Corporate Profile

Coforge

We are Coforge, a digital services and solutions provider that leverages emerging technologies and deep domain expertise to deliver real-world business impact for our clients.

Our focus on selected industries, a detailed understanding of the underlying processes of those industries, and partnerships with leading platforms including Microsoft, AWS, Google, Salesforce, Pegasystems, ServiceNow, and Appian enable us to offer a distinct perspective.

Our vision is to "Engage with the Emerging." This underlines our commitment to accelerate business change for clients and their customers, through the use of emerging technologies. We lead with our product engineering approach and leverage Cognitive, Cloud, and Data technologies to transform client businesses into resilient, intelligent, high-growth enterprises.

Our mission is to "Transform at the Intersect," helping our customers achieve their business objectives by combining our global expertise on both, technology and domain. We have applied this approach to provide business solutions within our chosen industry verticals: Banking & Financial Services, Insurance, Government, and Travel, Transport, and Hospitality.
Examples include:

- Deployment of an NLP and machine learning solution for an asset manager to perform advanced analytics to optimise and automate customer portfolios.
- Implementation of a solution for a leading airline that involved using graph AI along with machine learning to reduce gate turnaround times for their airplanes.
- Implementation of a Generative AI Smart Glass Solution for an insurance customer that helped their property inspectors perform risk scoring related to policy issuance and claims adjudication.
- Creating a solution for a healthcare payer that utilised advanced analytics for member engagement, creating personalised communication strategies to foster better relationships with their customers.
- Developing an integrated digital product for monitoring agriculture, crop acreage, and production estimation using remote sensing and Geographic Information Systems (GIS).

These initiatives exemplify how we combine technology and domain expertise to create innovative solutions that drive business transformation for our clients.

Our strategy, vision, and mission are actively supported by longterm investments in building in-depth capabilities in emerging technologies. For example, we have a dedicated AI Centre of Excellence that has created more than a hundred innovative solutions for our clients over the last five years. We have grown our partnerships with hyperscalers and other technology providers focused on AI and are accelerating investments in growth areas such as generative AI. We have introduced our own AI ecosystem, "Quasar," which encapsulates solutions and accelerators built on technologies such as GenAI, SpeechAI, VisionAI, and ConversationalAI. To enhance its utility and effectiveness, we continuously add both technology-centric and domain-specific use cases to the Quasar ecosystem, ensuring it remains a cutting-edge solution for our clients' evolving needs. Today, Quasar integrates more than 23 Large Language Models (LLMs) and has been used in over 200 industry use cases, for example, tasks such as collection management, fraud detection, wealth advisory, and insurance quote creation.

Our recent AI-based solutions include:

- Agent Assist, which uses real-time speech and email analysis to ensure smooth communication between agents and customers in four languages.
- BLAZAR, our Responsible AI solution, a risk-based governance framework for mitigating risk related to the usage of AI.
- QE 360, our platform that enables test lifecycle automation through AI, with features including AI-based test-case generation, LCNC automation creation, AI-based test data management generation, automation self-healing, and AIbased visual testing.
- Ticket Manager, our service desk solution that uses GenAI to eliminate L1 activities and significantly reduce L2 tasks by analysing and categorising and creating self-help for end-users.
- Knowledge Querier, which provides context-oriented search and summarisation of multi-modal data (i.e., text, video, images).

- Coforge Rapid Audio Speech Analysis (RASA), a system that uses Gen AI to analyse agent interactions in both voice and chat for feedback and to identify areas needing improvement.
- Coforge Orion, our Gen AI solution providing an autonomous self-service solution that automates both outbound and inbound calls, proactively engages customers, provides intelligent responses to inquiries, and autonomously takes next-best actions.

Lastly, in collaboration with Microsoft, we have expanded our productivity and decision-making enhancements, launching the M365 Copilot Offering and Advisor Copilot, to optimise the insurance underwriting processes. These solutions are now available on the Microsoft Azure Marketplace.

We have a global presence across North America, South America, Europe, the Middle East, India, Asia-Pacific, and Australia. We drive operations from twenty-five global delivery centers across ten countries. As of March 31, 2024, we had over 24,700 technology and process experts who engineer, design, consult, operate, and modernise client systems across the world.

We are focused and committed to our clients' success, as reflected in our repeat business rate of 92% in FY24. We have an exceptional track record of delivery execution, which has been a key enabler of robust and consistent revenue growth over the last six years, with a CAGR of 16%, from US$ 464 million in FY18 to US$1,119 million in FY24.

We pride ourselves on strong employee engagement, resulting in one of the lowest attrition levels across the industry—a testament to our company culture. This employee-centricity was reinforced in 2023 when we were recognised as a "Great Place to Work" for the third consecutive year.

The name "Coforge" stands for working together to create lasting value. We continue to stay focused on delivering robust, sustained, and profitable growth. Toward this objective, we are actively expanding into additional industry verticals in Retail, Healthcare, and Hi-Tech sectors.