



Built for what's next

Cognizant and Google: Redefining
enterprise AI



From vision to value

A new era of **Cognizant and Google Cloud collaboration**

The shift every enterprise is navigating — and what it takes to lead it

From disconnected
platforms



**Unified execution at
enterprise scale**

From assistive AI



**Autonomous agents
delivering real business
outcomes**

From AI experiments
and pilots



**Measurable AI value
embedded into
operation**

Getting there requires more than a platform — it requires a partner who has already solved the implementation problems clients could face.



Why this partnership exists

Google brings the infrastructure, the models and the platform that make modern AI possible at enterprise scale.

As an AI Builder, Cognizant helps enterprises cross the hardest barrier in AI adoption: turning promise into performance. Cognizant brings the industry depth, the implementation expertise and the 300,000-person workforce that makes AI work inside the organizations that run the world.

Together, we don't just deliver technology. We deliver transformation you can measure.

A partnership built for scale. And driven by innovation.

Over 13 years of delivering value through joint GTM strategy, proven blueprints and top global talent.



Scale

A global presence built for enterprise demands



32,000+

Google Cloud deployed professionals — including **8,400+** certified.



100,000+

associates trained and using Google Cloud technology including Gemini Enterprise



10

Global Hubs and Innovation Centers spanning every major time zone

Full coverage across all Google product areas: Generative AI, application modernization, API management, data analytics, databases, infrastructure modernization, customer experience and security

Innovation

Where the agentic era is being built

AI Innovation Studios



7

AI Innovation Studios: Bengaluru, London, San Francisco, Plano, Hudson Yards, Sydney—Tokyo coming soon

30+

additional studios worldwide

Agentic AI leadership

Gemini Enterprise transformation program

10K

planned Gemini Enterprise certifications

Agentic Workplace

Transformation planned internal rollout of Gemini Enterprise and Google Workspace to over 200K associates to drive internal employee productivity and savings, while improving customer's business transformations

250+

enterprise-ready agents including availability on Google Cloud Marketplace.

Dedicated Gemini Enterprise practice: Operating principles

Agent-centric operating philosophy

Gemini Enterprise focuses on agents embedded in business workflows to continuously generate measurable value.

Outcome-driven pods model

Industry specific lean Pods act as product teams closely tied to client environments, iterating until business outcomes are achieved.

Frontier engineers and consultants

Frontier Engineers build, configure and deploy agents at scale in client environments. FDCs translate enterprise objectives into use cases, manage success metrics and org change, and ensure focus on high-impact problems.

Domain Consultants ensure outputs meet business and regulatory standards.

Cognizant's own journey of Gemini Enterprise adoption

Since Q3 2025, we've run our own Assess → Architect → Adapt journey: identifying use cases, building a reference blueprint with persona-based access tiers, and scaling mass rollout across IT, security and marketing. We didn't pilot Gemini Enterprise. We productionized it and the playbook that scaled it across 300,000 people is the same one we now deploy for clients.

Key outcomes

~40%

personal productivity gains

~20–30%

efficiency gains across departmental workflows

Strategic investments and market presence



Google Cloud COE, Coimbatore: State-of-the-art infrastructure, university training model, technology incubation center



Google Gemini Enterprise Developer Summit: 5,000+ associates engaged to accelerate Google Gemini Enterprise Adoption



