

# Innovative cloud solutions behind industry leaders

How we helped 11 organizations build a secure and agile business cloud foundation, introduce new experiences and gain insights for a competitive edge





**Change—it's inevitable, unstoppable and accelerating. New business opportunities come and go, demand for products and services can unexpectedly spike or dip, security and privacy regulations evolve continually—all while customer interests and behaviors keep shifting. With exploding volumes of data and growing interest in generative AI, traditional IT services can't adapt quickly enough..**

**To take the your business to the next level, you need cloud solutions. Cloud is the fastest and the most effective way to get agile, increase efficiency and keep innovating. Whatever your goals and wherever you are in your cloud journey, we have the right people and the right platforms to move you**

**forward. With over 100,000 cloud specialists and dedicated teams for every major cloud provider, Cognizant brings the right expertise to securely build cloud solutions to turn your business vision into a reality.**

**Read these case studies to understand how we're helping businesses in different industries harness the power of cloud to get ahead—and stay ahead.**

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# Modernize your business cloud foundation

Optimize operating costs with  
FinOps observability

Improve business continuity with  
one-click disaster recovery

Innovate faster with generative AI-infused  
infrastructure provisioning and code deployment



# Reducing Opex and strengthening disaster recovery by migrating key business applications to the cloud

## The challenge

Swiss Re is one of the world's largest reinsurers. As part of a strategic plan to stop operating its own data centers by 2020, the company wanted to move its SAP S/4HANA environment to Microsoft Azure. The objectives were to increase IT efficiency, improve availability with automated failover and minimize operating costs by shifting to usage-based billing. Swiss Re also wanted to boost agility by accelerating development and test of prototypes for new business applications.

## The solution

As a long-time Swiss Re partner, Cognizant acted as the systems integrator for the SAP migration project. One of the insurance industry's largest IT projects to date, the non-disruptive migration of Swiss Re's SAP environment to Microsoft Azure helped the company boost efficiency, improve core SAP application availability, minimize operating costs and optimize capital investment. In an industry first, we built a one-

click SAP disaster recovery solution that improves resiliency, avoids manual errors and speeds recovery time. We also automated infrastructure build, helping Swiss Re increase agility by quickly introducing new apps and features.

## Our approach

We started by crafting a detailed plan to migrate Swiss Re's 170 SAP virtual servers to Azure without interrupting the business. To help the company introduce new digital capabilities faster, we automated 95% of the infrastructure build process, including scheduled start/stop, SAP auto scaling, virtual machine (VM) hardening and patching, and Azure monitoring. After the migration was complete, Swiss Re engaged us to continue supporting the new cloud environment with our cloud managed services.

[Read the full case study here >>](#)

## Results

### One-click

SAP disaster recovery, an industry first

### 95%

of infrastructure tasks automated, for consistent, repeatable and fast deployment

### Zero

errors during transition of SAP applications to new HA architecture



## Consumer goods

# Orkla Foods gains agility with SAP S/4HANA on Azure

### The challenge

Orkla ASA is a Norwegian conglomerate and Orkla Foods, the largest business unit within the company, accounts for about 50 percent of sales, hundreds of brands and close to 50 production facilities. Struggling with a complex infrastructure built around an aging SAP ERP system, Orkla wanted to transition to SAP S/4HANA—not only across multiple business units but across partners, acquisitions and respective legacy systems. It also wanted to address challenges due to the end of life of older SAP HANA appliances and to shift from a CapEx to an OpEx cost model, to free up valuable resources spent on managing onsite infrastructure and make future spending more predictable.

### The solution

Cognizant, Microsoft and SUSE collaborated to build an agile, highly resilient and future-proof architecture using SUSE Linux Enterprise Server on Azure Platform. Cognizant applied its unique, accelerated, four-phase approach to cloud migration that uses the Cognizant SAP Cloud Assessment and Transformation (cCAT)

framework for SAP cloud enablement. Our accelerators reduce the manual efforts of cloud design. Cognizant deployed its managed platform as a service (mPaaS) automation use cases, including disaster recovery (DR) failover, and scheduled start/stop and maintenance automations. The distributed SAP and ERP application infrastructure within Orkla was transformed into a highly reliable, secure and scalable single instance on SAP, which increased utilization and efficiency.

