

Business Operations Solutions

In support of businesses and governments, we transform business processes by automating and streamlining mission-critical operations through our deep industry experience and the latest technology solutions, to drive efficiencies, improve security and enable revenue growth, while enhancing the end user experience.

Client outcomes

Faster payments, reduced processing turnaround time, benchmark OCR accuracy, reduced inquiries, increased efficiency and compliance.

- Document & Data Management: 99% accuracy with automated OCR technology including unstructured data.
- Financial Industry Solutions: 33% faster completion with automated workflow delivery.
- Finance, Accounting and Procurement: 90% Improvement in invoice processing turnaround time.
- Legal, Compliance and Analytics: 60-80% reduction in total cost for document review.

End user outcomes

Reduced time spent on tasks such as reconciliation, automated processes, improved self-service, and improved security

Solutions/Services

Document Management and Automation

In partnership with businesses and governments, we deliver highly automated document processing services, powered by the latest AI and ML automation technologies, to reduce costs, drive efficiencies while improving the quality of and speed of data the client receives.

Financial Industry Solutions

On behalf of financial institutions, we deliver efficient lending, mortgage and payment processing services and solutions built on trusted relationships that provide scale, operating excellence and automation, and improved financial outcomes, while bringing new levels of security, efficiency and value to every customer touchpoint.

Finance, Accounting and Procurement

For businesses and governments, we help transform finance, accounting and procurement processes by automating and streamlining important operations powered by the latest AI, ML and blockchain technologies to reduce costs, drive efficiencies, improve quality, while creating a more personalized end-user experience.

Legal, Compliance and Analytics

To support law firms, we deliver essential eDiscovery & analytics solutions that help navigate complex legal requirements and business problems to generate business insights, optimize cost savings, enhance accuracy and defensibility while improving decision-making power for our clients and offering a more efficient and insightful experience to end users.

Analyst rankings and ratings

- Everest Group Property and Casualty (P&C) Insurance BPO – Service Provider Landscape with Services PEAK Matrix Assessment, Major Contender, 2020
- NelsonHall Property & Casualty Insurance BPS NEAT – Overall, Major Player, 2020
- NelsonHall Property & Casualty Insurance BPS NEAT - Claims Management Focus, High Achiever, 2020
- NelsonHall Property & Casualty Insurance BPS NEAT - Policy Acquisition & Services Focus, Major Player, 2020
- HfS Top 10 F&A Service Providers, #12, 2019
- HfS Top 10 F&A Service Providers, #12, 2019
- Everest Group Finance and Accounting Outsourcing (FAO) Services PEAK, Major Contender, 2019
- NelsonHall Property & Casualty Insurance BPS NEAT Report, 2019
- Overall, Leader
- Claims Management Focus, Leader
- Policy Acquisition & Services Focus, Innovator
- Everest Group P&C Insurance BPO Services PEAK, Major Contender, 2019
- Everest Group F&A Digital Augmentation Suite PEAK, Aspirant, 2018
- ISG FAO Digital Outsourcing Services 2018 Quadrant Report, 2018
- Global Digital Operations Quadrant, Market Challenger
- US Digital Operations Quadrant, Rising Star
- Global Consulting Quadrant, Market Challenger
- US Consulting Quadrant, Market Challenger
- ISG FAO Digital Outsourcing Services 2018 Archetype Report, 2018
- Transactional Services Buyers, Leader
- Transformation-Oriented Buyers, Noteworthy Player
- Vertically Focused Buyers, Noteworthy Player
- Holistic Buyers, Noteworthy Player
- Everest Group Capital Markets BPO PEAK, Aspirant, 2018

Share of our business

Business Operations Solutions accounted for 14% of Conduent revenues in 2019.