



Automation by Cognizant Intuitive Operations and Automation

G-Cloud Service Definition Document

Automation Capabilities by Cognizant Intuitive Operations and Automation (IOA)

Client preferences and demands can shift overnight. To stay ahead of fast changing needs, business and IT leaders must partner together to accelerate and scale end-to-end business processes that think, learn and adapt on their own.

Executives know that modern businesses must transform and drive productivity and innovation to thrive. To do that, they must move beyond traditional automation and seize the opportunities presented by intelligent process automation (IPA).

Integrated in the right way and at scale, Automation can bring huge value to organisations by increasing productivity and efficiency while simultaneously freeing up personnel to work on higher value tasks and strategic initiatives. But achieving true automation across the enterprise is not without its challenges, and many organisations struggle to build workable roadmaps for large-scale implementation.

Cognizant combines business and process consulting, domain and technology expertise with change management to help companies realise the full potential of Automation. Our modular approach enables us to meet you where you are in your automation journey. Taking into consideration your legacy and digital needs, we work collaboratively with you to realise your vision. We apply our domain and industry expertise to support you at every step, helping you drive efficiencies, scale and achieve market differentiation. Cognizant services can be broadly classified into Consulting, Advisory, Process Engineering, Implementation and Analytics.

- **Accelerate, Simplify and Scale:** Intelligent automation requires equal focus on people and technology. Our advisory team works with you to create a sustainable framework to enable scale, establishing the right operating model and embedding change management.
- **Reimagine work, engineer digital:** Achieving maximum business results with Automation requires enterprise-wide digital operations using technology that's uniquely designed for your IT ecosystem. Our proprietary and partner solutions help you simplify, accelerate and expand automation—enabling end-to-end processes to create flexible, resilient operating models.
- **Optimal results delivered the way you work:** Automation success hinges on two must-haves: the right technology and a partner who is embedded in the fabric of your organisation. We provide flexible, right-fit, customised solutions that support a non-linear approach to digital transformation. Our implementation model utilises change management to bolster outcomes.

Why Cognizant?

With the 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. We work hand in hand with our clients to simultaneously not only define a strategy, but also to move the client forward by transforming how they will work.

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. Additionally, we continue to enhance our team's skillsets by hiring practitioners who have not only led and scaled programmes, but industry experts to aid in solutioning.

AI integrated automation stack: Our intelligent enterprise automation offerings are centred around providing our clients a competitive advantage by having data and AI capabilities deeply integrated within the automation stack, so that a single platform can cater to majority of the automation needs instead of relying on multiple technologies. Similarly, in case of machine learning, modelling is usually done outside of automation stack and then integrated back for inferencing. We have curated our in-house intelligent automation offerings (Cognizant Neuro®) for integrated ML or auto ML that can work seamlessly inside the automation stack.

Tools and templates tailored to Client environment: We have a plethora of tools, accelerators, and frameworks to build upon to provide a customised recommendation that keeps our clients' needs and goals at the centre. Meeting our clients where they are at, in their automation journey allows us to bring the specific package that enables their success on their own terms. A programme may be starting from scratch or needs better scale, we help our clients pick and choose from our vast repository the ones that caters to their unique requirements and help them structure their intelligent automation journey swiftly and easily.

Embedded automation into digital transformation pursuits: As clients invest to move to models that enable an integrated human +technology mindset we need to support that movement forward with right-fit solutions, accelerated transformation and a laser focus on results/outcomes. We combine our own in-house Innovation Fabric (Cognizant Neuro®) to combine horizontal solutions with domain specific enablers to scale quickly. It allows our clients to 'shift left' with early transitions and transformation or 'shift right' with enterprise-wide transformation with IT and Ops digital plays.

Build with the End State in mind: While we leverage Cognizant's breadth, the core of client process automation requests is addressed within our Automation practice. Having intentionally organised ourselves this way, enables us to scale and ramp up clients faster, both in terms of resources and incorporating new technology. Our automation team is a full stack of end-to-end, yet modular service offerings that include advisory services to help clients "do the right thing", and implementation services to help clients "do things right".

