CONDUENT

HR & Learning Solutions

Our human resource services are provided to global organizations and governments. We deliver mission-critical, technology-enabled HR services and solutions that improve business processes across the employee journey to maximize business performance, while increasing employee satisfaction, engagement and overall wellbeing.

Client outcomes

Improved employee satisfaction and engagement that drives better business results, reduced costs and increased efficiency through automation.

- Health and Wellness: 11% reduction in total health claims cost through decision support tools.
- Wealth and Retirement: 95% participation in HSAs to reduce costs, increase wellbeing, and improve healthcare in retirement.
- HR Management: 40% on average gain in efficiency through automation.
- Workforce Enablement: 60% reduction in design and development time achieved through virtual learning.

End user outcomes

Improved employee experience, engagement, retirement preparedness and satisfaction.

Solutions/Services

Health and Wellness

On behalf of large global organizations and governments, we deliver key, technology-enabled employee health benefits services and solutions that enable modern health benefits strategies and programs to attract, retain and engage the best talent, reduce benefits spend and optimize supply chain efficiencies, while enabling better health and wellness outcomes for its employees, their dependents and retirees.

Wealth and Retirement

In partnership with large North American US organizations and governments, we deliver essential, technology-enabled employee retirement and wealth services and solutions that simplify complex transactions and administration to reduce liability and compliance risk, improve cost structure and expand plan sponsor plan portfolios, while increasing employee retirement readiness and financial well-being.

Workforce Enablement

In support of global organizations and governments, we deliver critical, technology-enabled workforce enablement services and solutions that drive modern, digital workforce learning strategies and programs to improve organizational readiness, workforce productivity and individualperformance, while increasing employee satisfaction, career growth and continuous learning.

BenefitWallet®

For US organizations, we deliver critical, technology-enabled consumer-directed health account services and solutions that simplify administration through a single platform to drive a positive return and cost savings of employer health programs, while enhancing participant utilization of their health program dollars during employment and after retirement.

Analyst rankings and ratings

- NelsonHall Cloud-Based HR Transformation NEAT, Overall Market Segment Leader and a Leader in All Five Report Focus Areas, 2020
- Everest Group Learning Services PEAK Matrix, Major Contender, 2020
- Everest Group Multi-Process Human Resources Outsourcing (MPHRO) PEAK, Major Contender, 2019
- Everest Group Multi-Process Human Resources Outsourcing (MPHRO) PEAK, Major Contender, 2019
- Everest Group Workday-Based HR BPS Services PEAK Matrix, Major Contender, 2019
- Everest Group Health & Welfare Benefits Admin PEAK, Leader, 2018
- NelsonHall Benefits Administration Services NEAT, January 2018
  - Overall Focus, Leader
  - Health & Wellness Optimization Focus, Leader
  - Financial Wellness Focus, Leader
  - Health & Wealth Optimization, Leader
  - Cloud HR Services Focus, Leader
- NelsonHall Multi-Process HR Services (MPHRS) NEAT, 2018
  - Overall Focus, Leader
  - Workday Focus, Major Player
  - SAP SuccessFactors Focus, Innovator
  - Cloud HR Services Focus, Innovator
- Everest Group SuccessFactors-Based PEAK, Major Contender, 2018

Share of our business

HR & Learning Solutions accounted for 14% of Conduent revenues in 2019.