### Our approach

Orkla chose Cognizant for one of its biggest journeys, considering our strong technology leadership, delivery capability and experience with Microsoft and SUSE. Cognizant evaluated several technology solutions for Orkla, matching key sourcing principles of the program, and proposed hosting and managing the SAP landscape on Microsoft Azure. The SAP S/4HANA transformation, named Project ONE, was built on requirements from all business units.

[Read the full case study here >>](#)

### Results

#### Achieved

99.9% availability of services with 100% SLA adherence

#### Improved

stability and agility by provisioning SAP project systems on demand

#### Strengthened

data protection and business continuity with multi-site backup and DR

## Insurance

# Talcott sets new course with agile and modern IT infrastructure

### The challenge

Talcott Resolution built its century-old life insurance and annuities business on core values of stability and trust. When its former parent sold the unit in 2018, the new company sought to pair its core values with a modern IT infrastructure. Talcott had just 20 months to stand up its new organization. It prioritized zero disruption for its business functions and customers.

### The solution

Cognizant led multiple tracks of the expansive engagement, including the migration. To meet the project's tight timeline, our team:

- Built a set of accelerators to provision the cloud computing resources
- Performed extensive upfront work to facilitate data replication between Talcott and its former parent
- Used HashiCorp Terraform, an infrastructure-as-code tool, to define cloud and on-premises resources in human-readable configuration files that were then versioned, reused and shared

### Our approach

Among Talcott's first actions as a new standalone company was development of a detailed plan for strategic growth. To make it happen, Talcott needed to modernize its IT infrastructure. The key requirements included:

- Agile, secure and scalable IT environment to replace the legacy system hosted in its former parent's on-premises environment
- Migration of its extensive production portfolio of custom applications and databases to the cloud with minimal downtime

Our team's long-term association with the parent company made us a natural partner for Talcott's cloud migration and rebranding. A critical factor in the engagement was the complex timing of the cutover. It had to occur when production was light, and it also had to follow the timing of the stock market.

[Read the full case study here >>](#)

### Results

**25%**

reduction in CapEx and OpEx

#### **Dramatic reduction**

in provisioning of new servers, now in minutes rather than months

**20% savings**

in people, process and technology due to Cognizant's solution accelerators



# Intelligent automation spurs 8X ROI

## The challenge

A major US health insurer, operating more than 30 health plans for 30 million members, wanted to streamline its ancillary claims administrative functions through automation. The company wanted to implement an enterprise-wide automation strategy that will digitally transform its numerous business functions. It also wanted to improve its member experiences with quick and accurate claim settlements.

## The solution

The insurer engaged Cognizant, its long-time IT and business operations partner, to provide automation solutions. We developed and implemented cloud-based intelligent process automation, effectively augmenting the client's workforce with more than 2,000 bots. These bots run 20 hours a day, six days a week, and have self-healing properties to ensure minimum downtime without manual intervention. Liaising with the insurer, we supported the creation of an automation center of excellence for collaboration across business units. The continuous integration

and continuous deployment process boosted the client's claims processing capacity to 3.5 million per month. Besides claims adjudication, our robotic process automation solutions enable payment integrity, and benefit coordination and claims reclassification.

## Our approach

Our bots make the client more flexible in tackling emerging business needs such as addressing the operational impacts of COVID-19. In four weeks, we configured bots to help the Centers for Medicare and Medicaid Services reverse its claims sequestration policy and ensure providers receive accurate reimbursements. Cognizant's bot analytics dashboard also enables transparent reporting and supports bot performance fine-tuning. In addition, Cognizant developed an opioid lock-in process that automates the end-to-end analysis, detection and prevention of opioid/narcotics (controlled) drug abuse.

[Read the full case study here >>](#)



## Results

**\$40M**

saved per year by processing  
43+ million claims per year

**8X**

ROI through cloud-based automation

**600%**

faster claims processing

# Accelerate innovation and introduce new experiences

Gain deeper insights into customer behavior and interests

Introduce new business models with data as a service

Accelerate time to gain insights, for greater agility

Speed up feature introduction—  
months to weeks and days to hours

Deliver exceptional customer and employee experiences



# Accelerating digital transformation

## The challenge

Oxford University Press (OUP), the largest university press in the world, faced COVID-19-related challenges such as the inability to efficiently operate in a remote working environment while meeting its significant demand for digital services. OUP wanted to deliver what its global customers needed at the right time through the right channel while also decreasing multicloud spend.

