Digital workplace services
WorkNEXT™ offering overview

In the new normal of hybrid work, the most productive businesses implement resilient, secure working environments with employee-centric technologies to enhance collaboration, increase productivity and advance 'Future of Work' capabilities that help attract and retain talent.

Embracing the future of work by..

Reshaping employee experiences to increase engagement

Focusing on compelling user experiences with persona-based, contextual and personalized services. Ensuring consumer-grade solutions to blur the experience between home and office for better employee engagement.

Reducing the IT support workload with digital solutions

Driving enterprise productivity with proactive self-heal and easy to consume self-service technologies.

Transforming and securing the digital work environment

Orchestrating digital workplace transformation while ensuring safety and security for office environments and remote workspaces

The WorkNEXT™ stack from Cognizant propels your traditional working environment forward to the modern workplace, enabled with "Future of Work" solutions including modern technologies for self-heal and adoptive self-service with faster user onboarding and workplace intelligence. Cognizant's strong capabilities in AI/ML, analytics, cloud workspace, modern collaboration, platform integrations, and automation help our clients increase productivity, enhance the experience and improve business outcomes.

Delivering superior outcomes

Business
- Enhanced employee experience across the hybrid workplace
- Improved efficiency, productivity and business gains
- Higher employee morale, wellness and enhanced security

Technology
- Workplace automation and proactive self-heal
- Smart Office embedded with security technologies
- Zero-touch provisioning of SW/HW

Where we've made an impact

Leading multinational off-price department store corporation headquartered in the U.S.

Global IT support operations for infrastructure and applications for **270,000 users**
- **30% incident** volume reduction via automation
- **20% improvement** in resolution time
- **40% reduction** in operating costs

Global oil and gas company that provides complete project life cycle services for the energy industry

Global multilingual service desk, deskside and field support for **43,000 users**
- Consolidation of **28 regional** help desks to a Unified Service Desk
- Touchless device provisioning with digital lockers
- **35% productivity** gain by adopting digital support channels

Manufacturer and global supplier of heavy equipment and machinery headquartered in the U.S.

Multilingual global IT support operations for infrastructure and applications for **70,000 users** through an agile based delivery model
- **30% reduction** in resolution time
- **34% Incidents** eliminated
- **> 95% user** satisfaction

Why Cognizant

Cognizant's Digital Workplace Services helps you stay ahead of the curve by adopting cutting-edge technologies and simplified processes, measuring real-time experience, business outcomes, and providing a world-class workplace environment for your users to embrace the 'Future of Work' . With solid industry consulting experience, industry analyst recognition, and a robust partner ecosystem, Cognizant enables organizations to increase productivity, and proactively address IT challenges to create the most compelling and engaging user experiences.

Visit **http://www.cognizant.com/worknext** to find out more

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