Intuitive Operations and Automation - Managed Services

G-Cloud Service Definition Document

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Cognizant Managed Services – driving transformation to deliver world-class public services.

In order to modernise government, public sector leaders must supercharge its most important assets – people, process and technology. This is pivotal to the success of any organisation, but fundamental for UK public sector to deliver the change, agility and results needed to become one of the worlds most advanced and efficient public entities.

Cognizant engineers and manages dynamic, intelligent, and human-centered modern operations, empowering government to evolve, modernise and flourish amid rapid change. At the intersection of AI, Cloud and process transformation, we are creating a landscape where productivity increase at pace, and resources are leveraged to their utmost. Partnering with our clients, large digital innovators and global enterprises on the digital transformation journey, we help them to transform their business operations, significantly increase productivity, embed superlative experience and innovate at scale.

Increasingly we are seeing 'As a service' including BPaaS, SaaS, CCaaS, permeate into manged services and the public sector. In a few areas we are seeing this starting to be deployed at scale and over the next two years we believe that UK government will increase usage, and this will become a common operating model with a flexible commercial model including subscription services as the norm to drive predicable costs.

A key factor for success will be to enhance integration and optimise cloud & process platforms to achieve consistency of change and ensure a single source of truth across the enterprise.
As a proficient managed service provider, we have the knowledge, vital domain expertise, and foresight to expect these changes and constantly evolve and adapt government processes with Gen AI as well as the related areas of cybersecurity, compliance, and risk. We have the teams to combine human creativity, transformative tech expertise, and cross-industry process innovation, working closely with clients to deliver remarkable results.

As generative AI redraws the blueprint of human-machine collaboration, unlocking new value potential, we're committed to navigating this thrilling journey with our clients. We're here to ensure that together, we harness this technology effectively and responsibly. We are constantly learning, adapting and co-creating to deliver value both through generative AI based solutions, and by aiding enterprises incorporate generative AI into their own services.

Our distinct advantages:

- **Clearly articulate the vision:** Transforming the operation is a fundamental shift in the way an organisation operates, the way it works and the way it thinks, successful initiatives start with defining exactly how the change will create value at the strategic, financial and operating levels. The maturity of our clients ranges from those who are just beginning their transformation journey to others with converged technologies and well-established enterprise programmes. Their operating models run the continuum of fully centralised, to hybrid, to federated. We tailor our approach so that we are able to establish 'just in time' foundational components, fully scaled models or even evaluate a model as need be and set up course corrections for improved outcomes. Developing strong cross functional governance and processes and establishing risk management, security and controls are other key aspects of our services around operating model design.
- **Client-centric approach & creative modelling:** Each client's journey is unique, and we believe we need to meet clients where they are at today, define a strategy to align to their goals, work with them to strengthen or establish a foundation and then partner shoulder

to shoulder to make that vision a reality. To do this we bring to the table: flexible models, customisation of approach/tools/templates to engrain to their ecosystem, creative solutions, e.g. hackathons, community creations, trainings, etc. To enable we additionally leverage accelerators that include programme maturity, process readiness, and change readiness assessments.

- **Value Catalysts:** We go beyond ensuring that our clients' business operations are future ready. We help them drive meaningful business outcomes such as higher revenue per order, increased productivity, faster speed-to-market, and superior client and employee experiences. We act as accelerators in our clients' growth ecosystem. Our extensive experience with global digital disruptors positions us well to help less digitally mature businesses leapfrog the competition by combining new technologies with cutting-edge operational models.

- **Deep domain optimisation:** This team brings deep-domain expertise, domain offerings and data-driven methodology are the heart of our business process consulting services. Through automation feasibility analysis, process vision, road mapping assessment, and prioritisation based on business outcomes, this team enables clients to identify, analyse, and transform client specific operational efficiencies. The tools and frameworks we leverage range from traditional value stream analysis, self-assessment, process optimisation and re-imagination to leading technologies such as process discovery and mining, engagement & Training, Ideation & Assessment, Implementation Approach, Technical Governance, Risk & Security Management, Outcome Management, Tools, and Funding / Charge-back. Cognizant also uses process improvement methodologies to optimise E2E business processes with a specific expertise in F&A (O2C, R2R, P2P), HR, procurement and supply chain.

- **Deep Industry Expertise:** Our roots run deep in industry-specific knowledge. This has not only enabled us to develop vertical accelerators and IP that speed operations transformation, but also to cross-fertilise ideas and spark innovation.

