



# Healthcare Payer Operations Transformation

## Conduent

### Report Abstract

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12 pages

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## Who is this Vendor Assessment for?

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NelsonHall's Healthcare Payer Operations Transformation profile on Conduent is a comprehensive assessment of Conduent's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Conduent and identifying vendor suitability for Healthcare Payer Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Healthcare Payer Operations Transformation sector.

## Key Findings & Highlights

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Conduent is a business process services company with ~59k employees globally. The company delivers digital business solutions and services covering the commercial, government and transportation spectrum. It provides services across horizontal and vertical industries: customer experience management, healthcare claims management, human capital solutions, and business operations solutions, including commercial healthcare payer, life sciences, government healthcare, government solutions, transportation, retail, consumer, travel hospitality, etc.

In the U.S., Conduent collaborates with all 9 of the top 10 health plans, including commercial, Medicare Advantage, and Medicaid. The company processes ~75m claims annually for commercial health payers, ~600m EDI transactions for government and commercial health payers, and ~100 payer organizations supported by Conduent BPS services.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Conduent's Healthcare Payer Operations Transformation offerings, capabilities, and market and financial strengths, including:

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

## Healthcare Payer Operations Transformation Vendor Assessments also available for:

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Cognizant

Concentrix

DXC Technology

Eviden

Exela Technologies

Firstsource

Genpact

Infosys BPM

Mphasis

Sutherland

Viaante

Wipro

WNS.

## About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall’s Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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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., 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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