

# Cognizant Technology Solutions – Digital Operations – TOPS (Transformation of Processes for Success)

## **Best Achievement in Value Creation and Innovation**

Cognizant (NASDAQ-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps many of the best-known organizations in every industry and geography envision, build and run more innovative and efficient businesses.

To lead the fourth industrial revolution and succeed in the age of gig economy, the need of the hour is to have an Operations Service Factory that is modular, agile and scalable. This service factory is based on a foundation of Digital First that is system/application agnostic and seamlessly integrates the process, data and technology.

TOPS is integrated platform for enabling an Operations Service factory that hosts all functions across transaction processing, audit and workforce management. This platform encompasses the best of digital, automation and process solutions to enhance client value by reducing the E2E cycle time, handoffs and improving first time right.

### **Business Opportunity:**

Cognizant deployed this one of a kind innovative solution for their US based Life and Annuities carrier operating primarily in the East Coast and Mid-West region. The company was established in 1938 and since then has grown through multiple mergers and acquisitions.

This growth led to disparate systems of engagement and systems of records adding to the product and market complexity. The underlying processes were fragmented and had inefficiencies due to complex rules and procedures with no view across the lifecycle of a transaction on the wait times, exceptions and hand-offs.

Cognizant Digital Operations manages majority of the business processes of this customer with a lot of activities requiring manual input and the expectation from Cognizant is to help meet their strategic goals by near shoring and off shoring multifunctional workflow dealing with new business, post issuance and Agent/vendor management.

We faced challenges in managing the business processes due to the presence of 3<sup>rd</sup> party applications that were available for a specific duration in a day, not accessible round the clock. These are multiple

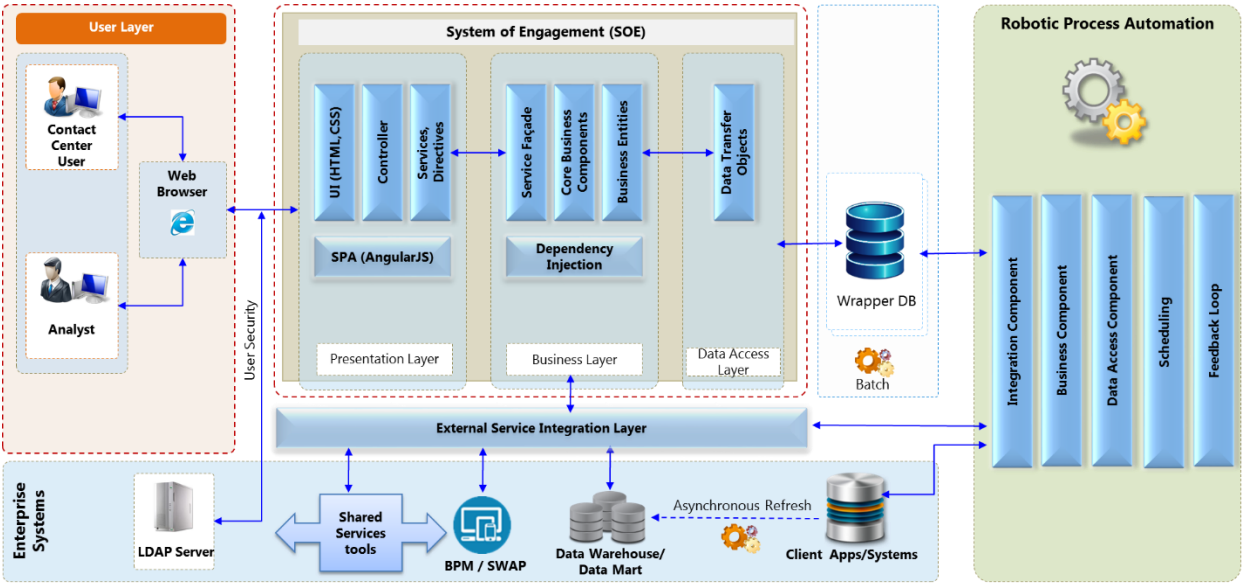


legacy systems and require multiple views/entries across different screens to assimilate and process in the desired system & format. This required heavy lifting utilizing manual intensive effort.

**Solution Design:**

Cognizant has helped this customer build and deploy a solution that is an optimal combination of IPA, IT system enhancements and minimized manual effort that provides a unified platform for seamless transaction processing to overcome the challenge.