## The solution

OUP engaged us to accelerate its digital transformation program and improve user experiences. We created a unified IT services dashboard that integrates monitoring tools and application logs to provide visibility into the status of business services across the organization. We also introduced FinOps, a financial operating model for the cloud, involving key stakeholders to set priorities and determine the required organizational changes.

## Our approach

We began by conducting a comprehensive evaluation of tools in use and then created a roadmap to implement an enterprise-wide strategy for observability and availability. Our cloud-cost optimization methodology served as the structured framework for cloud-cost management. We delivered on company operations and also for its architecture, governance, [application development](#) and FinOps. OUP improved its time to market, avoided downtime and gained a unified view of critical apps and performance across the digital landscape. They can now conduct proactive analysis of business trends and act before incidents happen. Additionally, operations teams have increased productivity, reduced their global carbon footprint and achieved their sustainability goals.

[See the full story >>](#)

## Results

**59%**

saved over 3 years on software licensing

**£1.05M**

total costs saved on multicloud

**£277K**

saved with observability tool consolidation

# Building an insights and data platform as sleek as the race car it supports

## The challenge

To create a more level-playing field in Formula 1 racing, the organization's governing body established a seasonal cost cap that took effect in 2021. The Aston Martin F1 (AMF1) team needed creative ways to optimize its expenditures, including IT infrastructure. Bringing together disparate data sources would reduce costs, and also give AMF1 deeper insights about the car, driver, fan engagement and the racing environment.

## The solution

AMF1 chose Cognizant as its digital transformation partner. We contribute our technology expertise to help create a world-class, data-driven F1 team. Part of our role is providing the cloud, data and application support across all facets of the team. We manage IT daily business operations, including cloud and app maintenance and monitoring, help desk and application support.

We also customized the ERP system to meet new reporting requirements and segmented the AMF1 team's fan base for personalized marketing to boost engagement.

## Our approach

Our winning partnership blends the AMF1 team's racing knowledge and our expertise in cloud, data insights and the [IoT](#). Our software engineers were fully integrated into the AMF1 team during the engagement, collaborating on discovery through software engineering. Cloud projects on the horizon include building a digital twin of the F1 car, using AI and machine learning for simulations and in-race predictions, and exploring ways to use the IoT with connected road cars to deliver exciting new fan experiences.

[Read the full case study here >>](#)

## Results

### Increased

efficiency from consolidating data sources

### Reduced

time to prepare the report for the F1 governing body

### Deeper insights

into AMF1 fan relationships



## Oil and gas

# Increasing value to customer by offering data as a service

### The challenge

TGS is one of the largest providers of 2-D and 3-D subsurface data to oil and gas companies. Its customers purchase geological, geophysical and engineering data from TGS to decide where to drill and what challenges to expect. Previously, customers who requested data had to wait an average of five days as TGS processed raw data in its data center and copied it onto physical tapes to be shipped. To improve the experience, TGS wanted a cloud-based solution that would deliver data faster, in a more intuitive format.

### The solution

We worked with TGS to build a new data-as-a-service offering on AWS. Today, customers can go online to access a searchable and real-time catalog for insights on where to drill. The system went live with 1.5 petabytes of data, 4.5 billion data records and more than 11,000 complex files. Now, TGS customers can access personalized geospatial mapping data in five hours, down from five days before the cloud migration.

### Our approach

We built the technology platform for the new data-as-a-service offering using Cognizant's [BigDecisions® data analytics platform](#) on AWS. The AWS data lake processes petabytes of subsurface data and allows customers to search by various criteria, for insights about where to drill. BigDecisions ingests TGS's subsurface data directly to the cloud, accelerating metadata extraction by 75%. With its new, cloud-based business model, TGS has transformed itself from a data provider to a rapid insights provider, multiplying its value to customers.

