



Cognizant® Business Outcomes and Experience Dashboard

Bringing technology and business together

Today's consumers demand seamless digital interactions and will often move elsewhere if their expectations are not met. At the same time, businesses need near real-time visibility into process bottlenecks and IT issues, to monitor processes, address discrepancies and remediate application chokepoints quickly to enable top-notch business and user experiences.

81%

of C-suite executives expect to increase their observability budget in the next year with 20% expecting budgets to increase significantly

Source: Key insights from 2021 observability forecast.

Driving business and CX

Cognizant® Business Outcomes and Experience Dashboard (CBXD)

CBXD provides a comprehensive view of business outcomes and user experience through a unified single-pane view that delivers near real-time visibility into business processes, applications and infrastructure layers. Our partnership with Cisco AppDynamics allows us to link together IT and business processes, identify bottlenecks quickly and give recommendations for improvement.



A KPI and metrics-driven observability platform with descriptive, diagnostic, predictive and prescriptive data representations



Provides full-stack observability by incorporating vital indicators of business process health such as business outcomes, drilling down six levels into the IT nodes



Provides near real-time visibility, predicts performance trends and triggers business-led modernization, remedial actions and calibration of IT nodes



Acts as a single source of truth by becoming a "dashboard of dashboards"

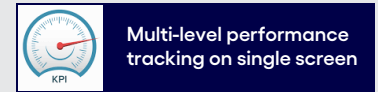
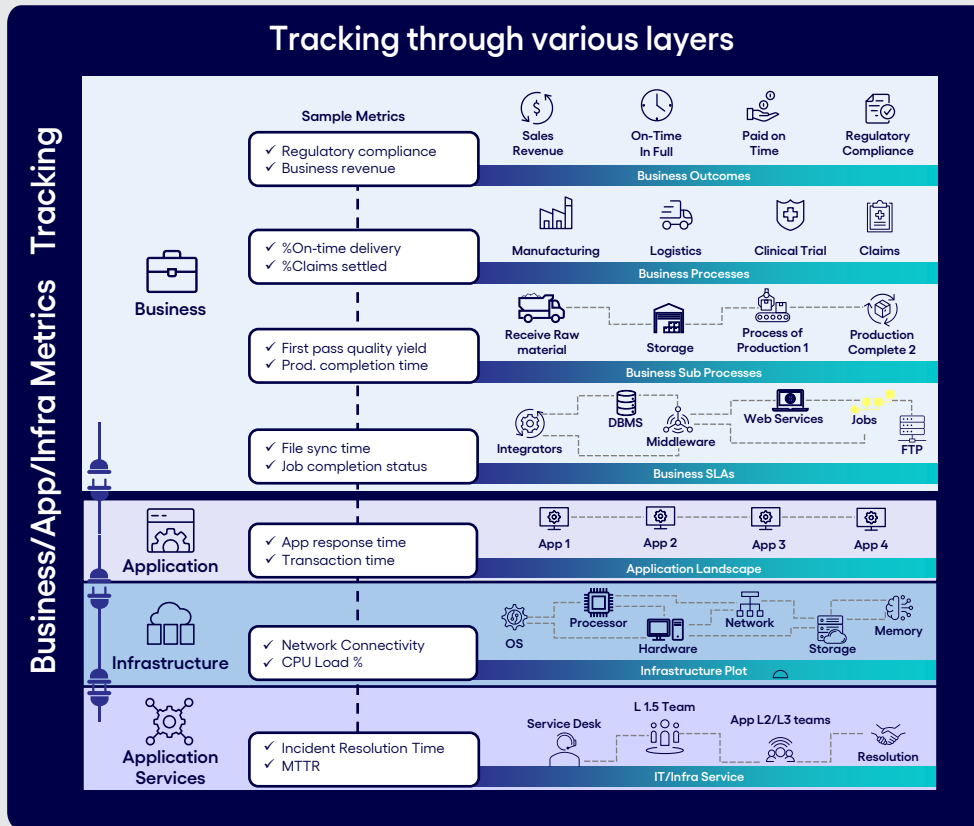


Highly customizable, secure, compliant and compatible with other industry standard business intelligence platforms to provide real-time insights

