



Experience-Led HR Transformation Services

Conduent

Report Abstract

March 2025

By Elizabeth Rennie

NelsonHall

12 pages

Contents of Full Report

1. Introduction
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 Experience-Led 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 Experience-Led HR Transformation services and identifying vendor suitability for Experience-Led HR Transformation Services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Experience-Led HR Transformation sector.

Key Findings & Highlights

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.

Conduent brings HR experience orchestrating offerings that include consulting to employee helpdesk operations to help clients adopt ServiceNow and HCM (Workday, SuccessFactors) platforms to support HR Transformations across a broad range of HR functions.

In May 2024, Conduent completed the divestiture of BenefitWallet to HealthEquity. The transfer was part of the company's planned portfolio rationalization transactions expected in 2024. Conduent continues offering HSAs and consumer-directed benefit accounts through its relationship with HealthEquity and providing customer contact services, claims processing, and other servicing work for HealthEquity.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's Experience-Led 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.

Experience-Led HR Transformation Services Vendor Assessments available for:

Capgemini

Conduent

HR Path

Infosys

SD Worx

Strada

TCS

Zalaris.

About The Author

Liz is NelsonHall's HR & Talent Transformation Research Director, with global responsibility for HR research and client support.

Her focus areas are payroll transformation and broader HR transformation, including multi-process HR services and technologies.

Liz leads the HR team in providing the most comprehensive and in-depth coverage of HR & Talent Transformation markets in the world, and is a leading voice on how HR and Talent can be reimagined globally, blending the human touch with automation and AI, revolutionizing experiences, and offering new ways of working to drive improved outcomes both at an enterprise and individual level.

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., 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

Boston

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

London

29 Rose Hill
Binfield
Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris

115 rue de Reuilly,
75020 Paris
Phone: +33 (0)6 23 81 17 54

Copyright © 2025 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.