[Read the full case study here >>](#)

### Results

**95%**

less time spent identifying optimal locations

**5 hours**

to deliver information to customers, down from 5 days

**1.5 petabytes**

migrated to AWS, including 4.5B data records and 11K+ complex files

## Retail

# G-Star RAW scales OMS with cloud

### The challenge

G-Star RAW, a Netherlands-based global denim brand that was founded in 1989, has its online channel operational in 47 countries with over 160 stores offering fulfillment. For its order management system (OMS), G-Star wanted to migrate to the cloud to support its goals for end-to-end omnichannel digital transformation. G-Star also wanted to achieve scalability. It was facing challenges around real-time calls because its existing unscalable on-premises solution provided inaccurate fulfillment data.

### The solution

We established a seamless data migration strategy from on-prem to Amazon Web Services (AWS) using a DB2 backup and restoration process along with the need to copy transaction logs as part of the final cutover plan, minimizing downtime to less than a day. The project implemented a multi-geography rollout that included timelines, and user and process support for distribution centers in 15+ countries.

Cognizant and G-Star migrated the entire platform to AWS, including four to five terabytes of data and messaging.

### Our approach

G-Star chose Cognizant for our execution approach and deep domain experience in managing digital transformation for similar retail projects. G-Star opted to implement the IBM Sterling OMS container model on a third-party cloud solution (AWS) and upgrade to a newer Sterling Order Management version. This strategy enabled the retailer to operate a highly flexible and scalable platform for the OMS solution that provides a single view of order and single view of inventory across various ordering channels.

[Read the full case study here >>](#)

### Results

**Improved**  
connectivity

**90%**  
reduction in overall  
impact of downtime

**Cut effort and time**  
from up to seven days to 45  
minutes via automated and rapid  
environment provisioning

# CCIB platform offers high availability and faster integration

## The challenge

A North America-based premier transportation and logistics provider intended to migrate to a highly reliable and cost-effective B2B exchange platform that could be integrated with existing and new business partners, as well as a range of existing on-premises applications. Requirements for the migration included a high availability platform uptime of >99.9% and business transactions that totaled >250 million per year. Initially, the company was engaged with a major vendor for B2B services to integrate its business partners to allow the exchange of EDI documents. The services, however, did not meet expectations.

## The solution

We identified gaps in existing service that resulted in missing load tenders from partners. The Cognizant Integration Process Management (IPM) team began by setting up the B2B exchange platform using the secure Cognizant Cloud Integration Brokerage (CCIB) framework. The CCIB framework is an open architecture platform

that can be used in conjunction with a variety of cloud and software service providers in many different environments.

## Our approach

In this case, we worked with Cleo software and hosted the solution on Azure cloud. The setup included servers, databases, storages and networks. The Cognizant Hybrid Smart Operations (HSO) team built end-to-end integrations and monitoring capabilities that are optimized for common business processes such as order-to-cash, procure-to-pay and load tenders, and to handle platform-related incidents using an automated alerting mechanism. In addition, the implementation team and our client's business team collaborated on grouping the 800+ trading partners scoped for cloud migration and prepared readiness trackers to ensure a successful transition to CCIB.

[Read the full case study here >>](#)

