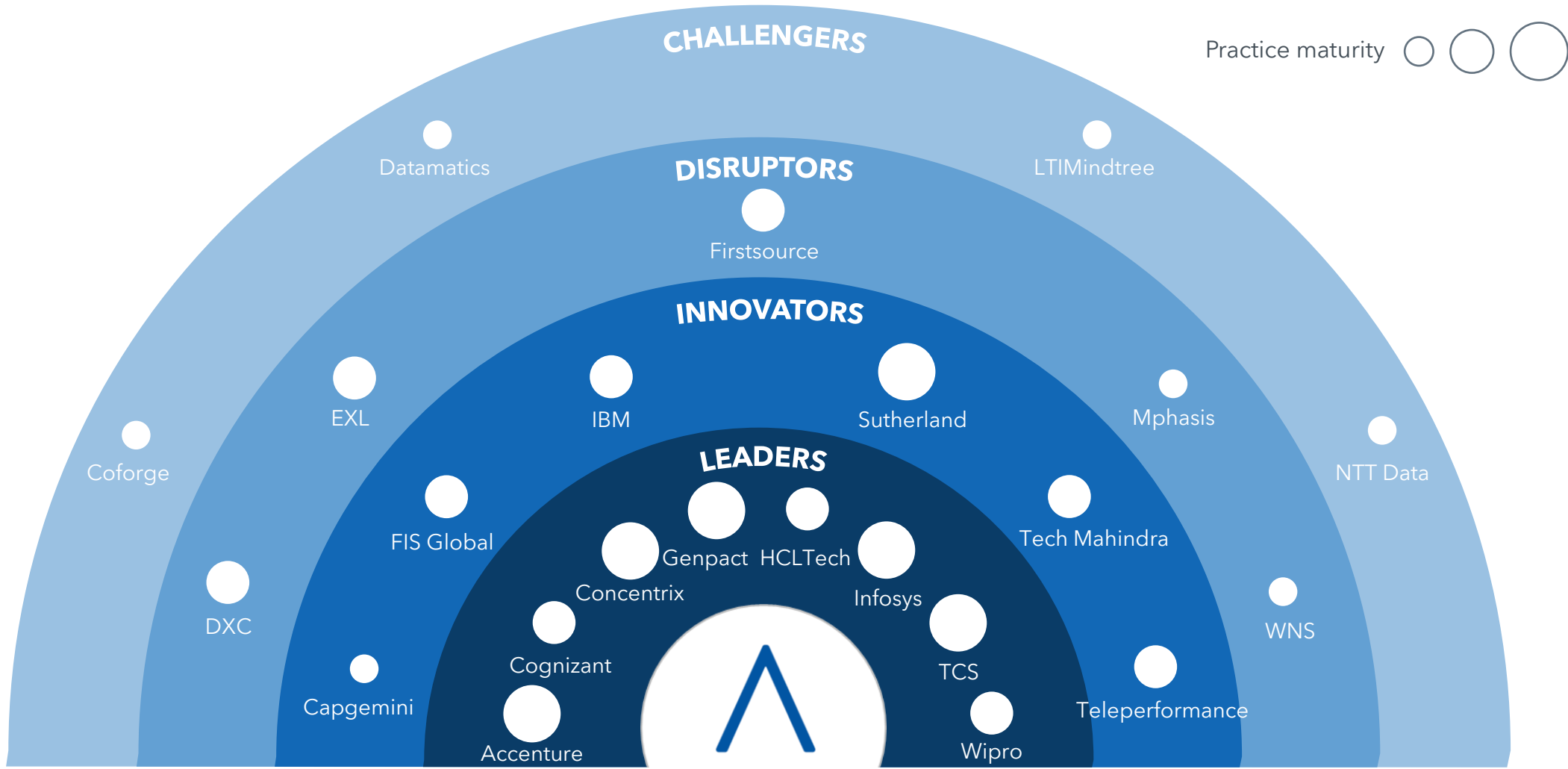# Banking Process Transformation 2025 RadarView™

Service provider profile

June 2025

Avasant recognizes 23 top-tier providers offering banking process transformation services

Practice maturity

CHALLENGERS

Datamatics

DISRUPTORS

LTIMindtree

Firstsource

INNOVATORS

EXL

IBM

Sutherland

Mphasis

Coforge

LEADERS

FIS Global

Genpact HCLTech

Tech Mahindra

NTT Data

DXC

Concentrix

Infosys

Cognizant

WNS

Capgemini

TCS

Accenture

Wipro

Teleperformance

Note: Please refer to Avasant's *Banking Process Transformation 2025 Market Insights* for detailed insights on the demand-side trends.

