



Everest Group Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025

Focus on Cognizant
June 2025



Introduction

Healthcare generates and consumes vast volumes of data every day from clinical records and diagnostic images to insurance claims and patient-reported outcomes. To unlock the full value of this information, the ability to embed AI and perform advanced analytics on top of standardized, diverse, and interoperable datasets has become critical. Doing so enhances clinical productivity, reduces physician burnout, improves operational efficiency, and drives significant cost savings across the ecosystem.

However, the industry continues to grapple with several foundational challenges. Inefficient legacy systems such as siloed Electronic Health Records (EHRs) and Practice Management Systems (PMS) that create data fragmentation, while the lack of real-time data access limits timely decision-making and coordinated care delivery. These limitations hinder providers' ability to act on insights and slow down payers' efforts to streamline processes or personalize services. To overcome these hurdles, the healthcare industry is vigorously investing toward modern data infrastructure, payer-provider collaboration, and next-generation technologies such as gen AI and agentic AI. This convergence of data, analytics, and AI (DAAI) is laying

the foundation for a more intelligent, equitable, and efficient healthcare system where insights are actionable, care is personalized, and outcomes are improved at scale. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading service providers, client reference checks, and ongoing analysis of the healthcare data, analytics, and AI services market.

The full report includes the profiles of the following 32 leading service providers featured on the [Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025](#):

- **Leaders:** Accenture, Cognizant, Deloitte, EXL Service, HCLTech, Optum, and TCS
- **Major Contenders:** Capgemini, CitiusTech, Cloud4C, Concentrix, DataArt, Emids, Eviden, Genpact, Infinite Computer Solutions, Infosys, Innova Solutions, Jade Global, LTIMindtree, Mastek, NTT DATA, Persistent Systems, SoftServe, Tech Mahindra, Virtusa, and Wipro
- **Aspirants:** Apexon, Innominds, Neurealm, Zensar Technologies, and ZS Associates

Scope of this report

Geography: global

Industry: healthcare

Services: DAAI services

Healthcare DAAI services PEAK Matrix® characteristics

Leaders

Accenture, Cognizant, Deloitte, EXL Service, HCLTech, Optum, and TCS

- Leaders act as long-term transformation partners to healthcare enterprises, proactively investing in emerging technologies such as gen AI, agentic AI, and real-time analytics to help clients unlock new value and stay ahead of industry disruption
- They demonstrate strong healthcare domain depth, technical excellence, and thought leadership, leveraging a broad ecosystem of cloud and platform partners to co-develop and rapidly deploy differentiated DAAI use cases across clinical, financial, and operational domains
- Their expansive, healthcare-specific DAAI solution portfolios span the full data-to-insight life cycle and are continuously strengthened through targeted acquisitions and IP development that enhance their capabilities in interoperability, automation, and predictive intelligence

Major Contenders

Capgemini, CitiusTech, Cloud4C, Concentrix, DataArt, Emids, Eviden, Genpact, Infinite Computer Solutions, Infosys, Innova Solutions, Jade Global, LTIMindtree, Mastek, NTT DATA, Persistent Systems, SoftServe, Tech Mahindra, Virtusa, and Wipro

- Major Contenders have built a reputation around cost-effective delivery and high client responsiveness, enabling them to retain a strong base of healthcare customers seeking reliable, scalable DAAI support across both operational and clinical functions
- While their DAAI portfolios may be less in depth and specialization than Leaders, they are actively expanding their capabilities through targeted partnerships with hyperscalers and health technology vendors, along with acquisitions of niche healthcare firms to strengthen domain expertise and accelerate innovation

