



Next Generation Benefits Administration

Conduent

Report Abstract

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20-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 Benefits Administration profile on Conduent is a comprehensive assessment of Conduent offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Benefits Administration 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 Benefits Administration Services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Conduent's offerings and capabilities in Benefits Administration Services.

Conduent, headquartered in New Jersey, is a business process services (BPS) provider formed in 2017 as a carve-out from the Xerox business. The Conduent Human Resource Services division offers the following range of HR services:

- Benefits administration
- Multi-process HR services
- Learning services
- Payroll services
- Recruitment administration
- Consulting and strategy services.

Over 2021, Conduent brought together the different HR divisions under one General Manager of HR & Payroll and Health & Wellness Solutions at Conduent and rebranded this division as Human Capital Solutions. Conduent's benefits administration business includes:

- DB administration 3.5m accounts, 250+ plans administered, \$3.7m estimates processed per annum. Conduent has ~40 years' experience in DB administration
- DC administration: 1.2m accounts, \$128bn DC recordkeeping assets; Conduent has ~40 years' experience in DC administration
- H&W services: 53 H&W clients supporting 7.7m participants.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent’s Benefits Administration Service 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.

Next Generation Benefits Administration Assessments

also Available for:

ADP

Alight Solutions

bswift

Empyrean Benefits

LifeWorks

Mercer

PlanSource

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.

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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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