Tailored Client Approach: The appetite, goals, starting point and challenges are unique to every organisation. Meeting our clients where they are at to support their growth and automation maturity at their speed is a differentiator to the 'cookie cutter' engagements that have led to unrealised goals and value for many organisations. Our teams collaborate to support the client in implementing the best practices and technologies they need now, while creating the roadmap to mature at the pace that suits the organisation.

Implementing and Delivering Automation

We focus on forming a partnership with our clients that creates a future ready practice that scales from RPA to IPA and have done this for almost 400+ clients using a proven model.

Cognizant puts the client's needs and priorities at the core of the programme. We remain a partner throughout the journey that is flexible to address the client's business requirements. Our commitment & reputation for delivery will ensure that the client will be successful in adopting a digital future.

Cognizant opts a 'Customer Driven Approach' to achieve the desired state of automation. Each facet of a process is critically assessed. The assessment commences with the users, their expectations from and behaviour towards the process are extrapolated. The various channels through which users interact with the process are identified. Data inputs to the process are studied. Once the 'as-is' assessment exercise is complete and validated, process reengineering / redesign techniques are applied with the intention to streamline the end-to-end process state to enable customer / business value stream and make the process more conducive to hyper automation interventions. This prior optimisation of the process flow will ensure that automation interventions derive the highest possible levels of operational efficiencies and ROI. Hyper automation techniques are then applied as integrated and interconnected solutions to achieve automation benefit.

The approach further details strategy for active change management – to amplify the impact of automation, technology evolution – continuous evaluation of technology trends and fostering strategic partnerships with tool vendors, and digital workforce monitoring and management – data dashboards to monitor bots and draw descriptive, prescriptive and predictive insights into the process.

Cognizant recommends a factory model of automation delivery using self-contained Agile Pod teams. Every Pod team contains the necessary roles for automation implementation and will operate in an onsite-offshore model.

The processes to be automated will be identified at the end of the Use Case discovery workshops and provided to the Implementation team.

Benefits of POD model:

- Self-contained team making effective utilisation of resources by sharing them among multiple processes.
- Fixed capacity team whose output capacity is predictable based on process complexity.
- Suitable for scaling up where there is a pipeline of opportunities thereby making it well suited for a factory model of delivery.
- Improved productivity by establishing LOB-specific Pods.

Based on the complexity of the processes, the POD team can deliver a combination of automated processes every quarter.

Our leading Process Automation partners include Automation Anywhere, UiPath, Blue Prism, Microsoft Power Automate, WorkFusion, Pega, ServiceNow, Appian etc.

Intelligent Document Processing (IDP)

