



“Cognizant’s positioning in insurance CX is anchored in its deep domain expertise and investments in AI-enabled tools and accelerators to drive contact center transformation for insurers,” says Dinesh Udawat, Practice Director, Everest Group. “It supports complex servicing scenarios across both P&C and L&A segments, helping insurers deliver better outcomes and experiences for end customers. Cognizant’s globally distributed CX delivery network, combined with multilingual and licensed agent capabilities, enables consistent execution at scale. These strengths, along with its experience in managing evolving CX requirements, support Cognizant’s positioning as a Leader in the Customer Experience (CX) Services in Insurance Operations PEAK Matrix® Assessment 2025.”