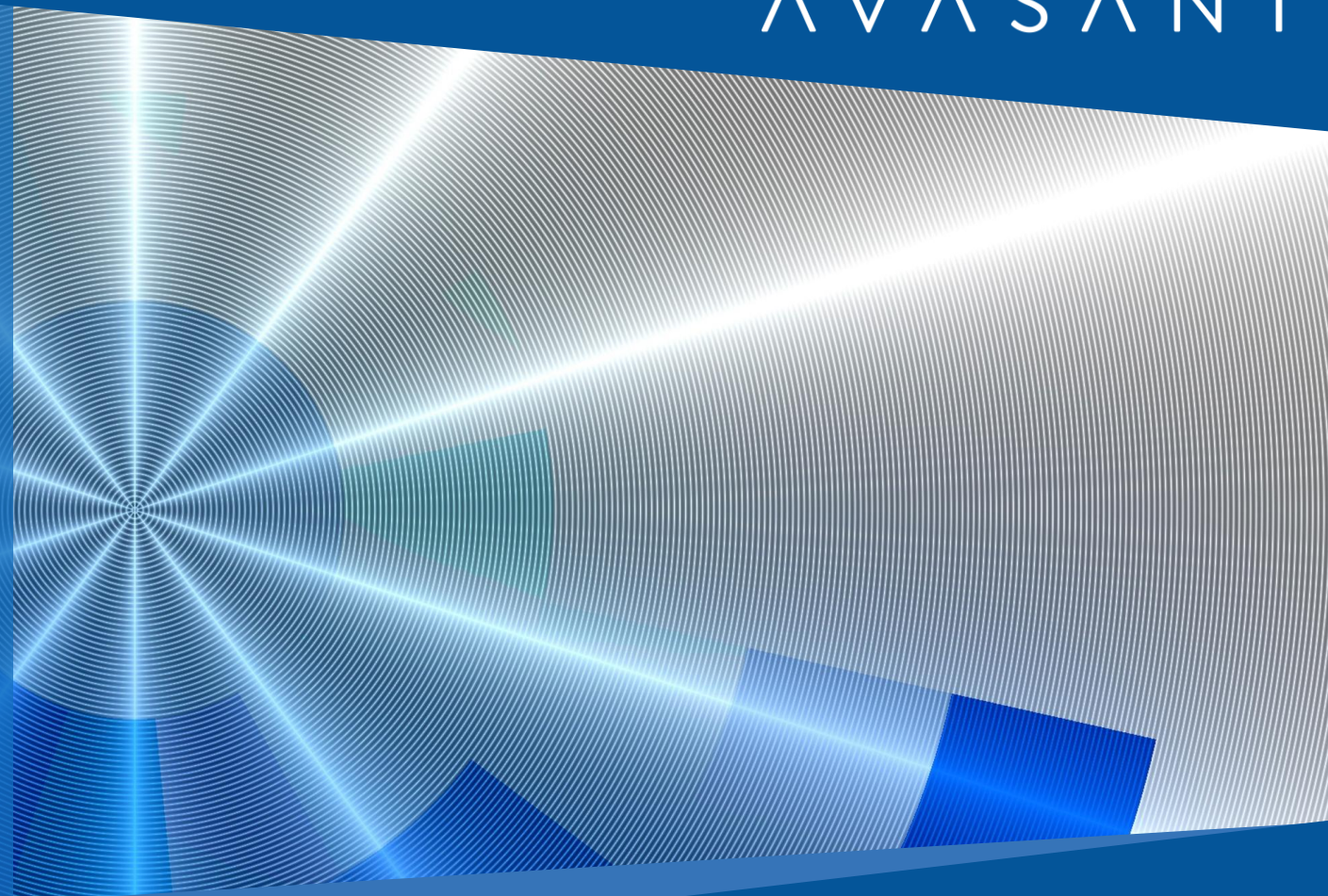




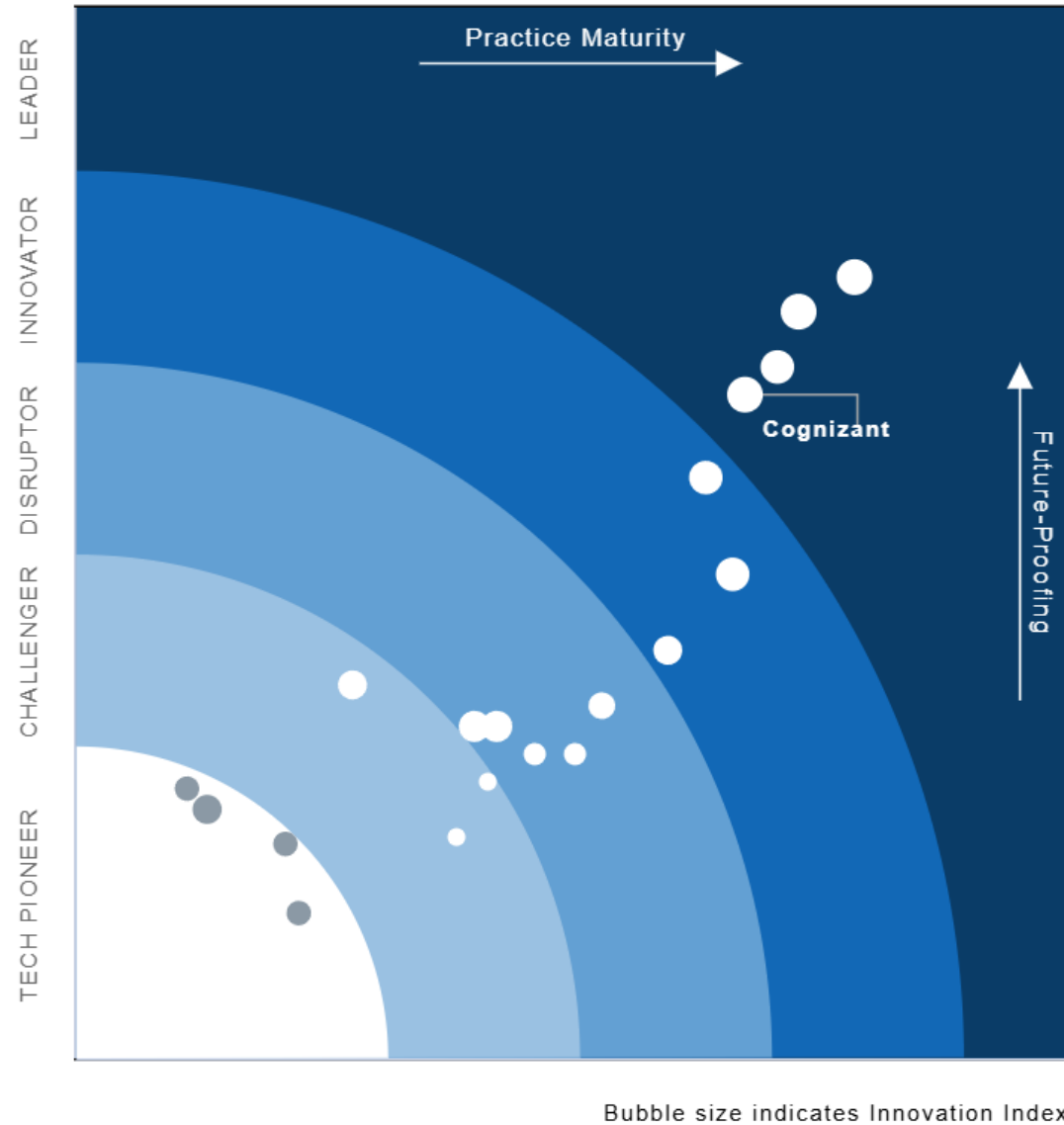
Higher Education Digital Services 2026 RadarView™

Driving the higher education space
with digital transformation

May 2026



Higher Education Industry Digital Services 2026 RadarView™



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Practice overview

- Practice size: 4,500+
- Active clients: N/A
- Delivery highlights: N/A

\$250M-\$500M

Total higher education industry practice revenue, FY2025

40%-60%

Digital revenue share from higher education, FY 2025

Industry-specific solutions/offerings

SkillsSpring™

A platform that scales personalized faculty learning with conversational AI coaching, generative quiz creation, and a dynamic course repository

IntelliHire

A solution that automates faculty hiring workflows, cutting time-to-appointment without full HCM overhaul

Neuro® AI

A platform that delivers workforce analytics, demand forecasting, and personalized faculty life cycle experiences

SCARF

A toolkit that stabilizes academic records and reporting with reusable patterns and validation assets

Sample clients

- A national university
- A higher EdTech publisher and assessment provider
- A state university in Georgia, US
- An Ivy League university
- Canberra Institute of Technology (CITSA)
- New Mexico State University (NMSU)
- University of Manchester

Partnerships/alliances



Collaborated to deploy US Healthcare Essentials curriculum via microlearning, building a healthcare talent pipeline



Engaged Cognizant as an implementation partner to configure Workday ERP (HCM/FIN) and Workday Student for higher education



Codeveloped AI process intelligence and enterprise transformation solutions for universities



Embedded full-stack security into digital transformation, delivering adaptive, platformized cybersecurity solutions for higher education clients



Formed a strategic partnership to co-build industry-grade AI solutions and embed copilot into mission-critical workflows



Partnered to advance tech education, upskill the workforce, and expand digital learning globally

Value chain coverage

Student engagement

Faculty engagement

Curriculum and learning management

Administrative services

Operations

Darker color indicates higher industry concentration:



Practice maturity



Future-proofing



Embeds AI and Gen AI across the student life cycle with a strong platform ecosystem, enabling personalized engagement and data-driven academic operations.

