

## Cognizant Disputes Management as a Service

# Quick Look



### Problem

Mid-market banks faced higher operational costs and chargeback losses due to inefficient credit card dispute management processes, along with potential regulatory fines for non-compliance. This directly affected customer satisfaction, loyalty, and retention.



### Solution

Disputes Management as a Service, a joint BPaaS solution from ServiceNow and Cognizant, is tailored specifically for mid-market banks. The solution relies on the modular design of ServiceNow and integrates AgenticAI, GenAI, analytics, automated workflows, and operational expertise as an add-on.



### Outcome

- Reduced cycle time to resolve disputes by up to 30%.
- Reduced operational costs by up to 28%.
- Improved first-pass resolution by 25%.
- Increased CSAT with lower support-related customer churn.

### Disputes Management as a Service :

- Banks and credit unions faced issues with fragmented systems, operational inefficiencies, customer dissatisfaction, chargeback losses, and regulatory compliance. These challenges hindered their ability to manage disputes effectively and maintain customer trust.
- Cognizant's holistic approach leveraged the Power of 3: more than 20 dispute implementations, Cognizant's Elite ServiceNow partnership, and early access to the latest ServiceNow capabilities.
- The partnership between ServiceNow and Cognizant delivers a cutting-edge, AI-powered dispute management BPaaS solution that enhances operational efficiency, compliance, and customer satisfaction for mid-market banks.