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AI Eval

# Scaling AI with confidence

Evaluate, test and validate AI systems, to make them safe, fair, transparent, explainable, robust and accountable in real-world, high-stakes environments through Cognizant AI Eval.

## Why AI Eval is important

AI is scaling fast, but trust is not keeping pace.

Over
**40%**
of agentic AI projects will be canceled by end of 2027 due to inadequate risk controls.[1]

**79%**
of respondents agree that quality assurance is becoming more important for their organizations as AI adoption progresses.[2]

Only
**29%**
of executive leadership has trust in in AI outputs.[2]

## Client pain points



**Real-world consequences**

Biased or unreliable AI can deny a loan or medical treatment or fail in a safety-critical setting



**Opaque, unpredictable behavior**

Unlike fixed-logic software, AI learns from data and can behave unexpectedly in new contexts



**Complex, evolving compliance**

the EU AI Act, the NIST AI Risk Management Framework (AI RMF) and national standards hold organizations accountable for how their AI behaves



**Trust gap**

Without validation, users, customers and regulators lack the confidence to adopt AI at scale

## Scalable AI with assurance

At Cognizant, we assure AI just as we assure any mission-critical system. Cognizant AI Eval is layered, modular and adaptable to every stage of your AI journey.

### Testable

Move from pilot to production faster with robust validation methods that reduce risk and accelerate time to value.

### Traceable

Ensure consistent, explainable AI behavior with a framework that monitors bias, drift and performance throughout the lifecycle.

### Trustworthy

Build lasting stakeholder confidence with comprehensive assurance across data and models, ensuring reliability and ethical integrity throughout the AI lifecycle.

## Client benefits

Our AI Eval approach gives clients a decisive edge through agility, confidence, clarity, control and impact.

### Agility

AI Eval catches issues early, even before the first release, enabling faster time to market without compromising quality.
**A major U.S. healthcare client cut AI testing time by more than 90%, accelerating the deployment of more than 15 voice AI bots.**

### Confidence

Clients deploy AI with confidence in its performance, fairness and compliance, embedding regulatory readiness into the AI lifecycle.
**In a regulated insurance environment, our evaluation framework delivered zero production issues and a compliance-ready rollout.**

### Clarity

AI Eval builds transparency into every decision, model output and outcome, making governance easier and insights more actionable.
**A financial services firm used 11 custom and out-of-the-box metrics to gain greater visibility into model quality.**

### Control

Automated guardrails and human-in-the-loop oversight keep AI behavior continuously monitored and aligned with responsible AI principles at scale.
**Early defect identification in production-like environments aligned AI testing rigor with regulatory requirements.**

### Impact

Clients reduce risk, avoid rework and differentiate themselves in the market by combining performance evaluation with regulatory alignment.
**For a major multinational retailer, built an AI-based automation framework to improve chatbot quality—reducing manual QA effort by 90%, accelerating test cycles by up to 60%.**

## Why Cognizant?

- **Deep AI and QE expertise:** More than 25,000 AI-trained QE experts pair enterprise-grade quality engineering with hands-on AI and machine learning expertise tailored to each client's industry and regulatory context.
- **Purpose-built frameworks:** Cognizant's AI lifecycle assurance toolkit, is purpose-built for AI rather than adapted from traditional software testing. It evaluates AI nuances like fairness, drift, hallucination and non-determinism.
- **Leveraging strong partnerships:** AI Eval is enabled by Cognizant Neuro(R) AI Trust and works with partners including Anthropic, OpenAI Microsoft, AWS, Google, IBM, NVIDIA, Cisco (Galileo.ai).
- **Independently recognized:** Cognizant was named a leader in the Everest Group Quality Engineering Services for AI Applications and Systems PEAK Matrix® 2026, the Everest Group Enterprise Quality Engineering PEAK Matrix® Assessment 2025 and the 2025 NelsonHall NEAT Quality Engineering assessment.

## Ready to scale AI with confidence?

Contact Cognizant to learn how AI Eval can help you build, evaluate and deploy AI models with greater speed and confidence.

Explore AI Eval at cognizant.com

## Sources


1. https://www.gartner.com/en/newsroom/press-releases/2025-06-25-gartner-predicts-over-40-percent-of-agentic-ai-projects-will-be-canceled-by-end-of-2027
2. Forrester opportunity snapshot: a custom study commissioned by Cognizant and Microsoft, January 2026


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Cognizant (Nasdaq: CTSH) is an AI Builder and technology services provider, bridging the gap between AI investment and enterprise value by building full-stack AI solutions for our clients. Our deep industry, process and engineering expertise enables us to build an organization's unique context into technology systems that amplify human potential, drive tangible outcomes and keep global enterprises ahead in a fast-changing world. See how at cognizant.ai or @cognizant.



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