Aspirants

Apexon, Innominds, Neurealm, Zensar Technologies, and ZS Associates

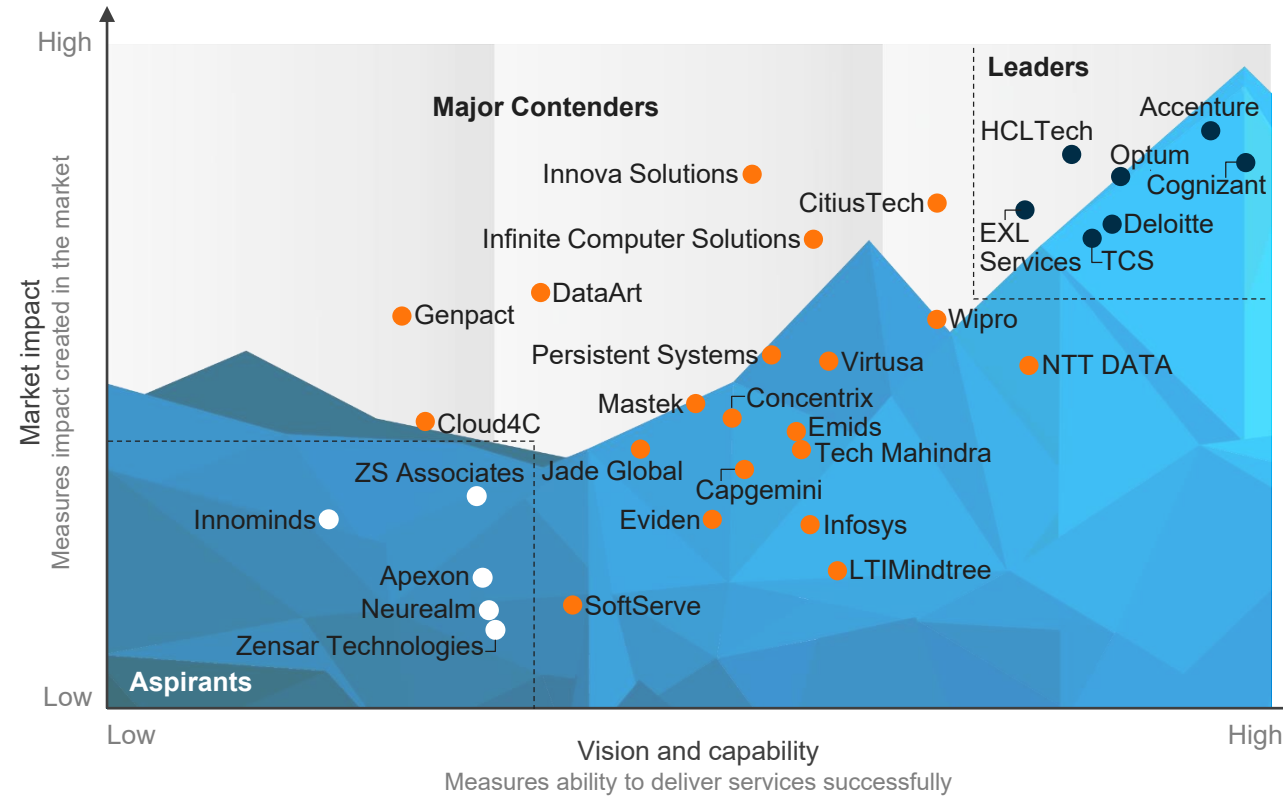
- Aspirants need to address capability gaps in their offerings by building more IP across the DAAI value chain
- It is essential for them to build a more robust technology partnership ecosystem and make calculated investments to expand their DAAI capabilities and improve their market presence and brand recall

Everest Group PEAK Matrix®

Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025 | Cognizant is positioned as a Leader

Everest Group Healthcare Data, Analytics, and AI Services PEAK Matrix® Assessment 2025^{1,2}

- Leaders
- Major Contenders
- Aspirants



¹ Assessments for Apexon, Deloitte, Eviden, Neurealm, Infosys, Optum, Persistent Systems, SoftServe, Inc., and Tech Mahindra excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with healthcare buyers

² GAVS technologies rebranded as Neurealm in May 2025

Source: Everest Group (2025)

Cognizant profile (page 1 of 6)

Overview

Company mission/vision statement for healthcare DAAI services

Cognizant's vision is to transform the healthcare industry by leveraging its extensive exposure to and experience with data from its healthcare operational products, services, and delivery models, creating intuition engineered and modern business capabilities and decision-making tools that improve its patients' and members' daily lives. It attempts to achieve these objectives by utilizing its customer base, talent pool, partnerships, frameworks and resources, and the investments it makes along the way. An example of this is Cognizant's TriZetto Unify strategy that addresses payer/provider convergence and creates end-to-end integrations between payers and into providers EMR workflows.

