



Cognizant
Softvision

BIG 4 ACCOUNTING FIRM SAVES \$8 MILLION ANNUALLY

Partnership boosts client productivity with minimal process change

Cognizant Softvision's "Virtual Pods" overcome pandemic-created distancing to cut costs, reduce risk and increase quality

Cognizant

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AT A GLANCE

- Global network of more than 236,000 people in 158 countries
- Professional services include audit and assurance, tax and consulting, covering areas such as cybersecurity and privacy, human resources, deals and forensics

CHALLENGE

A global professional services company—with a service set that includes audit and assurance, tax and consulting, cybersecurity and privacy, human resources, deals and forensics—needed an innovative way to streamline workflows and automate error-prone manual tasks without having to take on a sizable and costly uplift to its IT infrastructure. The company turned to Cognizant Softvision for a technology solution to serve its network of more than 236,000 people in 158 countries.

SOLUTION

The Cognizant Softvision team created a roadmap tied to business outcomes, and then gathered a cross-functional team of IT and business stakeholders to determine key workflows to automate. We worked with the client to vet top robotic process automation (RPA) software vendors.

Utilizing our RPA maturity curve model as the foundation of our strategic plan, we laid out key objectives. Then, working with the client's leadership and technology team, we decoupled a key impediment from its dependencies. Together, we developed an RPA solution to reduce quality and risk management efforts for repetitive, error-prone tasks.

To ensure that the engineered platform was cohesive and unified, our product and design teams were held to the same key performance indicators—

for velocity, quality, product impact and autonomy—allowing for a seamless transition upon rollout.

A SPEED BUMP

Key to the project's success was our agile development process and "Virtual Pods"—high-performing teams of remote, globally distributed multidisciplinary experts who quickly built and delivered a go-to-market solution.

Midway through the project, those Virtual Pods were put to the test by an unforeseen obstacle: a global pandemic. With the onset of COVID-19, our remote teams were able to continue development with no significant changes in delivery metrics or processes, and we maintained our same sprint and release cadence. We adapted quickly to the new business priorities and avoided disruption to normal operations, and our speed of delivery actually increased.

RESULTS

With our Virtual Pods working remotely amid pandemic-related social distancing, we created a bot that automatically exchanges data from multiple systems three times a day. In some use cases, a single RPA bot can complete the tasks of one or more employees, and for repetitive tasks, quality and risk management efforts have been eliminated entirely.

Cognizant Softvision removed the need for 6,000 hours of manual labor, and this savings is expected to increase to as much as 100,000 hours in the next year. The client has saved \$8 million annually, and the RPA bots have provided enormous increases in accuracy and quality with reduced risk.

We are proud to continue spinning up new teams and apps, achieving project milestones, reducing operational risk and delivering outcomes at pre-COVID levels for our client.

Cognizant Softvision

Cognizant Softvision is a leading product engineering company, creating impactful end-to-end digital products and solutions that connect brands with customers. Delivering sustainable innovation, agility and a connection that inspires engagement and business transformation, we've worked with some of the world's largest leading brands. Cognizant Softvision has over 3,000 product, design and engineering professionals across a network of global studios in nine countries and five continents. Learn how Cognizant Softvision designs experiences and engineers outcomes that result in memorable interactions at www.cognizantsoftvision.com or follow us [@WeAreSoftvision](https://twitter.com/WeAreSoftvision).

About Cognizant

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 clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us [@Cognizant](https://twitter.com/Cognizant).



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