Google Cloud Next Luminary Sponsor | CxO Roadshows across retail, BFSI and CMT

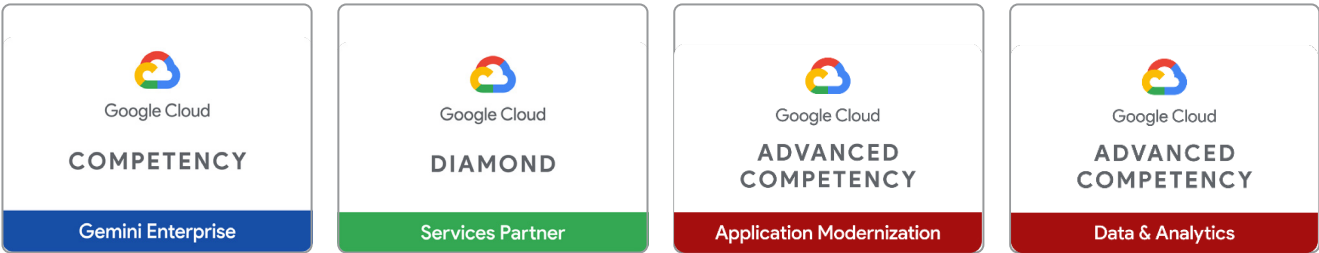
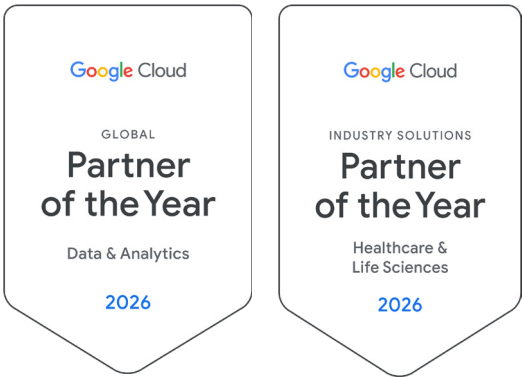


High-impact PR: Market recognition in Google Gemini Enterprise, retail order management and AI contact centers



Google Cloud Summit London Signature Sponsor

Since the beginning of our partnership, Cognizant has strengthened its leadership position through recognized expertise and innovation, earning **14 awards** and achieving **15 competencies** across key strategic areas. Selected highlights include:



Transform every aspect of your
business with Cognizant and Google



A background image showing two scientists, a woman and a man, in white lab coats working in a laboratory. The woman is standing and looking at a microscope, while the man is sitting and looking at a laptop. The scene is dimly lit with blue tones.

Agentic AI

Move from pilot to production in weeks, not quarters

Powered by: Google Vertex AI | Google Gemini

Enterprise-governed, multimodal domain-aware
Move from pilots to production with multimodal agents built on Google Vertex, Gemini and top third-party models—securely governed and ready to scale.

Customer value

- Launch custom agents in weeks, not quarters
- Integrate across search, workflows, ops and customer journeys
- Deploy with enterprise guardrails for safety, security and governance

Why Cognizant

100+ pre-built, hackathon-tested agents. Proven AI value sprint methodology. When competitors are still in pilot, your agents are already working.

Proof point

A leading North American health services company deployed Cognizant's Gemini-powered data hub agent to dynamically aggregate fragmented member data in real time—collapsing the manual lookup burden across customer service teams and cutting call handle times for tens of millions of member interactions annually.

Customer experience

Conversations that convert

Powered by: Google Conversational AI | Dialogflow | Google Gemini

Omnichannel, multimodal, production-ready Google conversational AI delivers fast, intuitive engagement across every channel.

Customer value

- Next-gen virtual agents that resolve, not just respond
- Automated workflows that reduce handling times
- Streamlined omnichannel experiences

Why Cognizant

Proven blueprints and accelerators — built for the interactions modern customers demand.

Proof point

A leading Asia-Pacific telecommunications provider, serving over four million customers, deployed Cognizant's CCAI solution across its digital and voice channels—reducing caller navigation time by 30%, lifting completed customer interactions by over 18%, and enabling human agents to retrieve knowledge 20% faster.



Data modernization

The foundation AI actually requires

Powered by: Google BigQuery | Dataflow | Looker | Cloud Spanner

Real-time, petabyte-scale, AI-ready
Unify legacy data estates into scalable, real-time, AI-ready pipelines.

