

Cognizant Tops KPMG's Client Satisfaction and Recommendation Rankings in Germany and Switzerland

All Cognizant Clients Among Those Surveyed Satisfied With The Company; Secures High Scores On Major Performance Indicators

FRANKFURT, Germany and ZURICH, Dec. 3, 2012 [PRNewswire/](#) -- [Cognizant](#) (NASDAQ: CTSH) announced today that it has topped the customer satisfaction and recommendation rankings in KPMG's Outsourcing 2012 study of service provider performance in Germany and Switzerland.

Cognizant topped the general satisfaction and client recommendation rankings with scores significantly higher than the average industry satisfaction and client recommendation rates. Notably, all Cognizant clients amongst those surveyed were satisfied with its services. The company secured the top scores on other major performance indicators, including recommendation, strategic relationship management, innovation, service quality, risk reduction, flexibility and governance.

The independent study evaluated 16 global and local service providers based on an assessment of more than 300 unique client-provider relationships. As part of the study, CFOs, CIOs or their direct reports at some 100 of the top IT spending organizations in the region were interviewed.

"We are pleased to have topped KPMG's overall customer satisfaction rankings in Germany and Switzerland," said Santosh Thomas, Senior Vice-President and Head of Continental Europe, Cognizant. "This recognition speaks to our culture of customer satisfaction, supported by a consulting-led, high-touch relationship model. In Cognizant, clients see a partner who can address their dual mandate of driving cost-savings and innovation on one integrated platform to help them navigate both cyclical and structural shifts simultaneously. Our strategy of building strong local teams and capabilities for delivering the full range of our service offerings is helping us win a fair share of opportunities in the marketplace. We are proud to have maintained the highest client satisfaction levels in our industry."

"Cognizant received excellent feedback from their clients and high scores across key performance indicators," said Jeff Loos, Head of Sourcing Research for KPMG in Europe. "Cognizant does not have one dissatisfied client, which makes the company the top performer among the 16 global, regional, and local IT outsourcing service providers that we evaluated. These results reflect similar findings in the Nordics earlier this year. Such consistent feedback across different countries and markets shows that the company's client-focused strategy is the right one."

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 150,400 employees as of September 30, 2012, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at www.cognizant.com or follow us on Twitter: Cognizant.

Forward-Looking Statements

This press release includes statements which may constitute forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events that may not prove to be accurate. Factors that could cause actual results to differ materially from those expressed or implied include general economic conditions and the factors discussed in our most recent Form 10-K and other filings with the Securities and Exchange Commission. Cognizant undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.

SOURCE Cognizant

For further information: U.S.: Ken Peters, Text 100, +1-617-399-4980, kenp@text100.com or Europe: Grazia Valentino-Boschi, + 33-6-07-85-80-63, grazia.valentino-boschi@cognizant.com or Asia-Pac: Harsh Kabra, +91-855-188-2111, harsh.kabra@cognizant.com

 [Highlights of KPMG's Client Satisfaction and Recommendation Rankings in Germany and Switzerland](#)
(88 KB)

https://stage.mediaroom.com/mr5mr_cognizant/2012-12-03-Cognizant-Tops-KPMGs-Client-Satisfaction-and-Recommendation-Rankings-in-Germany-and-Switzerland