



# Business Reliability Services (Core Infra)

G-Cloud Service Definition Document

# Cognizant Business Reliability Services

## Our offerings

- **Cognizant Network Advisory Services:** Provides expert guidance and support to help organizations optimize their network infrastructure and operations.
- **Cognizant Secure Enterprise and Cloud Network Services:** Offers comprehensive security solutions to protect enterprise and cloud networks from cyber threats.
- **Cognizant Unified Communications and Collaboration Services:** Enables seamless communication and collaboration across teams and locations through a range of tools and technologies.
- **Cognizant Storage Services:** Provides scalable and reliable storage solutions to meet the data storage needs of organizations.
- **Cognizant Backup, Resilience and Recovery Services:** Offers robust backup and recovery solutions to ensure business continuity and resilience in the face of disruptions.
- **Cognizant IT Business Continuity and DR Services:** Helps organizations develop and implement effective business continuity and disaster recovery plans to minimize the impact of disruptions.
- **Cognizant Database Management As a Service:** Provides end-to-end database management services to ensure the availability, performance, and security of critical data.
- **Cognizant Mainframe Modernisation and Management Services:** Helps organizations modernize and manage their mainframe systems to improve performance, reduce costs, and enhance agility.

**Business Reliability Services**  
 “Intuition to Intelligence”

Hybrid	Heritage Services (MF, Unix)
Private cloud (Server, Storage & Backup)	Public Cloud
Network	Database & Middleware

