



**NelsonHall**  
TRANSFORM THROUGH INSIGHT

# Vendor Profile

## P&C Operations Analytics and AI

# Cognizant

### Report Abstract

October 2024

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15 pages

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## Who is this Vendor Assessment for?

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NelsonHall's P&C Operations Analytics and AI profile on Cognizant is a comprehensive assessment of Cognizant's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Cognizant and identifying vendor suitability for P&C Operations Analytics and AI RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the P&C Operations Analytics and AI sector.

## Key Findings & Highlights

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Cognizant is an information technology, business process management, and consulting company headquartered in Teaneck, NJ, U.S. Cognizant offers industry services across various domains, including BFSI, communications, consumer goods, education, healthcare, insurance, life sciences, manufacturing, oil and gas, retail, transportation and logistics, travel and hospitality, and utilities. Overall, Cognizant has ~400 clients globally across various industries, and NelsonHall estimates an expected FY 2024 net revenue to be between ~\$19.3bn and ~\$19.5bn, with ~30 global delivery centers.

Cognizant's insurance business covers personal, commercial, and workers compensation. NelsonHall estimates that Cognizant's P&C insurance space globally accounts for ~20% of Cognizant's total revenue, and P&C BPO services account for ~8% of overall insurance revenue. Cognizant's insurance practice works with 8 of the top 10 U.S. P&C insurers, 7 of the top 10 U.S. personal insurers, 9 of the top 10 U.S. commercial insurers, and 3 of the top 5 U.S. specialty insurers.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Cognizant's P&C Operations Analytics and AI offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

## **P&C Operations Analytics and AI Vendor Assessments also available for:**

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Capgemini

DXC Technology

EXL Service

Foundever

Genpact

Tata Consultancy Services (TCS)

WNS

Xceedance.

## About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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