Key partnerships

- Google
- Microsoft
- AWS
- Databricks
- Snowflake
- NVIDIA
- Informatica
- Colibra
- Reltio
- Qlik
- Cloudera
- Teradata
- Salesforce/Tableau
- Workday

Healthcare DAAI services revenue by value chain

● Low (<15%) ● Medium (15-40%) ● High (>40%)

Payer

- Care management
- Claims management
- Network management
- Policy servicing and management
- Product development

Provider

- Care management
- Diagnostics, treatment, and monitoring
- Financials and network management
- Patient engagement

[NOT EXHAUSTIVE]

Healthcare DAAI services revenue mix (CY2024)

● N/A (0%) ● Low (<10%) ● Medium (10-20%) ● High (>20%)

By Line of Business (LoB)

- Payer
- Provider

By geography

- North America
- Asia Pacific
- United Kingdom
- South America
- Europe
- Middle East and Africa

By segment

- Data governance, privacy, and security
- Analytics and BI
- Enterprise data management and modernization
- Build and operationalize AI
- Strategy and consulting services
- Others

By buyer size

- Small (annual client revenue <US\$1 billion)
- Midsize (annual client revenue US\$1-10 billion)
- Large (annual client revenue >US\$10 billion)

Cognizant profile (page 2 of 6)

Offerings

[REPRESENTATIVE LIST]

Key healthcare DAAI-specific investments in proprietary solutions/tools/frameworks

Solution/Tools/Framework name	Value chain	Details
TriZetto® Unify Strategy	Strategy and consulting for DAAI	It spans the entire product portfolio, accelerating payer-provider convergence by expanding the payer-connected interoperability suite to enable payers to support these real-time Fast Healthcare Interoperability Resources (FHIR) data exchanges and their connectivity with the provider EMR workflows. It aims to create new data and workflow efficiencies within payers' core, care, quality, and government program-related products used in their daily operations.
Cognizant Ignition™	Enterprise data management and modernization	It is powered by agentic AI, offering a comprehensive solution for modernizing data and business intelligence platforms. It features automation, scalability, cost-effectiveness, and multi-cloud support to enhance efficiency and decision-making throughout the modernization journey. It leverages the multi-agentic solution to drive business insights and innovation across industries.
Cognizant Neuro® AI	Strategy and consulting for DAAI	It is a cloud-/LLM-agnostic accelerator platform that orchestrates generative AI agents alongside other AI/ML models, leveraging legacy data to construct AI-enablement use cases that address business application KPIs.
Cognizant Neuro® ITOps	Build and operationalize AI	It is an AI-powered automation platform that aims to minimize the complexity and operational expenses of enterprise infrastructure and technology, allowing businesses to transition to an automation-first approach to IT operations.
Cognizant Flowsource™	Build and operationalize AI	It is a generative AI-powered full-stack engineering platform that combines, orchestrates, and automates workflows, leading engineering frameworks, reusable templates, and the latest tools throughout the software development life cycle.
Cognizant Skygrade®	Enterprise data management and modernization	It provides application modernization and manages SecOps, FinOps, and end-to-end observability for applications in multi-cloud environments. It contains numerous components, and one or more of them are used depending on a customer's individual requirements.
TriZetto® Clinical CareAdvance	Enterprise data management and modernization	It is a care, disease, and utilization management solution that automates workflows, triggers and processes reduce turnaround times, elevates efficiency, and avoids errors. This greater efficiency reduces clinical and administrative staffing pressure and speeds clinical decision-making.

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Offerings

[REPRESENTATIVE LIST]

Key healthcare DAAI-specific investments in proprietary solutions/tools/frameworks

Solution/Tools/Framework name	Value chain	Details
ClaimSphere®	Analytics and BI	It helps decode patient-specific clinical events across disparate data sources and identify key issues impacting value-based outcomes and HEDIS quality ratings. It promotes payer-provider collaboration and assists healthcare organizations in transitioning to patient-centric, value-based models by offering practical insights at the point of care for improved monitoring and better resolution of care gaps by utilizing nationally accepted clinical guidelines and interoperability standards.
TriZetto® Payer Prior Auth Solution	DAAI governance, privacy, and security	It orchestrates the exchange of data between authorization requests initiated by providers from their EHR and a health plan's systems utilizing HL7® FHIR® standards and Da Vinci guides to expedite the understanding of what prior authorization requirements are needed at critical moments to provide quicker access to care for patients.