Customer value

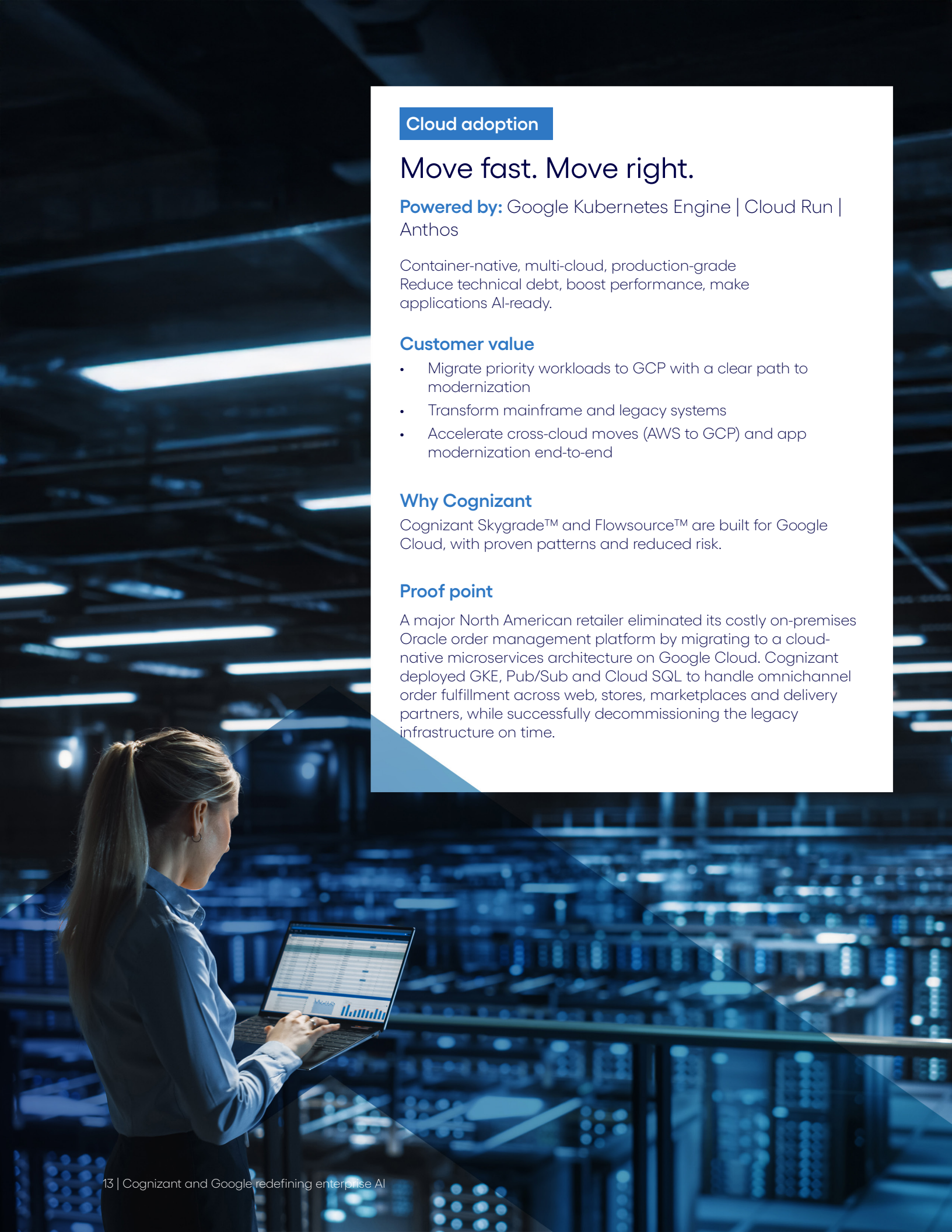
- Migrate and modernize every aspect of your data estate
- Turn raw data into analytics- and AI-ready pipelines
- Align data and application modernization priorities

Why Cognizant

Our AI-enabled Cognizant Ignition™ migration accelerator delivers speed, reduced risk and an enterprise-grade foundation.

Proof point

A global beverage leader migrated its entire AWS data and analytics estate—including 150 legacy BI reports—to Google BigQuery. Using Cognizant's proprietary accelerators (Ignition, BI harmony, data validation studio) to re-platform and re-architect for cloud-native analytics, the client established BigQuery as the enterprise's single source of truth.