- **AI-led Business Process Automation Leadership:** With our Cognizant Neuro® Business Processes intelligent automation fabric we integrate and orchestrate clients' existing automation capabilities, data, and talent into enterprise-wide, adaptive processes. The result? AI-infused, simplified, and efficient operations that deliver intuitive experiences. It delivers game-changing returns from simplifying processes, drive exponential growth through modern operations models, Operations transformation, Human-centric automation, Process design, Technology integration, Advanced analytics Intelligent automation, Conversational AI, Customer experience management, IT transformation. It delivers significant benefits across government and improved outcomes from lower labour costs, increased automated call resolution, chat programme accuracy, process efficiencies, reduction in disputes, SGA expenses and costs.

- **At the Frontier of Modern Operations**: Our services go well beyond traditional managed services. We work with some of the most innovative companies in the world to test and scale new ideas every day. From creating digital twins and training self-driving vehicles to building virtual communities and securing brands online, we're continuously innovating. Our approach integrates the physical and the digital, enabling clients to take advantage of the new age of AI.

- **Disruptive Force in Traditional Services:** When government must deftly adapt to a digital, interconnected world that's constantly changing, it's this multi-disciplinary expertise that will make the difference. In-line function-specific services (F&A, CXM, HR, Payroll,

L&D), we introduce new technologies and industry-specific assets to challenge and outpace established methods. We transform the traditional, aligning it with the demands of the age of AI, andthe fast pace of this market and need to enable in year benefits while establishing a strategy, the need for services providers to be able to look forward while delivering results has become ever more critical. Cognizant brings a unique ability to meet clients where they are at today and assess what is needed to create a strong foundation for tomorrow, while enabling accelerated results. Cognizant's experience across all industries, global presence and vast talent pool makes us the perfect to assess our client's environmental, technological, business and people readiness for a major transformation programme.

- **Shaping a new future:** As government navigates **its way from traditional to a highly digital landscape** with new ways of working, new operating environments, hybrid workforce challenges and technology at its core, its necessary that any service provider has the expertise to anticipate cross-functional impacts related to BPaaS, SaaS and functional As-a-Service operating models, orchestration and integration. We provide the key skills and experience to manage small, medium and large scale, complex transformation programmes. Cognizant's Digital Transformation Strategy is designed keeping the above objectives in mind, with a focus on the impact to employee and a feedback loop that captures customer thoughts and inputs. This ensures that the strategy, roadmap is honed over time and citizen, user, employee experience is completely embedded to meet business objectives. Establishing a flexible, but robust governance & commercial model aligned with outcomes is imperative in this new operating environment.

Cognizant's Managed Services – Our extensive offerings

- Cognizant Finance & Administration Advisory
- F&A Transformation
- Source to Pay (S2P)
- Quote to Cash
- F&A - Record to Report
- FP&A as a Service
- Cognizant Business Process Automation and Orchestration
- Cognizant's Financial Crime & Compliance
- Major Programme Readiness and assessment
- Digital HR across the employee life cycle
- Digital Payroll
- Learning As a Service
- Customer omni-channel Customer experience Management – CXM
- Cognizant Contact Centre as a Service

Cognizant Overview

Cognizant engineers modern businesses. As one of the largest global professional services companies we help clients in the UK modernise technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life.

We focus on IoT, AI, software engineering and cloud—the technologies that are changing the nature of business. Our global presence enables us to serve you locally.

What we do

- We **transform experiences** so our clients reach new levels of growth and brand loyalty
- We **reimagine processes** with automation and capabilities that instill insight, precision and speed.
- We **modernise technologies** that help our clients remain relevant and ready for the future.

We work with our clients to:

- **Deepen User Understanding**: We research user needs, preferences, and behaviors so that we can deliver more personalised, proactive, and responsive services.
- **Meet Evolving Expectations**: We implement solutions that mirror the speed, convenience, and accessibility that citizens expect from modern digital experiences, fostering increased satisfaction and trust.
- **Improve Service Efficiency**: Cognizant helps streamline processes, automate tasks, and optimise resource allocation for improved service delivery with reduced costs.
- **Strengthen Leadership Capabilities**: We offer analytics driven insights and tailored training to empower data-driven decision-making and equip public sector leaders for the digital age.
- **Innovative Policy Solutions**: Our teams bring experience and technological expertise to help identify and implement creative, effective digital approaches to complex policy challenges.

