



Cognizant Digital Operations: Manufacturing

Transform operating models to streamline manufacturing

Cognizant[®]

Today's manufacturers are challenged to improve efficiency, increase speed to market and create more intelligent and agile operations while improving order accuracy, visibility and delivery.

To succeed in this continuously evolving environment, manufacturers must align digital platforms, automation and AI to accelerate production. Manufacturers are tasked to harness data to improve operational throughput, distribution and logistics for streamlining their supply chains. Intelligent platforms and business process services must also be implemented to provide customers personalized support and timely and transparent communication throughout the order, delivery and service life cycle.

Combining industry and domain expertise with proven digital platforms and capabilities, Cognizant unifies the manufacturing ecosystem

to create efficient, intelligent and agile operations. Underpinned by cost-effective managed services, we work with manufacturers to create and deliver products efficiently. With a focus on innovating customer experiences, Cognizant also partners to ensure manufacturers leverage cross-selling and upselling opportunities, which help increase profitability and customer satisfaction.

With 100+ delivery centers across North America, Europe and APAC, supporting 20,000 field engineers, learn why customers work with us, and why IDC named Cognizant as a Leader in Worldwide Manufacturing Customer Experience Systems Integration.

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, artificial intelligence 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.



Manufacturers are reducing operating costs by 50% through business process transformation.

The manufacturing segments we serve

Automotive

Apply business process transformation to innovate supply chain, order management, customer service and aftermarket services for improved growth and profitability.

Industrial manufacturing

Combine intelligent digital platforms and managed services to improve field operations, customer service and finance operations, and customer relationships.

Process manufacturing

Implement digital operations to simplify chemicals, building materials, pulp, paper and mining operations for improved visibility, efficiency and reduced costs.

Our offerings and platforms

Cognizant® Digital Order Management

Optimize the customer ordering experience while lowering costs through improved delivery and efficiency. Our platform integrates automation, advanced analytics and end-to-end visibility into the order management process.

Cognizant® Digital After Market Services

Achieve an optimized supply chain, superior customer experiences and positive business outcomes with a comprehensive, integrated aftermarket services solution.

Cognizant® Intelligent Process Automation

Elevate workforce productivity by automating specific functions as well as end-to-end business operations. Leveraging leading automation platforms, we partner with you to improve workforce productivity and streamline customer experiences to drive business performance and growth.

Cognizant® Digital Finance and Accounting

Transform finance and accounting operations 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® Digital Customer Service

Achieve new revenue-generating opportunities for your organization with next-generation customer service. We enable you to deliver proactive, predictive interactions across all your customers' preferred channels to deliver more efficient, effective and enriched experiences.



Nine of the top 10 OEM and eight of the top 15 industrial manufacturers rely on Cognizant solutions.

In the real world



A global food and beverage company was looking to support its front-end omnichannel ordering system and create end-to-end visibility across the fulfillment process. We **integrated the front end with customer databases, advanced analytics and an automated marketing campaign system**. The client was able to realize an increase of cases per order by nearly 33%, an increase of SKUs per order by more than 31% and increase of new item placement by more than 46%.



A leading auto manufacturer was manually processing claims, resulting in delays in dealer payments and an overly complicated process to screen for fraudulent claims. To mitigate these issues, **we automated warranty claims processing** using a machine learning model. The client was able to save \$500,000 in annual labor costs, expedite \$150 million of dealer payments and reject \$1 million of fraudulent claims.



A top equipment-rental company was seeking to more effectively manage revenue leakage as well as better track fuel and damage charges. We **rearchitected the company's internet of things and logistics applications** and added telematics for real-time monitoring of asset status. This resulted in a savings of \$10 million.

What sets us apart

Industry experience

Nine of the top 10 OEMs, eight of the top 15 industrial manufacturers and five of the top 15 chemical manufacturers trust and rely on us to solve complex business, operations and technology issues.

Digital talent

Over 2,000 manufacturing 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

FORRESTER[®] Leader in Robotic Process Automation Services
Q4 2019 Vendor Assessment

IDC Leader in Worldwide Manufacturing Customer Experience
Systems Integration 2018 Vendor Assessment

Everest Group[®]
PEAK
M A T R I X[™] Leader in Business Process Services Delivery
Automation 2018 Vendor Assessment

FORRESTER[®] Leader in Digital Process Automation Service
Q3 2018 Vendor Assessment

By the numbers

9 of the **top 10**
automotive OEM companies partner with us

20,000+
field engineers supported

8 of the **top 15**
industrial manufacturers partner with us

500+
associates providing field support and reliability,
availability and maintainability (RAM)

5 of the **top 15**
chemical manufacturers partner with us

Ranked **193**
on the Fortune 500

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](https://twitter.com/Cognizant).

Cognizant[®]

World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060