A woman with blonde hair in a ponytail, wearing a light blue button-down shirt, is seen from the side, looking at a laptop. She is standing in a server room with rows of server racks in the background, illuminated by blue light. The laptop screen shows a dashboard with charts and data.

Cloud adoption

Move fast. Move right.

Powered by: Google Kubernetes Engine | Cloud Run | Anthos

Container-native, multi-cloud, production-grade
Reduce technical debt, boost performance, make applications AI-ready.

Customer value

- Migrate priority workloads to GCP with a clear path to modernization
- Transform mainframe and legacy systems
- Accelerate cross-cloud moves (AWS to GCP) and app modernization end-to-end

Why Cognizant

Cognizant Skygrade™ and Flowsource™ are built for Google Cloud, with proven patterns and reduced risk.

Proof point

A major North American retailer eliminated its costly on-premises Oracle order management platform by migrating to a cloud-native microservices architecture on Google Cloud. Cognizant deployed GKE, Pub/Sub and Cloud SQL to handle omnichannel order fulfillment across web, stores, marketplaces and delivery partners, while successfully decommissioning the legacy infrastructure on time.

Enterprise software migration

Modernize the platforms at the core

Powered by: Google Kubernetes Engine (GKE) | Cloud SQL | Cloud Spanner

Enterprise-certified, globally scalable
Cloud-native scale for monolithic platforms, without disruption.

Customer value

- Move VMware estates to Google Kubernetes Engine (GKE) with less disruption
- Modernize Oracle apps and databases for performance and resilience
- Manage full-stack platform transformations into GCP data centers

Why Cognizant

Battle-tested migration patterns. Predictable outcomes at any scale.

Proof point

A global industrial company consolidated 1,000 cloud VMs, 50 databases and 1.2 petabytes of backup resources — spanning AWS and on-premises — into a single, standardized GCP environment, with Cognizant deploying a landing zone architecture that unified cloud governance and eliminated the fragmented multi-vendor overhead that had been inflating costs and creating compliance risk.

Google Distributed Cloud (GDC) and Sovereign Cloud

Compliance without compromise

Powered by: Google Distributed Cloud (GDC) | Sovereign Cloud

Air-gapped, data-resident, enterprise-compliant
Full modernization benefits, even in the most regulated environments.

Customer value

- Managed software and hardware stacks for regulated industries
- Edge computing solutions for local processing
- Configurations for sovereignty and data residency requirements

Why Cognizant

GDC and Sovereign Cloud accelerators — regulated clients modernize without compromise.

Proof point

A government-funded UK water utility partnered with Cognizant to deploy AI-powered river health analytics on Google Cloud. By aggregating data from sensors, satellite imagery and environmental systems to model pollution sources and guide water quality interventions, the utility met Ofwat regulatory funding requirements while achieving outcomes that conventional monitoring could not reach.





Industry-specific solutions

Tailored to your industry. Built for results.

Maximize impact with accelerators designed for the unique requirements of your business.

Customer value

- **Retail:** Cognizant Agentic Retail CX empowers retailers to deliver exceptional customer journeys with Cognizant's comprehensive AI-powered solution built on Gemini Enterprise for CX and Cognizant retail accelerators.
- **Hospitality:** Autonomous engagement personalizes service at scale
- **Industrial:** Remote sensing and operational AI deliver smarter, safer operations

Why Cognizant

Prebuilt, market-tested industry solutions fast-track your transformation, integrating AI, automation and Google Cloud capabilities with our deep domain expertise.



Case histories

Modernizing a mission-critical property platform on Google Cloud for Cotality

Who

A market-leading provider of information services, business intelligence and cutting-edge analytics solutions for the real estate and property industries.

What we solved together

The organization needed to migrate one of its most complex and highest-revenue business units from costly, on-premises infrastructure to the Google Cloud Platform (GCP)—and do it under a strict deadline. The stakes were high: this was not a peripheral system, but a core revenue-generating platform.