AVASANT

Cognizant: RadarView profile

cognizant

AVASANT RADARVIEW™
LEADER
Banking Process Transformation 2025

Practice maturity ★★★★

Domain ecosystem ★★★★★

Investments & innovation ★★★★★

Leverages AI-driven automation, strategic partnerships, including Symphony AI and OrboGraph, and Gen AI solutions, such as CogniAI Clearvoice and SARA.

Practice overview

- Practice size: N/A
- Active clients: N/A
- Delivery highlights: Has 37+ delivery centers across North America, Europe, APAC, and LATAM

9K+ Fraud alerts investigated monthly	250+ Retail banking processes supported

Client case studies

- Streamlined and simplified processes, including audit and remediation, credit advisory, trade finance operations, and card services, for a Canadian multinational financial services company. The automation initiatives delivered significant benefits, including a 95% straight-through processing rate leveraging digital assistants and a 42% improvement in process controls.
- Established an end-to-end target operating model for a Canadian bank facing escalating fraud losses. It led vendor evaluations for replacing legacy fraud and dispute technology and provided strategic and operational support. Key outcomes included a 50% reduction in actual fraud losses, a 30% increase in fraud loss avoidance, and the successful resolution of regulatory and audit issues.
- Implemented a transaction-based commercial model at a global fintech company, ensuring predictable outcomes and facilitating an integrated financial crime operations team with flexible resourcing to manage peak volumes. This led to efficiency improvement and facilitated rapid resource deployment, allowing the client to focus on product development and innovation.

Key IP and assets

- Neuro®: An automation and analytics tool offering an account opening solution and a sanctions screening execution app
- Digital Automation Fabric (DAF): An industry-grade OCR-based platform to transform digitized business processes
- Resolve AI: A tool to streamline dispute resolution with AI-powered chargeback optimization
- AVATAR: A decision automation solution for background checks

Key partnerships

Banking-specific partners
OrboGraph Intelligent Payment Automation
ohpen
fenergo
temenos
SIGNZY
FINASTRA

Technology partners
AUTOMATION ANYWHERE Go be great.
celonis
PEGA
appian

Sample clients

- A Canadian bank
- A Canadian multinational financial services company
- A digital bank in the US
- A Dutch multinational banking and financial services company
- A global development bank
- A global fintech company
- A payroll services company
- An Australian multinational banking and financial services company
- An American bank

Industry coverage

| Retail banking |
| Commercial banking |
| Private banking |
| Payments and cards |
| Risk and compliance |

Darker color indicates higher industry concentration:

3

AVASANT

Cognizant: RadarView profile

Analyst insights

Practice maturity	★★★★

- Cognizant's Neuro AI Multi-Agent Accelerator and Multi-Agent Services Suite provide a scalable, flexible, and intelligent automation framework that enhances business operations through AI-driven agentification. This platform accelerates multiagent network deployment with prebuilt, customizable frameworks, enabling rapid integration, automated task routing, and error minimization. Clients benefit from the ability to switch seamlessly between AI models and cloud providers, ensuring cost efficiency and vendor flexibility.
- Complementing this, Cognizant Neuro offers end-to-end automation, enhancing efficiency across functions such as account opening, sanctions screening, and data automation. Its Data Automation Fabric and Audit Mate solutions streamline workflows, optimize quality control, and provide seamless process execution.
- Cognizant's global capability center (GCC) provides dynamic staffing models, surge support, and agile delivery strategies through its build-operate-transform-transfer (BOTT) model. By leveraging Gen AI and automation-driven solutions, the company enhances document processing, knowledge management, and operational agility.

Domain ecosystem	★★★★★

- Its collaboration with SymphonyAI enhances financial crime investigation through AI-powered productivity tools, while its partnership with Linkurious provides analytics-based risk management solutions for anti-financial crime initiatives.
- It has partnered with OrboGraph to bring advanced AI and image forensics to prevent check fraud with high accuracy. Its partnership with NICE supports customer engagement and process automation, helping businesses manage KPIs and improve client interactions.
- It has partnered with Ohpen to strengthen its core banking capabilities by offering cloud-native, scalable solutions for retail banking. It also collaborated with Fenergo to drive automation in KYC reviews and regulatory compliance and with Linium to support cloud transformation via ServiceNow.

Investments and innovation	★★★★★

- Cognizant has introduced Resolve AI to enhance dispute resolution with AI-driven chargeback simplification, intelligent probing, contextual checklists, and copilot analytics. Similarly, its CogniAI Clearvoice improves real-time voice interactions by enhancing accent fluency and speech recognition, leading to a better customer experience. Both solutions are currently in the pilot stage and are aimed at retail and commercial banking and cards and payments.
- It has invested in SARA, a learner-centric Gen AI-based instructional design solution that accelerates training content development, reduces knowledge content creation costs, and enhances process standardization for mastery.
- It has expanded its footprint into new geographies, including APAC, Australia, and the UK, and has also increased its focus on nonfinancial services clients.

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