



Vendor Profile

Learning Services

Conduent

Report Abstract

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21-pages

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Who is This Vendor Assessment For?

NelsonHall's Learning 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 Learning Services and identifying vendor suitability for Learning Services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Learning Services sector.

Key Findings & Highlights

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

Conduent is a provider of diversified business services, with digital platforms and services for businesses and governments to manage millions of daily interactions. Customers may be patients, consumers, employees, commuters, or citizens. Conduent Learning Services is one of the capabilities within Conduent's HR Services business. The Learning Services business of 2020 focuses on digital interactions and services.

Conduent provides content, delivery, operational efficiency (administration), supplier management, tech, and consulting services.

Conduent's "Listen to Me, Know Me, Guide Me" mantra underpins its approach when engaging with prospective/existing clients.

In 2020, Conduent launched its Workforce Enablement model, comprising APPLY Synergies' 5 Moments of Need® framework (for which Conduent is a Preferred Affiliate).

In 2019, it launched the Conduent Learning Operations Ecosystem (CLOE), leveraging proprietary, and third-party tech. Its proprietary LMS/LCMS, Knowledge Connection, remains available for clients and is subject to an ongoing roadmap of enhancements.

Conduent is looking to launch new products in 2021.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's Learning Services 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 structure, including the location of service delivery infrastructure.

Learning Services Vendor Assessments also Available for:

Aptara

Capgemini

IBM Learning Services

Infopro Learning

Infosys BPM

Learning Tribes

NIIT Ltd

QA

Roundtable Learning

Seertech Solutions

Tesseract Learning

Upside Learning

UpsideLMS

About The Author

Nikki is a Principal Research Analyst at NelsonHall, with shared responsibility for HRO research globally. Nikki is responsible for HRO research in the areas of Recruitment Process Outsourcing (RPO), Managed Service Program (MSP)/Contingent Workforce Services (CWS), and Learning.

Nikki has a wealth of operational experience across the entire HR function, including talent acquisition, talent development, employee engagement, employee relations, compensation, benefits, payroll, employment law, and HR systems. She also has significant experience in leading and managing business transformation/integration and cultural change projects, including outsourcing key business functions, accelerated growth via TUPE transfers, organization and process redesign, and M&A initiatives (including due diligence, rebranding, cultural realignment, and compensation and benefits changes).



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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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