**# Reliability @ Edge**

- ❖ Neuro-IT – hyper automation
- ❖ AIML Platform Led

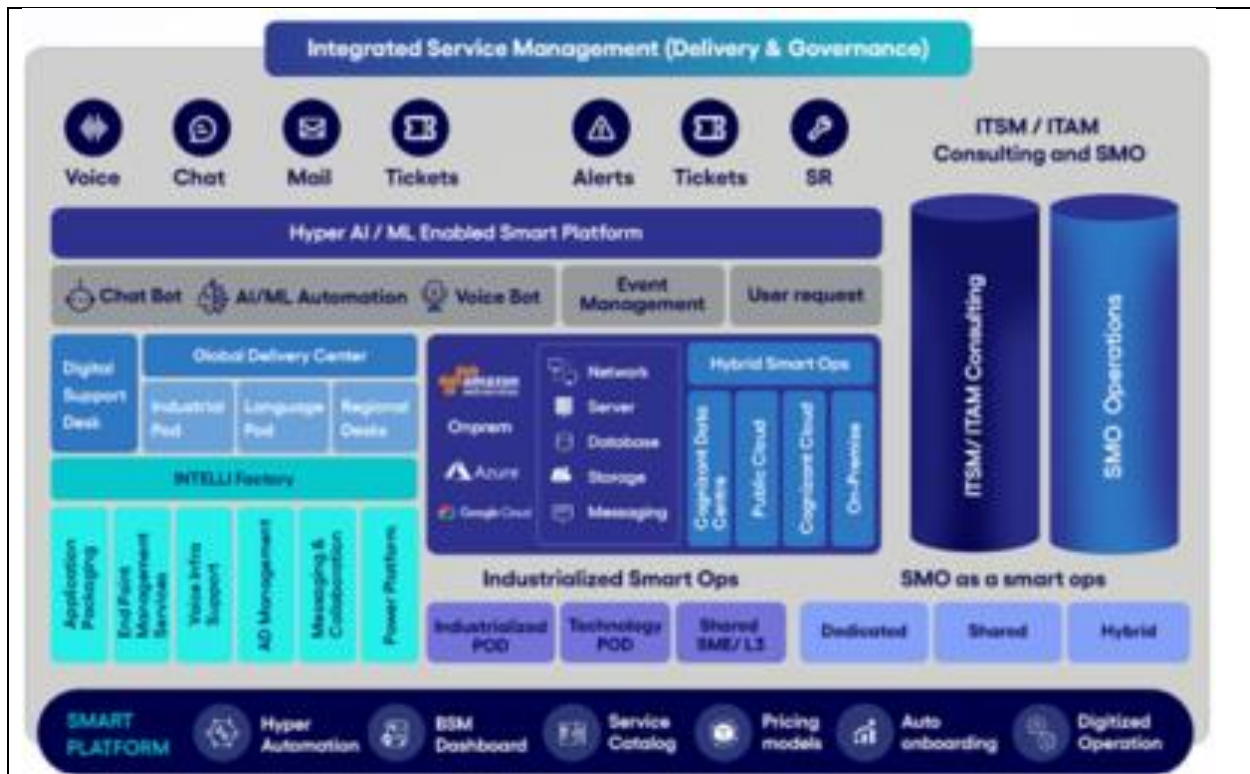
**# Reliability @ Scale**

- ❖ AI First Delivery Model (AIFDM)
- ❖ Hybrid Cloud Operations

**# Reliability @ Core**

- ❖ SRE
- ❖ XaaS & Cloud Transformation

**Economics of Reliability**



## Target Customers and Use Cases

- **Cognizant Network Advisory Services:** A government agency can use this service to optimize their network infrastructure to improve connectivity and access to digital services for citizens.
- **Cognizant Secure Enterprise and Cloud Network Services:** A hospital can use this service to secure their network and protect sensitive patient data from cyber threats.
- **Cognizant Unified Communications and Collaboration Services:** A public health department can use this service to improve communication and collaboration among teams and with other agencies during a health crisis.
- **Cognizant Storage Services:** A government agency can use this service to securely store and manage large amounts of data, such as census data or tax records.
- **Cognizant Backup, Resilience and Recovery Services:** A hospital can use this service to ensure that their critical systems and data are backed up and can be quickly recovered in the event of a disruption.
- **Cognizant IT Business Continuity and DR Services:** A public health department can use this service to develop and implement a business continuity plan to ensure that essential services can continue to be delivered during a disaster.
- **Cognizant Database Management as a Service:** A government agency can use this service to manage their databases, ensuring that data is available, secure, and performing well.
- **Cognizant Mainframe Modernisation and Management Services:** A government agency can use this service to modernize and manage their mainframe systems, reducing costs and improving agility.

## Service Scope

Our comprehensive service delivery approach includes a range of services to help organizations optimize their IT infrastructure and operations. Our services include consulting, assessment, testing, implementation, and decommissioning. We work closely with our clients to understand their unique needs and tailor our services to meet their specific requirements. Our team of experts leverages industry best practices and cutting-edge technologies to deliver high-quality services that drive business value.

## Our Comprehensive Service Delivery Approach

- **Delivery Model:** Our services can be delivered through a variety of models, including on-premises, cloud, and hybrid, depending on the specific needs and requirements of the client.
- **Service Levels and Performance Metrics:** We work closely with our clients to define and agree on service levels and performance metrics that align with their business objectives. We continuously monitor and report on our performance to ensure that we are meeting or exceeding expectations.
- **Support and Maintenance:** We provide comprehensive support and maintenance services to ensure the ongoing reliability, availability, and performance of our clients' IT infrastructure and operations. Our support services include technical support, service desk, knowledge base, and documentation.

## Benefits of Our Partnership

- **Expertise:** Cognizant has a wealth of experience and expertise in delivering IT services to organizations across a wide range of industries. By partnering with Cognizant, organizations can leverage this expertise to optimize their IT infrastructure and operations.
- **Innovation:** Cognizant is at the forefront of innovation in the IT services industry, leveraging cutting-edge technologies and industry best practices to deliver high-quality services that drive business value.
- **Scalability:** Cognizant's services are designed to be scalable, allowing organizations to easily scale their IT infrastructure and operations as their business grows and evolves.
- **Cost-effectiveness:** By partnering with Cognizant, organizations can reduce their IT costs and improve their return on investment through more efficient and effective IT service delivery.

## Technical Requirements

- **Software and Hardware Requirements:** Cognizant has a flexible delivery model and can work with clients on their specific software and hardware requirements which must be met to ensure optimal performance and reliability.
- **Integration and Compatibility:** Cognizant's services are designed to integrate seamlessly with existing IT systems and applications, ensuring compatibility and interoperability.

- **Data Security and Compliance:** Cognizant takes data security and compliance very seriously, and our services are designed to meet the highest standards of data protection and regulatory compliance.

## Service Management

- **Service Onboarding and Provisioning:** Cognizant works closely with clients to ensure a smooth and efficient onboarding and provisioning process. This includes defining and agreeing on the scope of services, establishing service levels and performance metrics, and setting up the necessary infrastructure and systems.
- **Service Monitoring and Reporting:** Cognizant continuously monitors and reports on service performance to ensure that we are meeting or exceeding expectations. This includes tracking key performance indicators, providing regular status updates, and conducting periodic service reviews.
- **Change Management and Incident Response:** Cognizant has established processes and procedures for managing changes to services and responding to incidents. This includes assessing the impact of changes, implementing changes in a controlled manner, and restoring services in the event of an incident.

## Pricing and Billing

Cognizant offers flexible pricing models to meet the needs of different clients. These may include subscription-based pricing, pay-as-you-go pricing, or fixed-price contracts. The pricing structure may vary depending on the specific service and delivery model and may be based on factors such as the number of users, the type of service, or the number of resources consumed. Billing and payment terms are typically defined in the contract between Cognizant and the client.

## 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.

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

					
Analyst Accolades					
	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
	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
	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
	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

## Next Steps and Contact Details

Please send your requirements to [inquiryPSandHealth@cognizant.com](mailto: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

Cognizant (Nasdaq-100: CTSI) 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](http://www.cognizant.com) or [@Cognizant](https://twitter.com/Cognizant).

### UK Headquarters

#### **Cognizant Worldwide Limited**

280 Bishopsgate,  
London EC2M 4AG England

+44 (0)20 7297 7600

Contact: [inquiryPSandHealth@cognizant.com](mailto:inquiryPSandHealth@cognizant.com)

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