

Cognizant Recognized in ISG Future of Work Provider Lens Services Study



October 13, 2023 - Cognizant has been recognized as a Leader and Rising Star in ISG's annual Provider Lens Future of Work Services Study. The company received Leader recognition in two categories: *Digital Service Desk and Workplace Support Services* and *Managed Workplace Services-End-user Technology-Large Accounts*. Cognizant was also named a Rising Star in the *Employee Experience (EX) Transformation Services* category of the same report.

Recognizing Cognizant's leadership in the Digital Service Desk and Workplace Support Services, ISG emphasized the strength behind [Cognizant's ServiceNow practice](#), noting its various solutions including predictive intelligence, virtual agent, human agent assistance, walk up support, IT locket solutions and IT asset management as an Elite partner of ServiceNow.

Cognizant also received recognition for strong case examples and success stories of industry-level device management services and proactive resolution.

The report also highlights Cognizant's strengths, including uninterrupted technology support through Cognizant's digital workplace solutions suite, [WorkNext™](#), its strong commitment to sustainability, and its strong industry level differentiation.

ISG notes that Cognizant is strongly positioned in the market, focusing on EX-centric services to support remote hybrid work and return to office. The report highlights investments in emerging technologies and focus on capturing a 360-degree view of employee experience leveraging persona segmentation services, digital experience measurement, key partnerships with DEX, customer support and engagement solutions to provide comprehensive experience analytics.

About ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally. For more information about ISG Provider Lens™ research, please visit this [webpage](#).

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