Cognizant led a comprehensive cloud migration program, refactoring and re-platforming applications, modernizing databases and transitioning legacy technologies to a scalable, resilient GCP environment. We leveraged infrastructure as code (IAC) and Google Cloud-native capabilities to improve performance, stability and disaster recovery. And we seamlessly managed incremental migration cycles while simultaneously supporting existing releases.

Why Cognizant?



Deep, long-standing knowledge of the client's technology and operations



Proven expertise in large-scale Google Cloud migrations



Ability to manage complex, multi-vendor programs under tight timelines



Experience in end-to-end cloud transformation across applications, data and infrastructure

What was the impact?

Eliminated more than

500

on-premises servers

Successfully migrated over

150 applications

150 services

480 databases to GCP

Reduced infrastructure costs by approximately

25%

Cox Communications' bold vision redefines the contact center experience

Cognizant created an AI-first channel to ensure the telecom giant's chat and voice bots deliver accurate, relevant information to customers

The challenge

Each month, Cox Communications' customer support manages upwards of 700,000 interactions with the company's residential and business customers. Conversational AI channels are a key initiative for Cox, a leading US telecommunications provider. To make those channels scalable and more useful for customers, the company sought to move its chatbot ecosystem to an AI-first platform that's adaptive and easier to optimize in real time.

In high-volume telecom environments like Cox's, every customer interaction counts, especially with chatbots. Bots' performance directly impacts customer retention, and agentic and generative AI have raised the bar for conversational bots, with customers expecting accurate, relevant responses.

To meet these evolving expectations, Cox set out to reimagine how customers interact with its brand.

It sought to combine Google's cloud-based Contact Center as a Service (CCaaS) with advanced gen AI capabilities. Its goals included moving quickly to gain business value and faster issue resolution.

Cox decided to adopt Google's Gemini Enterprise for Customer Experience (CX) for its flexibility. By combining conversational AI with omnichannel voice, digital, chat, and SMS support, Gemini Enterprise for CX would enable Cox to coordinate support across customers' preferred contact channels.

Powered by Gemini models, the platform would enable Cox to deploy virtual service agents that quickly address customer questions and know when to engage live representatives.

Cox chose to partner with Cognizant to bring its vision for conversational AI to life. Our unique status as a Google co-innovation partner provided direct access to the product roadmap for the Google Contact Center AI (CCAI) suite of tools, as well as joint engineering collaboration and the ability to push the platform's native boundaries. Cox valued our AI builder capability including AI-first contact center program execution experience, our deep expertise in telecom CX transformation and our structured delivery framework for on-time, on-budget execution.



Our approach

Together, Cognizant and Cox built a scalable, AI-first contact center. The project represents the first customer facing AI implementation within Cox.

We kicked off the project by migrating Oliver, Cox's virtual assistant, to Google CCaaS. Key to this effort was replacing the company's existing customer service platform, Khoros, with UJET, an AI-powered cloud contact center platform that enables agent-assisted support

The Project represents the First Customer facing AI Implementation. Key components for the Oliver chatbot solution include:

- **Hybrid AI approach:** The solution combines Google Dialogflow CX and Playbooks, using rule-based workflows for structured customer

requests and gen AI for more complex conversational interactions.

- **Intelligent routing:** The solution dynamically routes customer inquiries to rule-based workflows or generative AI responses based on the nature and complexity of the request.
- **SmartHelp:** Self-service troubleshooting enables customers resolve common technical issues without agent intervention.
- **Bill pay:** Secure online payment processing and automated eligibility checks for flexible payment plans.

Gen-AI-powered IVR

Development of the AI-first contact center included establishing a unified AI model, a key step in supporting Cox's goal of rapid business value. That common AI foundation enabled Cox to launch Olive, a gen-AI-powered voice bot for its IVR system built on the same platform, just three months after Oliver's re-launch. The voice bot debuted with a single intent: allowing customers to schedule appointments for service. Its rapid adoption led Cox to quickly add several dozen more intents to the new IVR system.