## Results

### 20-30%

improvement in the onboarding SLA, resulting in faster partner onboarding

### 99.9%

high-platform availability

### Shortened

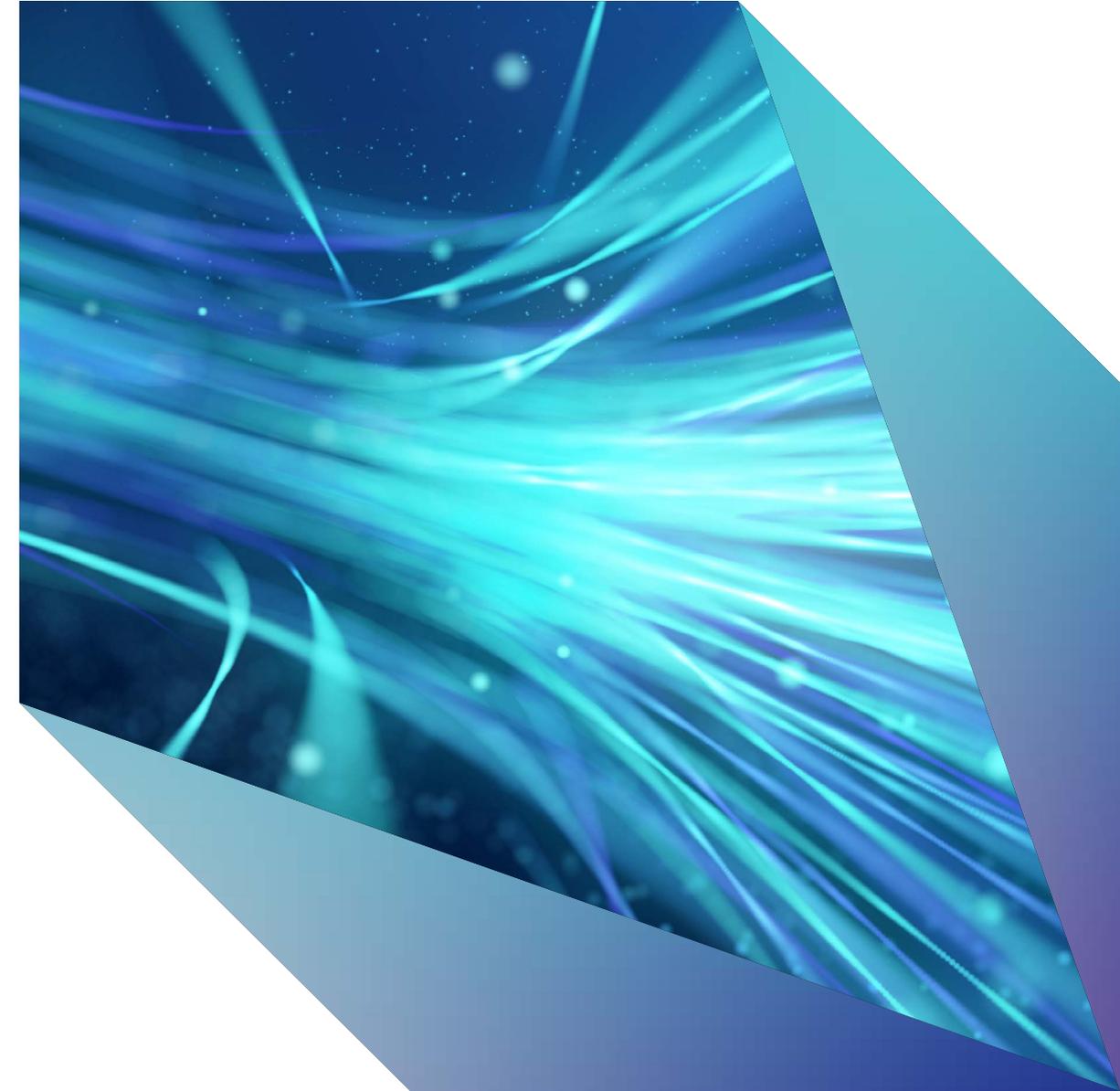
issue resolution time from days to minutes/hours

# Gain a competitive edge with faster and more complete insights

Accelerate time to gain insights with advanced,  
cloud-based analytics

Engage customers by personalizing experiences

Increase visibility into operations with  
consolidated data from global offices



## Automotive

# Volkswagen Group Ireland transforms CX with cloud

### The challenge

Volkswagen Group, one of the world's most recognizable automotive manufacturers, is undergoing a major multi-year business transformation to become a software-driven mobility provider. It's a shift that requires a revamp of the way it manages relationships with its dealer network and end consumers. As part of that transformation, Volkswagen Group Ireland is seeking to streamline and improve the way its 520,000 customers and dealers experience its contact center. A legacy, on-premises call center platform was undermining the customer experience (CX) for callers and agents alike. A modern and integrated, omnichannel platform was needed.

### The solution

We held workshops with contact center supervisors, operations leads and agents to understand the issues caused by the existing platform. Based on those findings,

we developed streamlined call flows and a new platform architecture that would see Amazon Connect integrated with Salesforce Service Cloud to create a single, omnichannel cloud-based contact center environment with a low total cost of ownership (TCO). The end-to-end project, from initial workshops to final go-live, was delivered in just three months.

