and output quality and reducing operating costs. To meet the client's objectives, we **automated its processes and developed an outcome-based services model**. As a result, the client experienced \$80 million in business value delivered through a 40% full-time equivalent reduction, a \$1 billion in risk-weighted asset reduction and an 80% improvement in accuracy through automation.



A leading global financial institution wanted to address revenue leakage and improve the profitability of its brokerage invoice processing.

We **implemented a cloud-based enterprise business process as-a-service (BPaaS) brokerage settlement tracking solution**.

The automated processes have provided cost savings of 27% in back-office operations and contra revenue savings up to \$24 million in the first year. In addition, there has been a nearly \$30 million reduction in fee leakage.

What sets us apart

Industry experience

Twenty global financial services companies trust and rely on us to solve complex business, operations and technology issues.

Digital talent

Over 1,500 capital markets operations specialists help clients develop, implement and manage improved operating models and optimize customer experiences across North America, Europe and APAC.

Global delivery centers

Clients benefit from over 100 delivery centers located across the world, strategically positioned to provide cost-effective and integrated near-shore, offshore and onshore managed services, innovation labs and centers of excellence.

Digital ecosystem

Our business is uniquely organized across digital business, digital operations, and digital systems and technology to provide clients everything they need to tackle enterprise-wide digital transformation and gain an edge over their competitors' niche capabilities.

Alliances

We maintain over 248 partnerships with industry-leading technology companies and routinely grow capabilities and upskill associates to keep clients' solutions at the forefront of industry innovation and breakthrough digital technology advancements.

Subscription services

Managed services are backed by outcome-oriented commercial models that help clients instantly lower total cost of ownership and provide simple and predictable pricing, similar to today's leading consumer subscription services.



Cognizant—a recognized leader



Leader in Capital Markets Operations
Services 2020 Vendor Assessment



Leader in Robotic Process Automation
Services Q4 2019 Vendor Assessment



Leader in Capital Markets BPO 2018
Vendor Assessment



Leader in Digital Process Automation
Service Q3 2018 Vendor Assessment

By the numbers

Ranked **193**
on the Fortune 500

1,500+
capital markets operations specialists

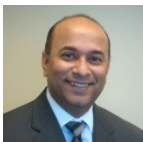
20+
global financial services clients

100+
recon product consultants

100+
global delivery centers

~40%
average TCO reduction achieved

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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 193 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](#).

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