Business Outcomes

Cox relaunched the Oliver chatbot three months after signing the contract with Cognizant. Thanks to the hybrid model's balance of deterministic and agentic AI capabilities, adoption among customers was high—and the business impact for Cox was immediate. Within a week, first contact resolution improved 10%, and within a year, it jumped to 17%. The bot's increased context awareness drove an 8x increase in customers' use of the chatbot channel. Equally important, the bot's continuous feedback loop enabled Cox to implement more than 500 improvements.

Self-service is now resolving more than 30% of certain customer requests. Appointment-related inquiries, for example, achieved a 32% resolution rate within the first month. As routine requests shift to automated channels, live agents can devote more time to complex issues that require personalized support.

Conclusion

Working with Cognizant, Cox successfully executed an ambitious vision to modernize customer engagement through AI. The company has created a scalable foundation that unifies conversational AI, self-service, and agent-assisted support, enabling faster innovation and improved customer experiences across channels. As Cox continues to expand its use of AI and leverage real-time operational insights from Google CES, it is well positioned to build on these early successes and shape the next generation of customer service.

3 months

relaunch of Oliver chatbot with agentic AI capabilities

~46%

resolution rate for Oliver chatbot

~54%

resolution rate for conversational IVR

17% improvement

in first contact resolution for Oliver

8x

Increase in customer use of the digital channel

At a glance

Industry: Telecommunications

Location: North America

Challenge: Create an innovative conversational AI channel for Cox Communications customer support.

Products and services: Cognizant Moment

Success highlights:

- Migration to Google Contact Center as a Service (CCaaS)
- Delivery of gen-AI-powered chatbot in 3 months

~46%

resolution rate for Oliver chatbot

~54%

resolution rate for conversational IVR

17%

improvement in first contact resolution for chatbot

8x

Increase in customer use of the digital channel



Chirag (Cox) video testimonial <https://www.youtube.com/watch?v=dDigZCIHpY8>

Retail giant transforms order management with Google Cloud Platform

Who

One of the largest omnichannel retailers in North America, with a rapidly growing digital marketplace and partner ecosystem.

The retailer's order management environment was constrained by monolithic mainframe architecture—costly to operate, difficult to scale and hamstrung by complex dependencies. The result: inconsistent cross-channel experiences, inflexible configuration management and high downtime during production deployments.

What we solved together

Cognizant partnered with the retailer to design and deliver a modern, cloud-native Unified Order Platform (UOP) built on microservices and Google Cloud Platform. An agile, phased delivery approach — supported by tool-based reverse and forward engineering — replaced legacy systems with industry-leading OMS capabilities. The result is a flexible, scalable, domain-intensive platform that integrates seamlessly across internal and external systems to enable rapid digital innovation.

Why Cognizant?



Expertise modernizing complex, dependency-heavy mainframe environments



Cloud-native, microservices-based OMS design and delivery on Google Cloud Platform



Agile, phased approach supported by tool-based reverse and forward engineering



Proven integration capability across dozens of internal and external systems to enable rapid marketplace innovation

What was the impact?

45

systems integrated and 350 capabilities implemented

90%

of digital orders throttled and processed

30%

reduction in business user effort

Using AI to restore river health

Who

A leading UK water utility working to enhance river quality and protect water ecosystems for customers and communities.

What we solved together

The UK's water environment is under pressure from climate change, pollution and population growth. Yet reliable waterbody data is often scarce, widely distributed and costly to gather and analyze. This fragmentation makes catchment management planning difficult and slows decision-making needed to improve river health and deliver value for customers and wider society.

Cognizant is collaborating with the utility on a journey funded by Ofwat (the Water Services Regulation Authority) to revolutionize insights into river health using AI and machine learning. Our approach aggregates and leverages waterbody data from multiple sources, including environmental sensors and satellite imagery. Using Google Cloud for model development, training and validation delivers speed, scalability and resilience to maximize the impact of AI capabilities.

Why Cognizant?



AI and machine learning expertise applied to complex, real-world environmental challenges



Ability to unify and operationalize data from distributed sources such as sensors and satellite imagery



Google Cloud used to accelerate model development, training and validation with scalable infrastructure



Collaborative delivery model aligned to Ofwat innovation funding objectives

What was the impact?

