

G- Cloud 15

Service Description : Cloud Contact Centre

Coforge

Coforge at a glance

KEY STATS

\$1.45Bn

FY24 Revenue Est.

\$462Mn

FY26 Q2 Revenue

\$1.63Bn

FY26 Executable
Order Book (up to Q2)

CLIENTS

260

Clients

10+ years

Average tenure for Top 10 clients

61

Forbes Global
1000 clients

65

Net Promoter
Score (NPS)

94%

Repeat client business
(Q3FY24)

PEOPLE

35,000+

Employees worldwide
as on Nov 30th, 2025

11.0%

Attrition rates
on Nov 30th, 2025

25

Countries

31

Delivery Centers



Public Sector

Modernizing the Public Sector and nonprofits worldwide driving digital transformation, delivering accessible, inclusive, and secure citizen centric services while ensuring value and social impact.

20+

Public Sector Customers

1500+

Industry Experts

10+

Frameworks

15+

Talent & Skill Academics

10+

Years experience Public Services

50+

Digital Transformations Delivered

 Cloud & Infra Services

 Digital Services

 Application Development

 Quality Engineering

 Data and Analytics

 Intelligent Automation

Digital Process Automation partner for multiple strategic areas for a large government department

Strategic IT transformation partner for leading Communications Regulator providing Cloud, Application, Data & Innovation services

Pega-based digital transformation enhancing audit efficiency, ensuring a paperless transition for a major government department

 Central/Federal Government & Agencies

 Local/State Government & Councils

 Nonprofit & Community Organizations

 Utilities



Our industry specific partners







Key differentiations.



Citizen-centric & ethical innovation

Responsible AI: Focus on transparent, unbiased AI for services

Design thinking: User research and GDS compliance to co-create services with citizens and front-line staff



End-to-End digital transformation

Full-Service capabilities: Combine strategy, cloud, cybersecurity, data/AI and operational delivery under one roof

Proven frameworks: Reusable frameworks like APR, DONE to accelerate projects (e.g., modernizing legacy systems)



Strategic partnerships & ecosystems

Hyperscale alliances: Deep ties with Microsoft (Azure), AWS and GCP- key for GovTech frameworks

Platform alliances: Top partners for Pega, Salesforce, ServiceNow and Appian delivery solutions to clients such as HMRC, DWP, Ofgem



Scale & local presence

Large UK footprint: Thousands of employees across the UK, including dedicated public sector teams with security clearances (SC/DV) and expertise in compliance

Global backing: Leverage global R&D while tailoring solutions to UK-specific needs

Our ESG Ambitions, Pledge and Strategies

ESG Ambition: “At Coforge, sustainability is not an adjunct to growth; it is the way we grow as an organisation. In line with our ESG vision, ‘In Harmony with the Environment,’ we focus on creating lasting value through co-existence: of business with nature, innovation with empathy, and growth with equity. As we move forward, we are committed to ensuring that our progress not only uplifts our enterprise but also the communities and ecosystems around us. Sustainability is prioritised across all operational aspects, ensuring that our impact is both measurable and meaningful.”

Sudhir Singh, Chief Executive Officer

Our comprehensive ESG strategy and approach towards a responsible and sustainable organization considers both, a long-term objective, as well as short-term implications of our initiatives, activities and business decisions.

Our Commitment and Goals

Reduce our environmental impact	Social inclusiveness and community development	Follow strong ethics and code of conduct
Be Carbon Neutral by 2040 Be Zero Waste by 2040 Be Water Positive by 2040	Drive holistic well-being, health & wellness of the workforce Enhance livelihood of communities, through social & community development initiatives Drive equality and inclusiveness at all levels	Empowered, diverse and inclusive board Adhere to strong code of ethics Secure digital assets with Cyber Security

Partnering with us, you gain access to the exceptional partner ecosystem.

Cloud, Data and AI

Integration/CRM

Customer Experience

DPA

Extended Ecosystem

Awards & Recognitions

GenAI Customer Value Partner of the Year 2025: Americas

SPECIALTIES

- 1-to-1 Customer Engagement (Americas)
- Government (Asia Pacific)
- Pega Platform (Americas, EMEA)

AUTHORIZED GEOGRAPHIES

- Americas
- Asia Pacific
- EMEA

Global Premier Partner

Appian Europe 2024: Public Sector Partner of the Year

Appian 2018: Regional Partner of the Year - APAC

Standard of Excellence Customer Award at Formation'24

MuleSoft 'Top Partner of the Year' award 2024

Industry

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Case Study: Modernising Enterprise Information and Document Operations for a Leading UK Government Agency

Business Challenge:

The agency needed to modernise and unify its document and case management systems to securely handle billions of records, support high-volume operations, and meet strict compliance standards. Legacy platforms limited scalability and integration, making it difficult to efficiently serve diverse departmental needs.