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Case studies

Client	Capability	Summary	Business impact
A national university	- AI - Analytics	- The client faced the challenge of maintaining an open academic environment while defending against global cyber threats, operating with ad hoc practices, draft policies, and no standardized incident response. - Cognizant tackled this by deploying a four-pillar transformation strategy, benchmarking against NIST CSF 2.0, formalizing 20 policies, creating a Run Book, conducting vulnerability assessments and penetration testing (VAPT) with Tenable Nessus, Burp Suite, and Kali Linux, and delivering a road map to advance maturity.	- Advanced maturity from Level 1 to Level 4 - Conducted VAPT across 350 servers, 25 applications, and 60 network segments - Established resilience with improved visibility and compliance
A higher EdTech publisher and assessment provider	- AI - Automation	- The client struggled with friction in certification testing, high costs, and limited security due to human-led proctoring and manual processes. - Cognizant tackled this by introducing ISAAC, an AI anomaly and cheat detection system that automated check-ins, provided real-time feedback, and continuously monitored candidates to improve security and efficiency.	- Saved time by reducing manual effort - Enhanced security with continuous monitoring - Lowered operational costs while diversifying offerings
 Canberra Institute of Technology	- AI - Analytics	- The client wanted to provide students with 24/7 access to essential resources but lacked efficient shopping solutions. - Cognizant tackled this by implementing AI-driven “Just Walk Out” computer vision technology, enabling students to pick items and leave without checkout delays.	- Improved flexibility for students - Enhanced accessibility across campus - Delivered a seamless student experience with round-the-clock access
 NM STATE UNIVERSITY	- AI - Automation	- The client needed a scalable healthcare curriculum aligned with workforce needs and accessible formats, while pursuing accreditation and revenue-sharing opportunities. - Cognizant tackled this by deploying its US Healthcare Essentials curriculum into the client’s Global Campus microlearning environment, integrating modular micro-credentials with storefront distribution.	- Enabled verifiable workforce-aligned credentials - Delivered flexible adoption for professionals - Strengthened the client’s role in healthcare education innovation

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Analyst insights

Practice maturity



- Cognizant's higher education practice spans the student life cycle, covering assessments, personalized learning, and academic operations, while integrating mental health and wellness solutions as an emerging focus area. These capabilities are designed to work within existing CRM, ERP, SIS, and cloud environments.
- Its offerings span engagement, recruitment, workforce enablement, and operations; for instance, the Moment™ platform enables constituent engagement, while IntelliHire is for academic recruitment automation, Emily for faculty HR services, WorkNEXT™ for the digital workplace, SkillSpring for AI-driven faculty learning, SCARF for academic records integration, and reporting accelerators for tools such as IPEDS packages. Integration with Workday Student further extends this portfolio by supporting the student journey from admissions through graduation, covering onboarding, registration, records, and student services.
- It embeds Gen AI across recruitment, learning, and engagement workflows through platforms such as Neuro AI for predictive and personalized student intelligence and Agent Foundry for deploying autonomous digital agents. Together, these capabilities enable retention insights, content automation, intelligent decision-making, and faculty workforce forecasting, integrating AI directly into institutional processes rather than as stand-alone tools.

Future-proofing



Partner ecosystem

- Cognizant has partnered with universities, including New Mexico State University Global Campus, to deliver healthcare microlearning and with Brigham Young University for ERP curriculum training. These collaborations created scalable channels for workforce-aligned education and hands-on academic transformation, ensuring domain expertise in higher education operations.
- It has built alliances with Salesforce (Education Cloud, Agentforce), AWS (Learner Value Chain Framework), and Microsoft (via 3Cloud acquisition). These partnerships enabled secure, scalable, AI-enabled platforms for admissions, student success, and academic operations.

Investments and innovation

- Cognizant acquired 3Cloud in 2026, strengthening its Azure, data, and AI expertise. The acquisition added skilled professionals and expanded capabilities in cloud and AI enablement, supporting enterprise modernization and operational transformation.
- It partnered with Totara, a learning management system (LMS), to develop custom plugins and microapps for higher education clients to tailor the LMS for their requirements. In parallel, it has established multiple research labs in India (Chennai, Bengaluru, and Hyderabad) focused on customer experience engineering, LTE/public safety radio testing, OSS/BSS systems, embedded product engineering, and 5G networks, enabling applied R&D and technical validation.

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