Leader

"Cognizant demonstrates credible, repeatable and outcome-led AI engineering across multiple tier-1 telecom environments. It demonstrates repeatable AI-led engineering across major telecom operators in North America, Europe and Australia."

Yash Jethani

Cognizant

Overview

Cognizant is headquartered in New Jersey, U.S. It has more than 357,600 employees across over 50 countries. In FY25, the company generated $21.1 billion in revenue. Cognizant delivers AI-led software engineering and modernization services across telecom OSS/BSS, billing, IP video platforms and telco cloud environments. Its capabilities include legacy discovery, microservices modernization, API engineering, intelligent testing, DevSecOps and agentic development. Recent tier 1 engagements demonstrate the company's progression beyond generic coding copilots to production-scale engineering workflows with measurable productivity and quality improvements.

Strengths

Production-scale AI-led engineering: Cognizant applies GenAI across engineering functions, including source code analysis, behavioral mapping, API contract discovery, code and test generation, and automated failure remediation. For a client in North America, its AI-led source-to-production workflow discovered more than 200 endpoints, generated over 5,000 test cases and reduced the overall SDLC efforts by 60 percent.

Strong brownfield capabilities: Cognizant recently used GenAI to reverse-engineer undocumented legacy code and dependencies during a multi-brand prepaid consolidation for a U.S. CSP. Such programs modernize thousands of database components and hundreds of microservices across CRM, ordering, billing and care, reducing efforts by 25-40 percent.

AI-driven quality engineering: AI Digital Assurance Optimizer uses NLP and semantic analysis to identify duplicate test cases and eliminate redundant regression testing. For a telecom billing transformation in Australia, it reduced the test estate by 72 percent and shortened regression cycles from five days to two.

Emerging agentic engineering model: Cognizant's Agent Development Lifecycle takes a structured approach for designing, integrating, testing and governing non-deterministic AI agents. The firm applies this model to telco-cloud troubleshooting, anomaly diagnosis and automated remediation workflows.

Caution

Cognizant's strongest evidence is in OSS/BSS modernization, software engineering and testing. Buyers requiring advanced RAN, O-RAN or network function engineering should validate client references. The firm can also differentiate through more proof around TM Forum ODA, CAMARA, Open Gateway and open-source projects.

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