



# Conduent

**Next Generation Benefits Administration**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's Next Generation Benefits Administration in North America: vendor assessment for Conduent is a comprehensive assessment of Conduent's benefits administration offering and capabilities, designed for:

- Sourcing managers and operations executives investigating developments within the benefits administration market
- Vendor marketing, sales and business managers developing strategies to target service opportunities within the North American benefits administration market
- Financial analysts and investors specializing in the business process and operations transformation services sector.

## Key Findings & Highlights

Conduent has moved from a pure process focus to a combination of focusing on process and on employee experience and interactions that are both digital in nature and with digitally enabled personal interactions. Conduent is aiming to make the employee experience "individualized, immediate, and intelligent."

Conduent's focus to the market is to deliver outcomes "that improve satisfaction and retention results from pairing user-driven solutions with a goals-driven strategy — one designed to satisfy both employee expectations and business objectives."

Conduent has ~348 benefits administration clients, including ~47 Fortune 200 clients, and serves ~12m participants.



## Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's offerings, capabilities, and market and financial strength, including:

- Revenue summary
- Analysis of the company's benefits administration offerings
- Analysis of the company's customer base including the company's targeting strategy and examples of current contracts
- Identification of the company's strategy, emphasis, and new developments within its technology and services
- Analysis of the company's strengths, challenges, and outlook.

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## Report Length

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