### Our approach

The modernization project involved moving from the legacy platform to Salesforce Service Cloud Voice handled by Amazon Connect, and full integration into the Salesforce agent desktop. Cognizant was selected to lead and deliver the project, based on our track record of successful Salesforce implementations and proven expertise in integrating multi-vendor environments.

[Read the full case study here >>](#)

### Results

**15%**

of calls are now resolved through IVR self-service

**8%**

reduction in average waiting time in the call queue

**50%**

improvement in back-office productivity



## Manufacturing

# Etex sets digital path by moving large SAP workloads to Azure

### The challenge

Etex, founded in 1905 and headquartered in Brussels, Belgium, is a pioneer and global leader in new construction methods and lightweight construction materials. Working within a soon-to-expire infrastructure hosting contract for enterprise IT services, Etex sought a new partner that could offer more flexible and cost-effective terms. The existing contract used a pricing model that led to an undesirable automatic full month of billing. Additionally, the company wanted to migrate to a hyperscale cloud that offered agile data processing and greater flexibility and scalability. There were also network design complexities to be solved with a well-architected migration design to avoid integration challenges.

### The solution

We assisted Etex to select the right target cloud platform and the choice was Microsoft Azure. We utilized our unique, accelerated, four-phase approach to cloud

migration using the Cognizant SAP Cloud Assessment and Transformation (cCAT) framework for SAP cloud enablement. Our accelerators reduce the manual efforts of cloud design and leverage the substantial experience we have gained through executing SAP transformation projects in the cloud.

### Our approach

To reduce risk and minimize business disruption, Cognizant used the Azure Migrate tool (AMT) for application migration, which allowed Etex to retain hostnames and database types and versions. Cognizant also recommended a customized migration approach for each SAP product landscape based on the database product and size for optimal business downtime. Cognizant grouped tightly coupled systems in waves and performed migrations, one wave after another, mitigating risks with reduced network bandwidth challenges.

[Read the full case study here >>](#)

### Results

**6,500+**

user systems migrated seamlessly worldwide

### Improved

system performance achieved over the previous on-premises system

**20%**

estimated cost savings annually over the previous on-premises system



# Delivering the personalized experiences that engage sailing fans, with the cloud

## The challenge

Billed as the world's most exciting race on water, SailGP features national teams in identical race boats battling in short, intense races at iconic stadium-style venues across the globe for sailing's top prize of US\$1 million. Promoting a new sport is a huge undertaking, and SailGP is looking to build robust revenues streams and commercial partnerships. To understand its fan base and increase engagement, SailGP wanted to create a single repository of fan data from the international sailing teams in the league—and apply data analytics to create lifelong fans.

## The solution

As the official digital transformation partner for SailGP, Cognizant worked with the company to build a new marketing technology stack on Oracle Marketing Cloud. The cloud provides data-driven insights that SailGP uses to engage fans with personalized email, social and web interactions.

## Our approach

By engineering software and cloud into SailGP's business, we've given them the insights to promote the sport and cultivate lifelong fans. Future plans include implementing Oracle CX Unity, part of the Oracle Customer Experience Cloud, to bring together online, offline and third-party data sources, applying machine learning for even more personalized interactions. Data-driven insights, powered by the cloud, are helping to deliver the adrenaline-fueled experiences at the heart of SailGP's appeal.

[Read the full case study here >>](#)

## Results

**20%**

longer average website visit duration  
(from 1:53 to 2:24)

**11% to 14%**

increase in share of  
returning visitors

**0.4% to 1.6%**

increase in average monthly email  
community growth

## About Cognizant cloud

The Cognizant cloud solutions team delivers outcome-based, client-centered results across industries. Whether the objective is data consolidation, cost reduction, process improvement, an enhanced user experience or all of the above, we design and deliver comprehensive cloud solutions for the job. We work with all the major cloud providers through dedicated hyperscaler business groups to offer full-stack skills and capabilities. Our cloud-first solutions solve today's problems and help prepare our clients for tomorrow. Accelerate your move to the cloud with the right people and platform. To learn more about Cognizant Cloud, visit [cognizant.com/cloud-solutions](https://cognizant.com/cloud-solutions).



## About Cognizant

Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at [www.cognizant.com](https://www.cognizant.com) or follow us @Cognizant.

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