Cognizant Digital Systems & Technology

Cognizant remote productivity solutions on AWS Cloud

Enable your end users to work better remotely with next-generation digital technologies.

Transforming the end-user experience

COVID-19 has disrupted the way we live, work and communicate with one another. Across the globe, we face uncertainty and upheaval in almost all aspects of our lives. One of the biggest challenges during this unpredictable time is delivering a consistent and superior end-user experience.

AWS and Cognizant deliver solutions that enable your workforce to work remotely by using virtual workstations on AWS Cloud. And that remote workforce now includes developers, application administrators, and a range of IT infrastructure and application users as well as database administrators.

Redefine workspace experiences with end-user experience solutions

Cognizant provides two solutions that accelerate remote productivity for your workplace:

- **Desktop as a Service (DaaS) on Cloud** is an integrated, end-to-end solution built on public and private cloud platforms that delivers desktops and applications accessible to employees anywhere, any time and on any device offered in an as-a-service model. The service allows rapid capacity expansion and contraction to meet your changing demands. It offers single-touch provisioning of applications and virtual desktops with in-built automation and orchestration.

- **Amazon WorkSpaces** is a managed, secure DaaS solution. You can use it to provision and quickly scale either Windows or Linux desktops in just a few minutes. Pay monthly or hourly and only for the workspaces you launch. Amazon WorkSpaces helps you eliminate the complexity in managing

hardware inventory, OS versions and patches, and virtual desktop infrastructure (VDI).

Key benefits

- **Enable your remote workforce with minimal disruption:** Limit disruption by enabling remote working for employees from any device and location. With Cognizant DaaS on Cloud you can eliminate many administrative tasks, including provisioning, deploying, maintaining and recycling desktops.

- **Reduce costs:** With on-demand access to cloud desktops that include a range of compute, memory and storage resources, you can save on extensive device purchases.

- **Increase agility:** Enhance speed-to-business with faster workspace and application provisioning. Provision workspace in 20 to 40 minutes, as opposed to the 1 to 3 weeks of traditional models. Provision applications in 10 to 15 minutes, as opposed to the 1 to 2 weeks of traditional models.

- **Application Streaming on Cloud** leverages AppStream 2.0 to help run your applications natively across different clients. The fundamental components of an application are stored and run locally, while rest of the features are delivered through the cloud. You can transform legacy applications to run in this new environment or build cloud-native applications that take advantage of application streaming.

  - **AppStream 2.0** is a fully managed application streaming service. You can scale to any number of users without acquiring, provisioning and operating infrastructure. AppStream 2.0 is built on AWS, designed for the most security-sensitive organizations. Users gain

a fluid and responsive experience with applications, including GPU-intensive 3D design and engineering.

Key benefits

- **Target the right customer at the right time:** Combine proprietary, third-party and real-time data to create tailored audience segments and send contextually relevant, personalized messages.

- **Rely on a single service with global scale:** AWS Cloud's highly scalable, low-latency, globally distributed architecture allows you to send messages to your customers anywhere, through multiple channels.

- **Get real-time insights:** Amazon Pinpoint delivers real-time data so you can quickly provide customers with a better engagement experience and deliver on-demand messages.

Transforming desktops for a leading multinational bakery

A multinational producer of bakery products sought to provide desktop solutions for its service desk agents across the globe. The organization wanted an interactive voice response (IVR) solution for the service desk, as well as multiple desktop configurations for agents based on their individual profiles. Cognizant quickly deployed AWS WorkSpaces as a robust and efficient VDI solution.

Outcomes:

- Provisioned more than 140 workspaces across five global locations.

- Delivered a highly available environment with multi-zone deployment of smart IVR solution.

- Reduced monthly running cost per standard-plus WorkSpaces to approximately $50.

Why Cognizant?

Cognizant works with global enterprises to build robust, modern and secure digital platforms on AWS Cloud. Remote productivity solutions from Cognizant and AWS enable you to meet the precise needs of a remote workforce while accelerating innovation and improving operational agility. As an AWS Partner Network Premier Consulting Partner, Cognizant can streamline your digital transformation and unlock new business opportunities.

To know more, visit https://www.cognizant.com/cognizant-digital-systems-technology/cloud-enablement-services/aws-cloud

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.

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