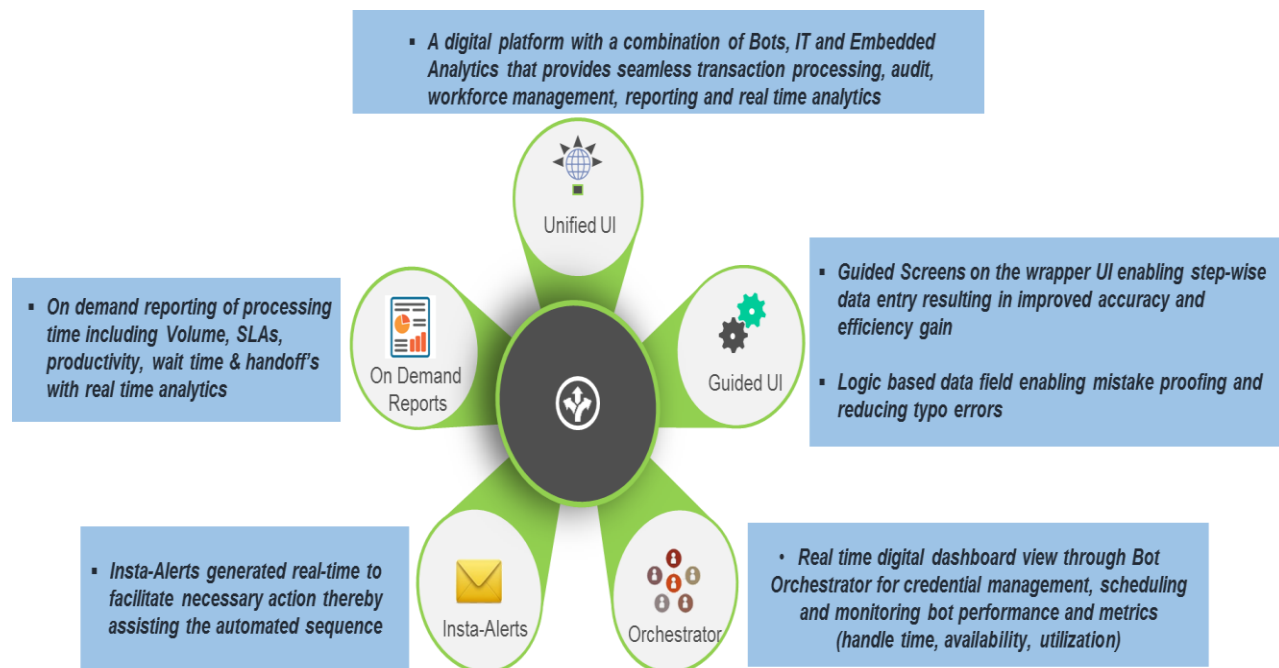
It took us ~17000 man-hours in building TOPS activities pertaining to creating BRD's, UAT Support, Ramp up & giving Demo's to the business including the Exec Demo. All this has been done with no impact on the SLA's.



## Architecture Principles:

- Leveraging of MacCentral architecture pattern & tech stack along with BOTs for M/F communications
- Decoupled architecture for M/F communication, persistency and communication between BOT and UI
- Three Design Patterns with new dynamic UI in each pattern
  - Data (CRUD) in Temp DB and MF systems update through BOT
  - Data retrieval from NBODS, Update in temp DB and MF system update through BOT
  - Data retrieval / update from/ to MF System through BO, temporary storage in temp DB

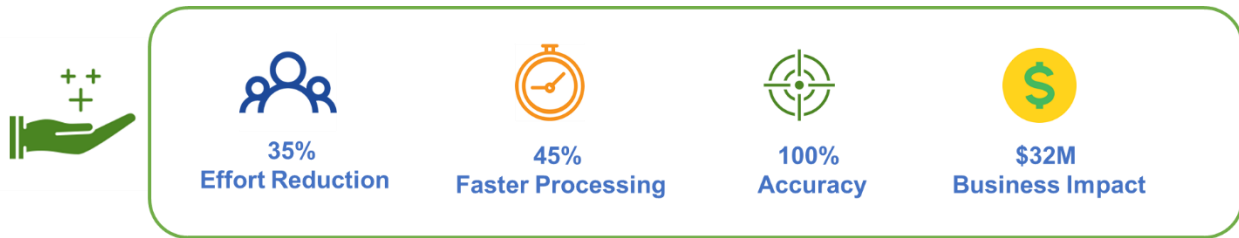
## Key Features:



- Mitigate the direct dependency on the 3<sup>rd</sup> part systems
- Drive enhanced client value by reducing the handoffs and improving first time right output
- Deploy a tool that eases the workflow
- Ease of tracking the end to end transactions and generating reports



## **Business benefits of the TOPS Solution:**



***TOPS has also helped deliver risk-free, easy-access, user-friendly 24\*7 Operations to meet both Customer and Cognizant’s requirements.***

***This customer has awarded extension of the existing contract by another 7 years and increased the scope of work for Cognizant.***

## **Customer Testimonials:**

*“Please let me add my thanks to you and your team for this endeavor! Our successes over the past several years has relied on the production support we receive from our Cognizant partners, and we appreciate your efforts in getting these tasks working through the TOPS Wrapper Solution. We would be lost without you and your team! Thanks for all you do each and every day. We couldn’t do it without you.”*

*“FANTASTIC work and effort by everyone! We know how frustrating it can be when system issues cause backlogs and we truly appreciate the extra efforts everyone is putting in to get us back within our desired SLA’s – keeping quality a priority! Thank you for the extra efforts, excellent teamwork, and continued partnership! We appreciate all you do!!”*

*“This is exciting to see as the production results yesterday were very impressive! Thank you to you and your team for making this launch successful!”*

## **Solution Scalability:**



This unique solution can be deployed within any Client’s organization that faces challenges of multiple systems/applications. The solution integrates legacy systems, databases, web applications using APIs and Bots with a single window platform that has rules and procedures built-in for faster and mistake proof processing.

