



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

F&A Transformation

Conduent

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's F&A transformation profile on Conduent is a comprehensive assessment of Conduent's F&A BPS and transformation offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A BPS and transformation services and identifying vendor suitability for finance & accounting related RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the business services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Conduent's offerings and capabilities in F&A BPS and transformation.

Conduent, initially through its predecessor ACS, has been active in F&A outsourcing since the early 2000s.

The company had a strong initial focus on accounts payable, and early contract wins included:

- A major U.S. automotive company
- An accounts payable and document management contract with Office Depot, subsequently complemented with credit & collections and sales tax processing
- A 10-year contract with GE for accounts payable, fixed asset accounting, and transactional tax processing.

While the company at one point in its ownership by Xerox focused solely on major enterprises, the company is now focusing much more on enterprises with ~\$3bn-\$5bn in revenue. The company has doubled down on its procure-to-pay capability, considerably strengthening its point services to deliver business value in procure-to-pay, and is placing increased emphasis on winning complementary business in order-to-cash and record-to-report.

The company is also looking to use gainshare-based point services in areas such as revenue recovery as a means of demonstrating its capabilities in new accounts.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's F&A BPS and transformation offerings and capabilities, 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 key partnerships and the location of delivery locations.

F&A Transformation Vendor Assessments also Available for:

Capgemini

Cognizant

Conduent

Exela Technologies

EXL

Genpact

IBM

Infosys

TCS

Wipro

WNS

About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS.

John is well-known around the world for his detailed analytical approach to research and his pragmatic style. He founded NelsonHall in 1998 on the principle that genuine market insight can only be derived from a bedrock of hard, empirical facts drawn from original market research, and this philosophy persists to this day, making NelsonHall one of the most highly valued global research firms.

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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

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