



## Multi-Process HR Transformation Services

# Conduent

### Report Abstract

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11 pages

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## Who is this Vendor Assessment for?

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NelsonHall's Multi-Process HR Transformation Services profile on Conduent is a comprehensive assessment of Conduent's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Multi-Process HR Transformation services and identifying vendor suitability for Multi-Process HR Transformation Services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Multi-Process HR Transformation sector.

## Key Findings & Highlights

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Conduent, headquartered in New Jersey, is a business process services (BPS) provider with ~60k employees and global operations in 24 countries. It was founded in 2017 by a divestiture from Xerox: ACS sold its outsourcing practice to Xerox, which spun off its BPO division into a wholly separate corporation, Conduent, incorporated in January 2017. Conduent's business segments include:

- Commercial (including Human Capital Solutions)
- Transportation
- Government.

Within its Commercial division, Conduent's HR service offerings include:

- HR management & payroll solutions
- Learning solutions
- Health & wellness benefit solutions
- Wealth & retirement benefit solutions.

In September 2023, it announced it will divest its BenefitWallet business to HealthEquity, which is expected to be finalized in H1 2024.

Conduent has ~35 years of HR services delivery experience, and its Human Capital Solutions division has ~4,600 employees and services ~13m employees and participants across ~300 HR services clients. Approximately ~45% (representing 111 clients) are multi-process HR outsourcing clients.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Conduent's Multi-Process HR Transformation Services offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, opportunities, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery centers.

## Multi-Process HR Transformation Services Vendor Assessments available for:

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Accenture

ADP

Alight Solutions

Capgemini

Conduent

IBM

SD Worx

TCS

Zalaris

## About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Multi-Process HR Transformation, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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