Coforge Solution:

- Delivered a secure, scalable, and integrated enterprise content management platform using OpenText Documentum technologies.
- Automated workflows and business rules streamlined document and case management across departments.
- Enhanced search and knowledge discovery enabled faster, smarter decision-making for users.
- Ensured robust compliance and operational resilience, deeply integrated with business-critical systems.
- Leveraged extensive public sector experience to efficiently manage billions of documents and support over 100,000 users.
- Provided a comprehensive suite of services including digital mailroom, legal case management, fraud case tracking, archiving, and seamless integration with productivity and case management applications.

Results:

- Enabled secure, compliant management of billions of documents and empowered over 100,000 users with improved efficiency and user experience.
- Delivered streamlined workflows and faster decision-making, ensuring reliable service delivery and ongoing innovation.

Key Highlights:

- Provided a scalable, resilient architecture with deep integration across business-critical systems and diverse public sector functions.
- Demonstrated a proven track record of success in complex environments, combining automation, compliance, and seamless operations.

Case Study : Cloud Migration and Infrastructure Modernisation for Leading UK Non-Profit Organisation

Business Challenge:

- On-premises server infrastructure running on EOL/EOS hardware & software, resulting in Frequent Outages, Loss of Productivity ,Increased Service Cost
- Due to EOL hardware, technology transformation was not possible
- Shared infrastructure between multiple Charities

Coforge Solution:

- Coforge provided solution to move the existing infrastructure to MS Azure public cloud-based solution. It helped to reduce the outages and stabilized the customer infrastructure
- Coforge proposed an Agile-based sprint methodology during the migration of the 359 servers and applications to the cloud
- Identity and Access Management (IAM) architecture was designed in AD to provide frameworks for protecting data and resources
- MPLS Network infrastructure was segregated for each Charities with dedicated server's implementation on Microsoft Azure platform

Results:

- Coforge solution delivered an immediate 30% cost saving with further sustainable year-on-year reductions
- Increased operational efficiency was up by up to 80%, saved user's effort by up to 60%, and effective business operations
- Deploying API/Data storage to the cloud, cut down on infrastructure costs by up to 50%
- C-SAT scores improved from previous service provider@10% to 80% in 6 months
- No downtime reported since customer moved to Azure Cloud services

Key Highlights:

- Stable and Scalable Infrastructure
- Cost-Efficient IT
- Reduced E-Waste
- Lower Carbon Footprint

Case Study : Enhancing Network Security and Infrastructure for a Leading UK Non-Profit Organisation

Business Challenge:

- Virtual Router & Virtual firewall, as a service provided by Equinix at their Datacenter in London, was reaching EOL/EOS.
- Dependency of manual configuration and license management with Equinix product engineering team

Coforge Solution:

- New Virtual router and Virtual Firewall configured and Provisioned by Coforge using Equinix fabric portal
- Migrated all cross connect connections from Virtual router & Firewall to newly upgraded infrastructure with higher capacity
- Coforge retained configured internal/public IPs to minimize the impact

Results:

- Ease of management & operation through Equinix fabric portal
- Dependency on Equinix direct vendor eliminated. Coforge took over the ownership for better & faster vendor support
- Equinix fabric portal migration option identified and tested for automated virtual connection migration
- Firewall log management enhanced with granular traffic overview

Key Highlights:

- Upgraded the infrastructure to the supported levels
- Elimination of vendor dependency
- Increased response and resolution time

Cloud Contact Centre

Service Description

Cloud based Contact Centre as a Service (CCaaS). Provides a scalable and flexible solution for call centre setup and management based on dispersed and horizontally scalable cloud services.

Features

- Enable services through AWS contact centre solutions via Amazon Connect.
- Enable services through Azure contact centre solutions via Anywhere 365.
- Enable services on Cloud through Avaya contact centre solutions
- Chat services for common functions.
- Omni-channel presence start on web finish on phone etc.
- Analytics capability for next best action activities.
- Pro-active issue resolution and customer engagement.
- Improved marketing opportunities.
- Dynamic assignment as opposed to queuing.
- Quick spin up spin down capability.

Benefits

- Improved agent utilization and enhanced customer interaction efficiency.
- Increased productivity through streamlined multi-channel contact handling.
- Easily scale operations to meet geographically dispersed requirements.
- Simplified core, flex office, and home facility management.
- Eliminates CAPEX for expanding call center capacity requirements.
- Multi-channel call management across diverse devices and platforms.
- Enables next best action capability for improved decision-making.
- Boosts customer retention with simplified communication processes.
- Greater use of chat and call-me-back options.
- Enhanced customer experience with fewer transfers and repeated information.

For more information, please connect.

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