Leader

"Cognizant integrates telecom-specific NOC and assurance assets with governed multi-agent execution, resulting in measurable self-healing outcomes, improved operational depth, cross-domain business autonomy and consistent global production."

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 embeds AI into NOC, service assurance, telco cloud and OSS/BSS workflows, combining self-healing automation, agent orchestration and governed human escalation to improve telecom operational outcomes. Its global managed services model combines telecom accelerators, Neuro® AI and Agent Foundry to scale predictive and agentic operations across network, IT, cloud and service management environments.

Strengths

Telecom-focused operations assets: Cognizant's portfolio, spanning NOC Assist®, SMART NOC®, Assurance360®, MyNetBuddy® and FiberBridge®, allows operators to automate specific operational journeys without replacing the entire operations stack. A North American tier 1 operator used SMART NOC®, an open data architecture and autonomous agents to enable zero-touch remediation across wireline and 5G operations, delivering a 30-40 percent MTTR reduction, a 70 percent alarm deflection and a 68 percent productivity improvement.

Well-developed agent governance and domain grounding: Agent Foundry Ops® provides monitoring, lifecycle management and human escalation. The Cognizant Ignition™ ontology solution uses knowledge graphs and semantic controls to improve context, auditability and decision traceability.

Managed telco cloud operations: Cognizant manages complex telco cloud environments spanning vEPC, 5G, IMS, VMware and OpenShift, delivering reductions in critical incidents, faster provisioning and higher operational efficiency. Evidencing multi-agent orchestration, Cognizant's U.K. telecom deployment coordinates customer, diagnostic, ticketing, knowledge and self-heal agents across Trouble-to-Resolve journeys. This method reduces handling time by 55 percent and automates 60 percent of workflow steps.

Caution

Not all deployments utilize the full stack; hence, Cognizant should selectively market governance, ontology and control plane capabilities that are operational. Cognizant could further reinforce the market appeal of FiberBridge™ and Assurance360™ by demonstrating deployment flexibility across ITSM environments.

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