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Recent developments

[REPRESENTATIVE LIST]

Key healthcare DAAI-specific investments in acquisitions, Joint Ventures (JVs), talent / Center of Excellence (CoE), and partnerships (such as SaaS platform/product and solution partners)

Event name	Type of event	Details
Advanced AI labs	CoE	Created Cognizant advanced AI labs and AI co-innovation labs in Bengaluru, London, San Francisco, and Dallas for researching, designing, and building innovative AI and generative AI solutions for business productivity
Health Sciences Innovation Center	CoE	Unveiled the state-of-the-art Health Sciences Innovation Center in Chennai, India, to support the future of healthcare, which fosters unencumbered innovation through real-life use cases in areas such as AI, predictive analytics, immersive technologies, virtual reality, automation, digital twins, robotics, and the potential impact of quantum computing
Generative AI partnership with Google	Partnership	Partnered with Google to develop and deploy four healthcare LLM solutions for high-cost, significant worth workflows such as provider contracting, marketing, call centers, and contract to configuration
TriZetto Assistant powered by Microsoft	Partnership	Microsoft's Copilot technology is being utilized to enable all generative AI uses cases for the TriZetto Solutions portfolio.
Joining forces with AWS	Partnership	The partnership combines TriZetto's® leading healthcare products with AWS' cloud and AI/ML capabilities to help customers drive modernization and agility, while ensuring compliance.
Bluebolt initiative	CoE	Developed over 105,000 grassroot ideas through Cognizant's Bluebolt program; 21,000 of which have already been implemented
Thirdera	Acquisition	Acquired Thirdera, a ServiceNow implementation services company, providing an opportunity for Cognizant to accelerate expansion and increase differentiation in the space
Mobica	Acquisition	Acquired Mobica to broaden Cognizant's IoT-embedded software engineering skills and give clients with a more comprehensive set of end-to-end support to allow digital transformation
AustinCSI	Acquisition	Acquired AustinCSI, which supplemented Cognizant's technology process and vertical industry experience, enhancing its advising capabilities for delivering comprehensive digital strategy and innovative solutions to clients
Servian	Acquisition	Acquired Servian, which helps healthcare organizations extract value from data, upgrade enterprise systems, and achieve operational efficiency

Cognizant profile (page 5 of 6)

Recent developments

[REPRESENTATIVE LIST]










Key healthcare DAAI-specific investments in acquisitions, Joint Ventures (JVs), talent / Center of Excellence (CoE), and partnerships (such as SaaS platform/product and solution partners)

Event name	Type of event	Details
Inawisdom	Acquisition	It acquired Inawisdom, an organization that offers cloud-native, full stack solutions built on AWS. The company got merged with Contino, another company under Cognizant's Digital Business Group, to help provide end-to-end cloud-native AI and ML solutions.
Lev	Acquisition	It acquired Lev, a privately held digital marketing firm. It helps businesses simplify and modernize their marketing efforts with Salesforce marketing cloud, providing data-driven insights and personalization across the customer journey, and ultimately driving revenue
Startups	Partnership	Partnered with startups to build AI capabilities such as Snorkej, Harbr, iris.ai, and H20.ai
Bodo.ai	Partnership	Partnered with Bodo.ai, a Snowflake alternate compute engine, to achieve a most affordable performance
Nvidia	Partnership	Partnered with Nvidia to accelerate Spark workloads using the rapid spark framework and develop a Healthcare Language Model (HLM) for precise medical code extraction
Chaos Genius	Partnership	Partnered with Chaos Genius on Snowflake data FinOps and optimization
Sundeck	Partnership	Partnered with Sundeck to provide Snowflake query engineering and governance features
Unravel Data	Partnership	Partnered with Unravel Data to provide data FinOps observability and optimization advice for Databricks, Snowflake, and BigQuery
Microsoft	Partnership	Partnered with Microsoft to leverage assistance as a fabric modernization partner
Starburst	Partnership	Partnered with Starburst and Denodo on their multi-cloud fabric solutions
Feedback Now	Partnership	Partnered with Feedback Now to develop customized solutions for optimizing operations across people, processes, and places
Claravine	Partnership	Partnered with Claravine to use data standards for marketing data across campaigns, content, and creative
Prophecy	Partnership	Partnered with Prophecy to leverage its low-code platform for data engineering and transformation

Cognizant profile (page 6 of 6)

