



Cognizant named #1 in Best in KLAS 2025

TriZetto claims and administration platforms lead the market for payers



Cognizant® has been ranked the top performer in the Claims & Administration Platforms (Payer) segment in the 2025 Best in KLAS® report. This award assesses the customer experience interacting with Cognizant and the use of TriZetto® healthcare products in the areas of culture, loyalty, operations, product, relationship, value and market energy.

TriZetto earns top scores across core customer experience pillars

TriZetto Core Administration Solutions received category-leading scores in loyalty, product satisfaction and relationship strength. Customers rated TriZetto significantly above both the segment and software averages, citing consistently high performance across operational and strategic dimensions.

Cognizant TriZetto Core Claims/Administration Solutions—Best in KLAS 2025 Performance Scorecard (n=17)

Overall performance score (100-point scale)	Customer experience pillars					
	Culture	Loyalty	Operations	Product	Relationship	Value
85.7	B-	A	B	B	B+	B

Software grading scale (100-point scale)

A+ = 95.0+	B+ = 85.0-87.9	C+ = 75.0-77.9	D+ = 65.0-67.9	F = <58.0
A = 91.0-94.9	B = 81.0-84.9	C = 71.0-74.9	D = 61.0-64.9	
A- = 88.0-90.9	B- = 78.0-80.9	C- = 68.0-70.9	D- = 58.0-60.9	

Data retrieved from: TriZetto Core Claims/Administration Solutions 2025 | KLAS Report

Built for performance. Chosen for impact.

Built for flexibility and scale, these platforms deliver measurable impact—boosting claims accuracy, accelerating automation and improving member-provider engagement. With **100% of clients committed for the long haul and ready to reinvest**, Facets® and QNXT™ have become essential to how payers run smarter, leaner, more responsive businesses.

“Congratulations to the 2025 winners of the Best in KLAS awards! Winning a Best in KLAS award signifies a commitment to delivering outstanding value and innovation to healthcare providers and patients alike. It is my hope that these awards inspire the winners and other companies to reach new heights.”

Adam Gale, KLAS CEO

Engineered for payers. Trusted across healthcare.

Cognizant's TriZetto claims and administration platforms—Facets and QNXT—equip health plans to drive operational efficiency lower administrative costs and adapt to evolving business needs. These flexible rules-based platforms support complex benefit design, improve claims accuracy, and streamline member and provider interactions. Designed for scalability and real-time responsiveness, Facets and QNXT enable payers to modernize core operations and accelerate innovation across the healthcare value chain.

Client reviews

Director | May 2025

Area highlighted: Product

Cognizant has tried and true solutions that cover the whole gamut of healthcare. QNXT is an all-inclusive package. Generally speaking, it actually runs the whole gamut across the healthcare value chain. QNXT is a very viable product.

★★★★★★☆

CIO | April 2025

Area highlighted: Relationship, product, value

I have a great relationship with Cognizant. In our prior system, we had to do certain claims manually because we did not have the capability. Our automatic claims adjudication handled about half of the claims. When we went to Cognizant's system, our automatic claims adjudication rate affected the majority of our claims. The quality of the automatic adjudication is also pretty high.

★★★★★★☆

CIO | April 2025

Area highlighted: Product, value

Facets is our core system. We couldn't do business without it. With Facets, we use Cognizant's integrated workflow product for claims and customer service. It is an integrated workflow. Facets is still expensive with all the pieces and parts. However, putting in perspective that Facets is our core system and comparing what I get in total with Facets to what I get from other systems, I would give a top rating for receiving my money's worth with Facets.

★★★★★★☆