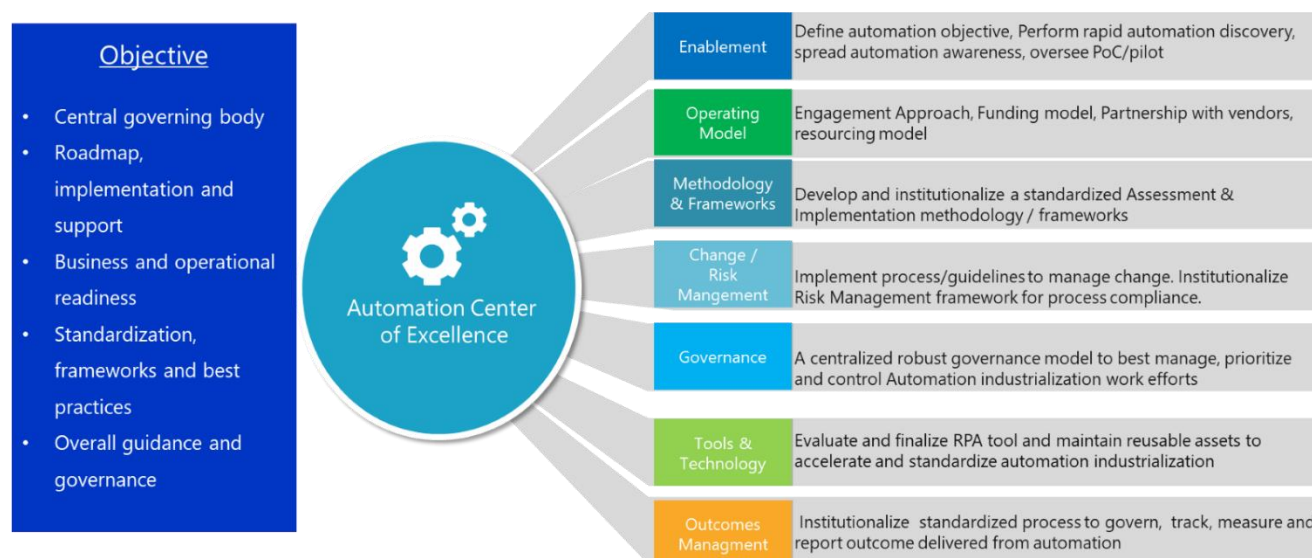
With 15+ partnerships in intelligent document processing and OCR based extraction tools, our fabric allows for conducting quick POCs / testing the fitment of tools for documents through a virtual lab. This provides an enterprise scale, tool agnostic and cost-efficient solution for content driven intelligent document processing and process automation. Our platform leverages AI and NLP based processing to digitise based on context/ domain and drive better efficient, straight through processes while reducing risk, improving compliance and freeing up capacity to focus on more value-added activities. The data extracted from this solution will get processed and pushed into the downstream systems using RPA tools.

Our Intelligent Document Processing tool partnerships include Automation Anywhere, UiPath, Blue Prism, Azure Document Intelligence, Abbyy, Kofax, Indico etc.

Automation Centre of Excellence (CoE) Advisory

In order to establish and scale RPA, Cognizant recommends setting up an Automation Centre of Excellence (CoE) so that different business units/geographies do not approach automation independently but rather learn the right approach to automate. The CoE sits at the heart of automation delivery model with a primary objective to drive standardisation, provide guidance and governance and ensure business and operational readiness for automation journey. It provides leadership, evangelisation, tools / frameworks and best practices to drive adoption and continuous improvement.

The functions of this group as envisioned by Cognizant are outlined below:



Citizen Development

Our approach to citizen development ranges from coming up with a strategy targeting specific groups to full scale deployments. As we layout these models for clients, we often aid in adding career pathing and methods to support embedding citizen development into employee roles. Our multi-prong approach includes:

- Technical: initial skills development through ongoing upskilling
- Process: guidance on governance & working with COEs, developing support models, creating the environment and defining controls.
- Career pathing: up/reskilling, HR role planning, cross community learning
- Point of use: office hours & in the moment collateral for self-service, starter kits, etc., to reinforce and improve upon.
- Awareness: support for ongoing education & adoption, e.g. workshops, eLearning.

Engagement programmes include:

- Hackathons and competitions
- Rewards and recognition models that include gamification.
- Outreach and communication models
- Certifications and tiered citizen models to support part-time to fulltime goals for individuals.
- Infrastructure readiness and licensing management
- Planning models that support the inclusion of multiple technologies

We recognise that Citizen Development is undertaken by organisations to drive various outcomes, and tailor the programme to align to these goals. These programmes are often a challenge to establish and then to scale and ensure ongoing involvement with outcomes.

We offer a community-based model, wherein all employees are encouraged to join, and the model is implemented to become self-sustaining overtime with minimal COE oversight. In this model, we focus on enabling communications, facilitating training, and providing mentors to ensure community health and individual success. We also provide more structured programmes where we work to identify high-potential candidates, train and mentor them, build a pilot project, and then certify them. These models merge in the long term, but the initial approach is determined with the client to ensure their journey is in line with organisational needs.