How it works

Cognizant® Business Outcomes and Experience Dashboard

End-to-end metric tracking and visualization across your enterprise

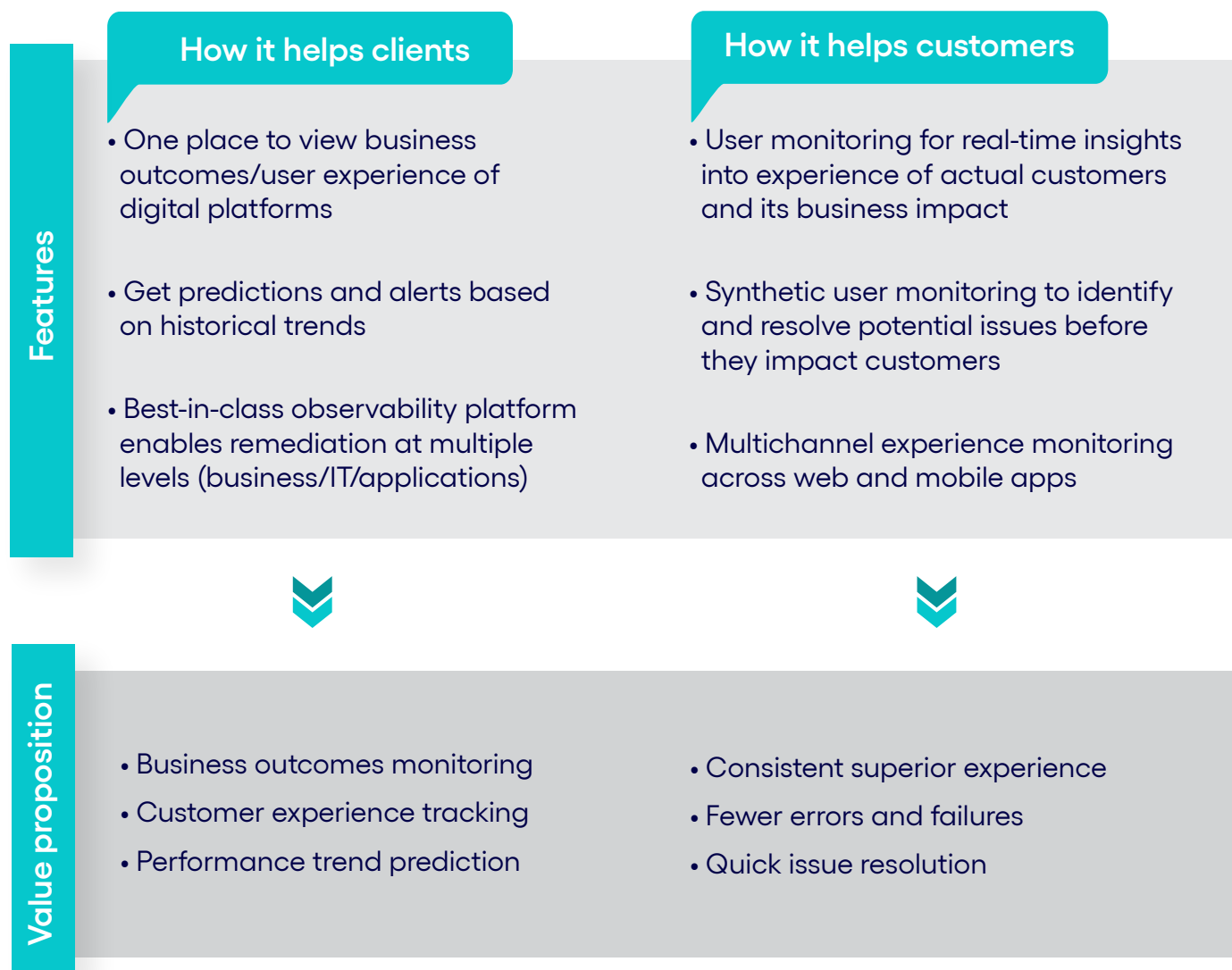


End-to-end metric tracking and visualization of the business, applications, infrastructure and CX

Primary use case: Delivering key customer benefits

- 1 Monitoring business outcomes**
 - Dashboard that visualizes business KPIs and connects to underlying IT metrics with intelligent alert mechanisms for more actionable responses
- 2 Application/infrastructure monitoring**
 - Unified application and infrastructure monitoring, including service level metrics
- 3 Governance**
 - Dashboard is based on time frame for business metrics and monitoring near real-time for applications, infrastructure performance

Key features delivering value to stakeholders



Success story