Our People

Our 8,000+ UK team bring both technical skills and experiences, and deep domain knowledge of the public sector landscape. We can provide staff that cover all SFIA roles and grades. Cognizant's Intuitive Operations and Automation's (IOA) practice have 90,000+ resources across the globe and over 5700+ in EU & UK.

We have employees across the UK, our major hubs include a dedicated Public Sector Centre of Excellence in Leeds, our Head Office in London, including an Advanced AI Lab and an AI public sector co-innovation lab, and a large design studio in Bristol specializing in DesignOps.

We can also draw on 280,000+ nearshore and offshore professionals for reduced cost options where you can take advantage of these.

Our Credentials

We have a rich portfolio of successful digital and cloud transformations across Central Government, Government Agencies, NHS, Local & Regional Government, Transport, and Utilities.

Awards and Recognitions

| | 2024 TOP EMPLOYER IN EUROPE FOR the 9th CONSECUTIVE YEAR | 2024 America's Greatest Workplaces for Diversity by Newsweek for the Second Consecutive Year | 2023 FORTUNE LIST OF AMERICA'S MOST INNOVATIVE COMPANIES | 2023 FORBES' LIST OF AMERICA'S BEST MANAGEMENT CONSULTING FIRMS | 2023 COGNIZANT EMERGES AS TOP EMPLOYER IN INDIA IN LINKEDIN TOP COMPANIES LIST | 2023 Cognizant Named to Fortune's Modern Board 25 List |

Analyst Accolades

Everest Group *From insight to action*	Cognizant Named a Leader in the MedTech Operations PEAK Matrix® Assessment 2023	Cognizant Named a Leader in the Everest Group Next-generation Quality Engineering Services PEAK Matrix® Assessment 2023	Cognizant recognized as a Leader in the Everest Group Data and Analytics Services PEAK Matrix® Assessment	Cognizant Named a Leader in the Everest Group Life Sciences Operations PEAK Matrix® Assessment 2023	Cognizant Named a Leader in the Everest Group Property & Casualty Insurance BPS PEAK Matrix® Assessment 2023
iSG	Cognizant Recognized as a Leader in ISG Provider Lens™ Salesforce Ecosystem Partners 2024	Cognizant Recognized as a Leader in the 2023 ISG Provider Lens™ Oracle Cloud and Technology Ecosystem	Cognizant Recognized as a Leader in the 2023 ISG Provider Lens™ Finance and Accounting Outsourcing Services	Cognizant Recognized as a Leader in ISG Next-Gen ADM Services 2023	Cognizant Recognized in ISG Future of Work Provider Lens Services Study, 2023
AVASANT	Cognizant Recognized by Avasant as a Leader in Tech-enabled Sustainability Services RadarView 2023-2024	Cognizant Recognized by Avasant as a Leader in Data Management and Advanced Analytics Services, 2023	Cognizant Named by Avasant as Leader for End-User Computing Services, 2023	Cognizant Recognized by Avasant as a Leader in Digital Workplace Services, 2023	Cognizant Recognized by Avasant as a Leader in Banking Process Transformation, 2023
HFS	Cognizant Recognized as a Leader in the Inaugural HFS Horizons, 2024	Cognizant Recognized as a Leader in Generative Enterprise™ Services by HFS, 2024	Cognizant Recognized as a Leader in Services for the Platform Economy by HFS Research, 2023	Cognizant Recognized as Market Leader in Travel, Hospitality, and Logistics Service Providers by Analyst Firm HFS, 2023	Cognizant Recognized as a Market Leader in Automation Services by HFS Research, 2023

Our Culture & Vision

Every choice we make aligns to our vision: to become the pre-eminent technology services partner to the world's top companies. Our values form the bedrock of our culture and define how we work together to serve our stakeholders.

- Start with a point of view
- Seek data, build knowledge
- Always strive, never settle
- Work as one
- Create conditions for everyone to thrive
- Do the right thing, the right way

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Next Steps and Contact Details

Please send your requirements to inquiryPSandHealth@cognizant.com

Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will contact you:

- The name of your organization.
- Your name and contact details.
- A brief description of your business situation.
- The service that you are interested in.
- Your planned timescales for the work.

About Cognizant

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UK Headquarters

Cognizant Worldwide Limited
280 Bishopsgate,
London EC2M 4AG England
+44 (0)20 7297 7600
Contact: inquiryPSandHealth@cognizant.com