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact				Vision and capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- Aligned with its focus on gen AI, Cognizant offers a comprehensive suite of healthcare-focused D&A solutions, including healthcare Data Reference Manager, a healthcare gen AI repository, and Facets connectors, delivering value across a range of client engagements
- It strategically acquired Mobica to strengthen its Internet of Things (IoT) capabilities including smart products, connected mobility, and intelligent operations, while its Thirdera acquisition enables it to provide robust capabilities in professional services across key ServiceNow workflows and emerging products, including gen AI
- It has a robust partner ecosystem, consisting of hyperscalers (AWS, Azure, and GCP) and enterprise platforms (such as Oracle and Salesforce), supported by premier partnerships with BI firms (such as Tableau and Power BI), big data firms (such as Cohesity and Collibra), and academic institutions (such as Yale University and AHIP)
- It is expanding its geographical footprint by tripling its global presence through the establishment of Gemini Studios within each of its existing Cloud AI Innovation Labs and Gemini Centers of Excellence within the new dedicated Google Cloud delivery centers

Limitations

- While Cognizant has been known for its strong hold in the healthcare payer market with a wide solution portfolio across the payer value chain, it can look into strengthening its healthcare services portfolio by augmenting high-demand areas such as mental and behavioral health solutions
- While Cognizant has partnered with Google Cloud for scaling its gen AI capabilities and launched healthcare LLM solutions, it should look to provide credible proof points of successfully implementing gen AI in healthcare engagements
- Cognizant has a robust presence in the large buyer segment; however, there is an opportunity to further increase its client base by focusing on the SMB segment
- While clients have appreciated the quantity and quality of Cognizant's resources, they noted that mixing subpar talent with subject matter experts impacts the overall quality of project delivery