Bot Maintenance and Support

Cognizant supports global delivery including production support across multiple geographies through its proven onsite-offshore model. Cognizant identifies the need from its customers to have round the clock support for its software assets in production including automated robots. Hence, in order to maximise coverage across time zones, Cognizant deploys a mix of Support Analysts and Engineers to work in a multi-shift schedule as part of its offshore and onshore teams. Cognizant recommends a Support team comprising of L1 / L2 (Incident Management) and L3 (Problem Management) resources wherein a Support Lead is deployed at onshore (during the UK business hours) to support the business teams on any production issue/ business clarifications. The L1 resources who are mainly responsible for production monitoring are deployed at offshore across multi-shift schedule to maximise coverage across time zones. L2/L3 resources are deployed at offshore with the Support Lead assisting on L2/L3 tasks. The Support Lead at onshore is a well-trained Sr. Developer / Technical Lead who can resolve production issues depending on its criticality and business impact during UK business hours.

Platform and Bot Migration

With many clients looking to modernise and consolidate their automation technologies, Cognizant provides services to help our clients migrate to newer versions of their Automation tech stack, migrate between different automation software and migrate their on-prem tool to the cloud thereby saving costs.

Cognizant's proprietary tool – Neuro Bot migration solution provides an automated solution across 6+ major tool combinations accelerating migration process by up to 70%.

Low Code No Code Platform Setup and Development

A successful automation programme adopting low-code/no-code application development requires a holistic view of processes, applications and technology to ensure seamless integration and to achieve desired outcomes.

We evangelise low-code platforms to prepare people with the necessary skills, helping them develop through in-house training and enablement models. We also leverage partners to create connectors and plug-ins for some of the next-gen low-code platforms in process automation and system-to-system integration spaces. Our Technology Office keeps an eye on the ever-evolving automation landscape and low-code/no-code platforms, exploring this area with active dialog and POCs with digital native partners in this space, such as Microsoft Power Apps, Workato, Syncari etc.

Our internal intelligent automation frameworks, tools & accelerators are also designed to simplify the automation landscape of our clients. We have developed several process specific low-code/no-code tools that can be adopted easily by client teams. An example is our Zero Code Automation Workbench that obfuscates the complexity of automation through a process flow-based modelling approach for design, estimation, test case generation, bot framework creation, CI/CD and change management for automation using most market leading tools. With it a leading financial services client was able to save 94% of effort through automated code review of critical bots and improved time to market. Another client, a leading healthcare provider leveraged the workbench for automated verification of license renewal leading to 50% reduction in test case design.

We have developed a governance model that provides oversight for outcome management and controls, while enabling adoption. This is essential to enable application development and ongoing maintenance.

Further, we have built a low-code process orchestration solution that allows one to connect processes, data, people and automation through simplified configuration, embedded automation and in-built intelligence (ML & business rules). This solution called Cognizant Neuro Workflow extends beyond to provide in-built workforce management capability & process insights that helps process owners & decision makers ability to monitor and govern the processes. This orchestrated approach ensures that we are leveraging low-code/no-code as point personal productivity tools but to deliver end process efficiency/ experience outcomes.

Our Low Code / No Code tool partners include Appian, Workato, Syncari, ServiceNow, Snaplogic etc.

Automation in Healthcare

Cognizant has extensive experience in the US Healthcare industry providing information technology consulting and healthcare advisory services and a strong and diverse client base. We have implemented automation, analytics and AI/ML solutions for 1150+ workflows and

deployed 4500+ Bots in production across 30+ Healthcare clients. Cognizant has provided solutions in multiple functional areas like:

- Revenue Cycle Management
- Claims
- Customer Services (Appeals & Grievances)
- Enrolment & Billing
- Financial Management
- HR & Legal
- Provider Network Management
- Pharmacy
- Patient Engagement

Cognizant is a leading provider of the healthcare platforms through the acquisition of TriZetto (Is with us since 2014), that has been serving the healthcare community since 1984. A suite of software solutions that help organisations enhance revenue growth, drive administrative efficiency, improve cost and quality of care, and improve the member and patient experience. These products automate our client's business process and position for provider owned health plans.

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

					
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

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 or [@Cognizant](https://twitter.com/Cognizant).

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