



“Cognizant stands out in North America’s telecom managed services through AIOps-driven automation and 5G operational readiness, enabling predictive, self-healing networks for major CSPs.”

*Yash Jethani*

# Cognizant

## Overview

Cognizant is headquartered in New Jersey, U.S. It has more than 343,800 employees across over 50 countries. In FY24, the company generated \$19.7 billion in revenue, with Health Sciences as its largest segment. Cognizant delivers automation-first, cloud-native telecom managed services integrating AI, DevOps and network orchestration across the OSS/BSS and the 5G ecosystems. In North America, Cognizant provides end-to-end managed IT and business process services across network operations, digital OSS/BSS and AIOps, supported by onshore, nearshore and offshore delivery centers.

## Strengths

**Unified automation backbone for hybrid environments:** Cognizant’s Cloud360 provides unified visibility and automation across hybrid telco environments, while SmartOps enables predictive analytics, ticket triage and anomaly management. Both platforms integrate with ServiceNow and TM Forum APIs to support end-to-end operational control.

**OSS/BSS modernization and AIOps integration:** Cognizant modernizes legacy OSS/BSS platforms into microservices architectures through its *AIOps for Networks* offering. Programmatic integration of GenAI assistants accelerates incident resolution and SLA management, improving availability by 25-35 percent for large CSPs.

## Managed 5G edge managed operations:

Cognizant delivers managed 5G edge services combining Kubernetes orchestration, SDN/NFV and multiaccess edge computing. It manages hybrid workloads with real-time monitoring, capacity scaling and SLA adherence for U.S. telecoms expanding into private 5G and IoT.

## Regulatory compliance and ESG-embedded operations:

Cognizant integrates data privacy and sustainability into its managed frameworks through carbon-intelligent infrastructure and automated compliance checks. This helps telcos meet FCC and ISO standards and comply with EU NIS2 and GDPR via zero trust design and AI-based incident detection.

## Caution

Maturity of AI-led managed services still varies across telecom clients, and implementation success depends on each carrier’s legacy architecture readiness. Cognizant should strengthen its marketing of AI solutions and frameworks for network, 5G and edge solutions.