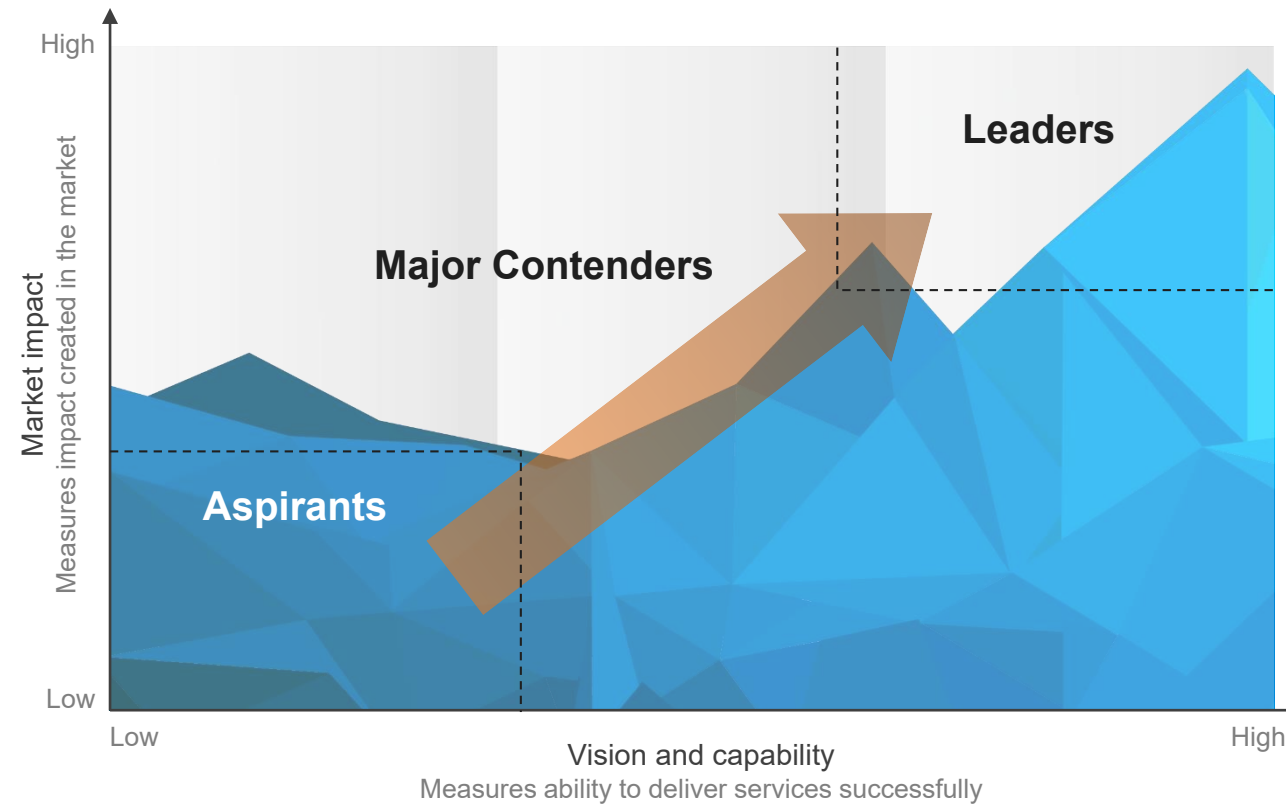
Appendix

PEAK Matrix® framework

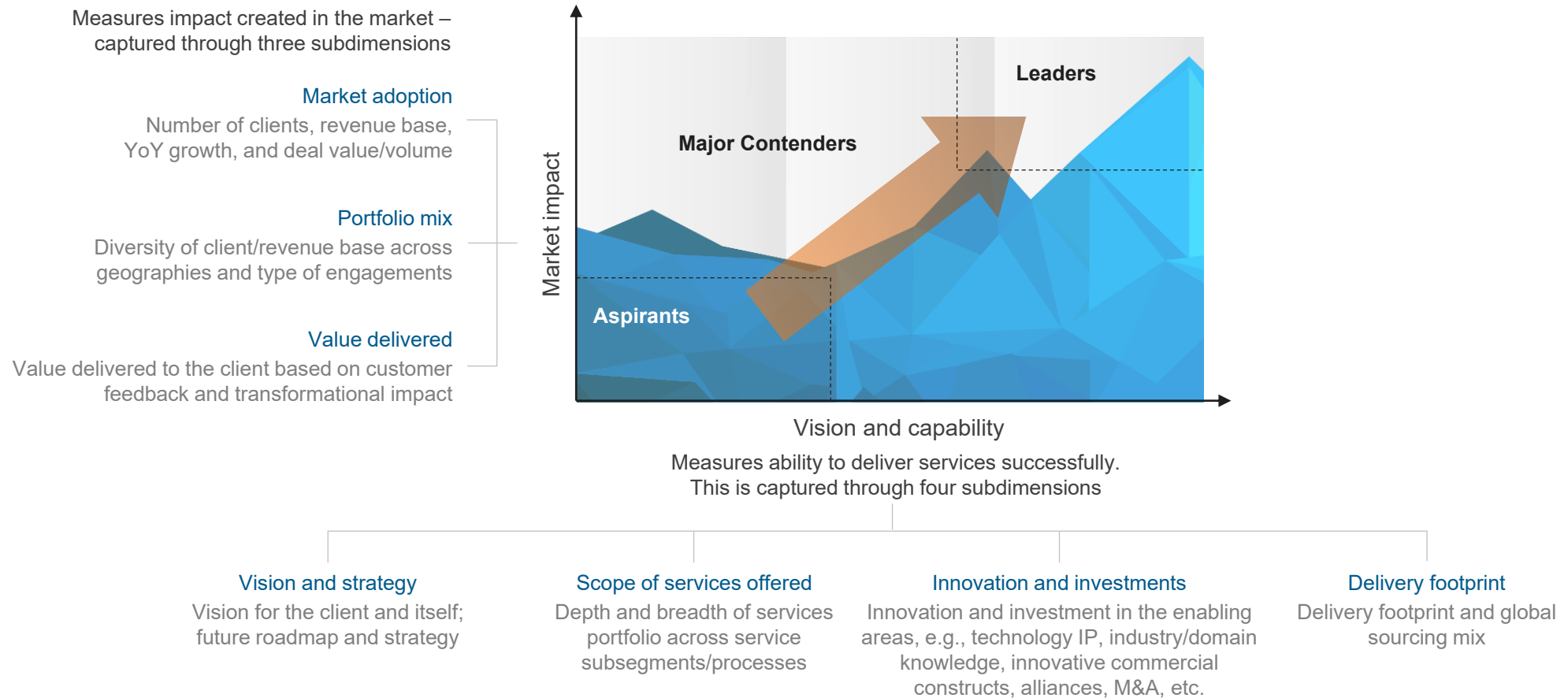
FAQs

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions



FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

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