



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

Payroll Services

Conduent's

Report Abstract

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8 pages

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Who is This Vendor Assessment For?

NelsonHall's Payroll Services profile on Conduent's is a comprehensive assessment of its offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of managed payroll 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 HR and payroll technology and services sector.

Key Findings & Highlights

Conduent, headquartered in Florham Park, New Jersey, is a provider of business process services (BPS) globally and was formed in early 2017 following its divestiture from Xerox. The company has provided HR business process services for more than 30 years, dating back to its ACS (Affiliated Computer Services) roots; ACS entered the HRO market in 1999 and was later acquired by Xerox in 2010.

Today Conduent operates through three primary business segments, including:

- Commercial: ~54% of FY19 revenue; including HR, health, and wealth services
- Government: ~29% of FY19 revenue
- Transportation: ~17% of FY19 revenue

Conduent offers a range of HR services through a consult to operate capability, including:

- HR Management, including recruiting and onboarding, workforce and talent management, payroll administration, separations, and severance
- Workforce Enablement, including learning administration, learning content, supplier management, employee engagement, and communications
- Health and Wellness, including health and welfare administration, annual enrollment, and compliance management
- Wealth and Retirement, including defined benefit and defined contribution administration, financial wellness, non-qualified plan administration, and total rewards.

Conduent targets its payroll services towards the upper-middle market and large/enterprise buyers, often headquartered in the U.S. and the U.K. with multi-country footprints. It is increasingly targeting broader European-based firms and Latin American buyers, supported by its presence in Mexico and Brazil; its largest client currently has ~190k employees.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's payroll services offering, 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.

Payroll Services Vendor Assessments also Available for:

activpayroll
ADAM HCM
ADP
Alight/NGA HR
Ascender
AscentHR
Ceridian
CloudPay
Conduent
Immedis
Infosys
Neeyamo
OneSource Virtual
Papaya Global
PayAsia
Paychex
Payzaar
Ramco
Safeguard Global
SD Worx
TMF Group
UKG
Zalaris

About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

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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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