



Conduent Transforming Property & Casualty BPS with Touchless Processing

Vendor Assessment
Report Abstract

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7 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of Conduent's property and casualty (P&C) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking Services RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



Key Findings & Highlights

P&C BPS is managed in Conduent's Commercial Industries (CI) operating group, which is home to horizontal (omni-channel communications and HR services) as well as vertical (industry services) capabilities. Industry services such as P&C BPS are organized around both technology solutions (and platforms) and outsourcing services in finance and accounting, transaction processing, learning, and legal and payment integrity services (among others).

Conduent currently serves four of the top five P&C third-party administrators (TPAs) and 7 of the top 15 P&C carriers. Its P&C BPS-related offerings are strongest in:

- Workers' compensation (WC) claims processing
- Personal lines omni-channel customer communications.

NelsonHall estimates that personnel serving P&C clients has dropped in the last two years by 15% to 1,500 (with half handling WC claims). Conduent's 2017-2018 transformation plan implemented what the company termed a Center of Excellence operating model. P&C delivery personnel have been shifted in terms of their locations and in terms of the business units they support, with delivery personnel being centralized, or reassigned to work-from-home arrangements, as appropriate.

Conduent maintains a significant P&C client footprint in the U.S., where it currently serves 4 of the top 5 P&C TPAs and 7 of the top 15 P&C carriers. Almost half of its P&C BPS business is generated in support of TPAs. Large carriers generate much of the remainder of its business.

Scope of the Report

The report comprehensively analyzes the company's P&C BPS practice:

- Strategy, emphases and new developments
- Strengths, weaknesses and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of P&C BPS specific revenue and delivery resources.

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3. Key Offerings
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5. Target Markets
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Transforming Property & Casualty BPS with Touchless Processing Vendor Assessments Also Available for:

Accenture

Cognizant

DXC Technology

EXL Service

Genpact

Infosys

Mphasis

Sutherland Global Services

Tata Consultancy Services

Teleperformance

WNS Global Services