Cognizant
Application Outsourcing

Vendor Assessment
Report Abstract

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12 pages

Who Is This Vendor Assessment For?

NelsonHall's Application Outsourcing Vendor Assessment for Cognizant is a comprehensive assessment of Cognizant's application outsourcing offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of application outsourcing services and identifying vendor suitability for such services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

Cognizant's core application outsourcing offerings include application maintenance, support and enhancements, as well as systems integration.

The company started providing core application outsourcing services 18 years, initially working for D&B Corporation, then as a captive.

Over time, it has strengthened its service offering and engagement form:

- Initially, during the 2000-2005 period, Cognizant offered AM services located in India providing 24/7 and related support services, based on using CMMi

- From 2006 to 2010, the company expanded its support services by adopting ITIL V3, by defining a service catalog based approach, and by building L1 support across application and IT infrastructures.

Cognizant has developed its Managed Service offering, which is built on a transfer of ownership and accountability from the client to the vendor, through a tiered service model and a corresponding service catalog approach.

Contents

Scope of the Report

The report provides a comprehensive and objective analysis of Cognizant's application outsourcing offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components

- Revenue estimates

- Identification of the company's strategy, emphasis and new developments

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's strengths, weaknesses and outlook.

Report Length

12 pages

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Application Outsourcing Vendor Assessments:

Published: Amdocs, Atos, Capgemini, HP, TCS, Steria and Wipro

Forthcoming: IBM and Infosys.