



Architecting a new organizational culture for the collaborative generation.

Cisco Webex helps Cognizant build a new culture.

## Introduction

Cognizant is one of the world's leading IT services companies with presence across the globe. The very core of Cognizant is digital; across business, operations and systems and technology. Spanning across every industry vertical known to man, Cognizant's business needed its employees to be highly collaborative, agile and uber efficient.

## Business challenge

The bulk of Cognizant's operations happen inside their globally-spread engineering centers. Daily work mostly includes team collaboration and continuous interaction spanning across geographies and time-zones.



Cognizant had the pressing need to ensure that its employees are productive, while working in an ever-changing, dynamic environment. Having realized that its workforce consists of young and dynamic professionals, Cognizant specifically sought a communication platform that would serve the intuitive needs of the new-age millennial—providing seamless connectivity anytime, anywhere and from any device, between employees as well as its customers and partners. The solution had to be simple, intuitive, scalable and mobile friendly, while at the same time being predictable, and future-ready.

“We wanted the solution to be simple, rich, scalable and mobile-friendly, while at the same time being predictable, economical and unlimited. Take the smart shareable whiteboards, for example. Our employees can draw out their message with their co-team members contributing and editing simultaneously. Webex also provides integration with our existing technologies and app ecosystem, which is a big bonus for our development teams. And with no host required, our customers are able to join in from any location.”

---

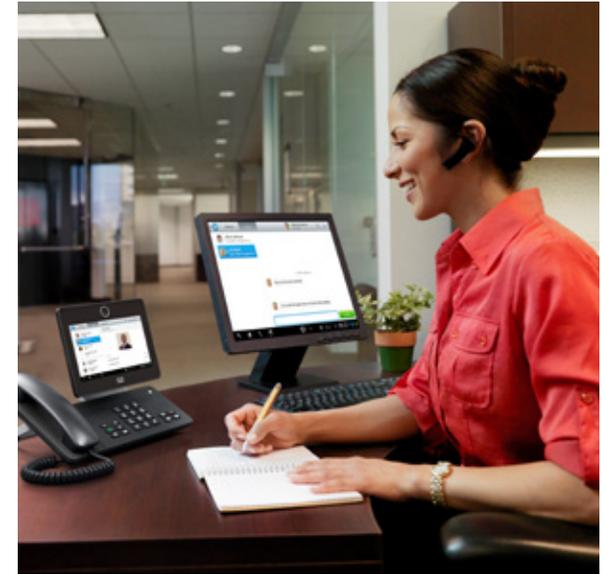
**Manohar Vellaiyan**  
AVP, IT Infra, Cognizant

## Cisco Solution

Cognizant turned to Cisco, the largest and best-in-class video conferencing and collaboration solutions provider in the world. By deploying its differentiated suite of solutions, ranging from Cisco IP Telephony, Webex Meetings, Video Proxy and Registrar, Cisco helped Cognizant build from grounds up, a communication and collaboration backbone, on the cloud. It could also integrate with existing non-real time applications and software, ensuring no interruption to business during deployment, and room for further growth. The solution has seamless integration with third-party Cognizant tools such as Microsoft Outlook, Google ecosystem, Microsoft Teams & Skype for Business and many more.

## Benefits

Cisco has brought over 280,000 employees of Cognizant closer to each other and their customers. At Cognizant, more than 70,000 individuals host Webex Meetings, where participants clock a total time of 106+ million minutes monthly. This translates to a high usage of more



than 1,500 minutes per host per month, resulting in increased employee productivity, reduced travel cost, and more efficient client and internal communications. The Webex platform at Cognizant, optimized with Cisco’s Video Mesh technology ensures all internal calls stay within Cognizant but yet ensures high-quality audio and video. Rich features such as file sharing, automatic pairing and one-tap start to launch a meeting have made it easier for employees from across geographies to stay connected. Cognizant today, is able to leverage an industry-leading and future-proof communication backbone that is boosting its business significantly.