AI-powered analysis of existing data for faster and more accurate modeling of high-priority pollutants and their likely sources

Lower-cost, smarter monitoring plans that clarify what to measure—and where—to prioritize the most valuable data collection

Greater confidence in monitoring data, combined with more holistic insights, allows for better-targeted river health interventions

Proven here first

In FY25, Cognizant actively started deploying Google Gemini Enterprise and Google Workspace across our global workforce — not as a trial, but as a strategic commitment.

We are

“customer zero”

a **300,000+** employee proving ground where agentic AI runs live in marketing, sales, delivery, finance and HR.

What we recommend, we run.

What we learn internally, we bring directly to joint clients.

What agentic AI is doing inside Cognizant today



Delivery acceleration

Google Gemini assists project managers across active engagements — summarizing status reports, flagging delivery risks and generating client-ready updates. Compressing hours of manual synthesis to minutes.



Sales intelligence

Google Gemini-powered pipeline analysis surfaces deal insights, competitive signals and next-best-action recommendations across the sales organization.



Developer productivity

19,000+ associates trained on Google Gemini for Code Assist. Active use across software engineering, QA and cloud migration workstreams.



Knowledge management

Google Gemini embedded into internal knowledge bases — enabling associates to query institutional knowledge, delivery frameworks and client context at conversational speed.



Marketing and content

Automated content generation, campaign analysis and thought leadership drafting — reducing time-to-publish for global marketing teams.

What we learned — and what it means for the Enterprise deployment



The challenge is adoption, not technology. Across 20,000 internal seats, the primary scale blocker was adoption strategy — not the platform. We now redesign human workflows and define “Day 1” use cases for every client deployment.



The Goal: 85%+ weekly active users in the first half of the year. It's a repeatable ramp model, not a benchmark, backed by a playbook we've already run at scale.

The next chapter of Cognizant and Google:

What we're building together

Our 2026 commitments are specific, measurable and time-bound.

Google Cloud's AI builder of choice

Our 2026 commitments are specific, measurable and time-bound.

Scale 250+ enterprise-ready agents, with many launching this year on Google Cloud Marketplace

Purpose-built for specific industries, pre-integrated with Google Cloud, deployable without a multi-month implementation program. Each agent is a solved problem, ready to scale.

Double-digit Google Cloud revenue growth

Fuelled by expanding co-sell pipeline, net-new agentic AI engagements and accelerated migration programs. Commercial momentum that compounds.

Google Gemini Enterprise wins at marquee accounts

Converting flagship accounts into sector-wide proof points — production deployments that move markets, not just pilots that get written up.

A joint blueprint for the agentic enterprise

Co-developed reference architecture, stress-tested across 300,000+ Cognizant employees and live client programs. A proven, repeatable operating model — not a whitepaper.

Doubling Google-certified and AI-skilled professionals

From 32,000+ today to 64,000+ by end of 2026. The largest, deepest Google Cloud talent pool in enterprise services. Scale of expertise is the competitive moat.

Google Cloud is committed to Cognizant as its reference partner for enterprise AI delivery at scale — providing joint co sell investment, early access to emerging Google Gemini capabilities and co-development of the agentic enterprise reference architecture that will define how the world's largest organizations deploy AI in production. This is not a vendor relationship. It is a shared bet on the future of enterprise AI — and a shared commitment to win it together. The enterprises that define the next decade will be those that move from AI experimentation to AI operations — at scale, with confidence, with partners who've already solved the problems they're about to face. That is what this partnership is built to deliver.



Cognizant (Nasdaq: CTSI) is an AI Builder and technology services provider, building the bridge between AI investment and enterprise value by building full-stack AI solutions for our clients. Our deep industry, process and engineering expertise enables us to build an organization's unique context into technology systems that amplify human potential, realize tangible returns and keep global enterprises ahead in a fast-changing world. See how at www.cognizant.com or @cognizant.

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