



Vendor Profile

Payroll Services

Conduent

Report Abstract

September 2022

By Elizabeth Rennie

Principal Analyst

NelsonHall

11-pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's Payroll 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 Payroll Services and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Payroll Services sector.

Key Findings & Highlights

Conduent, headquartered in New Jersey, is a provider of business process services (BPS) globally and was formed in early 2017 following its divestiture from Xerox. Conduent has ~60k employees across 24 countries and 200 delivery centers and has a presence in all regions with a well-established global operating model. Today Conduent operates through three primary business segments, including (with an approximate share of revenue):

- Commercial, ~50%: customer contact services, multi-channel communications, financial industry solutions, legal compliance & analytics, HR and learning solutions, casualty claims, document management, finance accounting & procurement, payer, pharma & life sciences.
- Government, ~30%: including child support, eligibility, and enrollment, government healthcare solutions, payments, federal and state services
- Transportation, ~20%: including road usage charging, transit, curbside management, and public safety. In Q1 2022, it announced the planned separation of the transportation segment.

The company has provided HR business process services for more than 30 years, dating back to its ACS (Affiliated Computer Services) roots; ACS entered the HRO market in 1999 and was later acquired by Xerox in 2010. It has well-established client relationships; some have a 30-year tenure. In payroll, it services thirteen large clients with ~570k employees across all regions.

Conduent's managed payroll offering supports domestic payrolls across twelve countries and multi-country payroll solutions in over 56 countries, with the capability through partnerships to expand to additional countries. By 2021 it has realigned its learning HRO, global payroll, benefits, and recruitment services into a single business unit, "HR and learning solutions," to drive synergies and consistency in cross-portfolio.

Scope

The report provides a comprehensive and objective analysis of Conduent's Payroll Services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, 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 locations.

Payroll Services Assessments also Available for:

activpayroll

Alight

AscentHR

BDO

CloudPay

EY

Immedis

Infosys

isolved

Neeyamo

OneSource Virtual

Papaya Global

Paychex

PayGroup

Payslip

Payzaar

Ramco

Safeguard Global

SD Worx

TMF Group

UKG

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Cloud HR Transformation, Benefits Services, and Payroll, 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.

Liz can be contacted at:

- Email: elizabeth.rennie@nelson-hall.com
- Twitter: [@erennie_](https://twitter.com/erennie_)



About NelsonHall

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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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

Boston

Riverside Center, 275 Grove Street,
Suite 2-400, Newton
Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook,
Molly Millars Lane,
Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266

Copyright © 2022 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.