

Conduent Overview

*For Analysts & Advisors
April 2021*

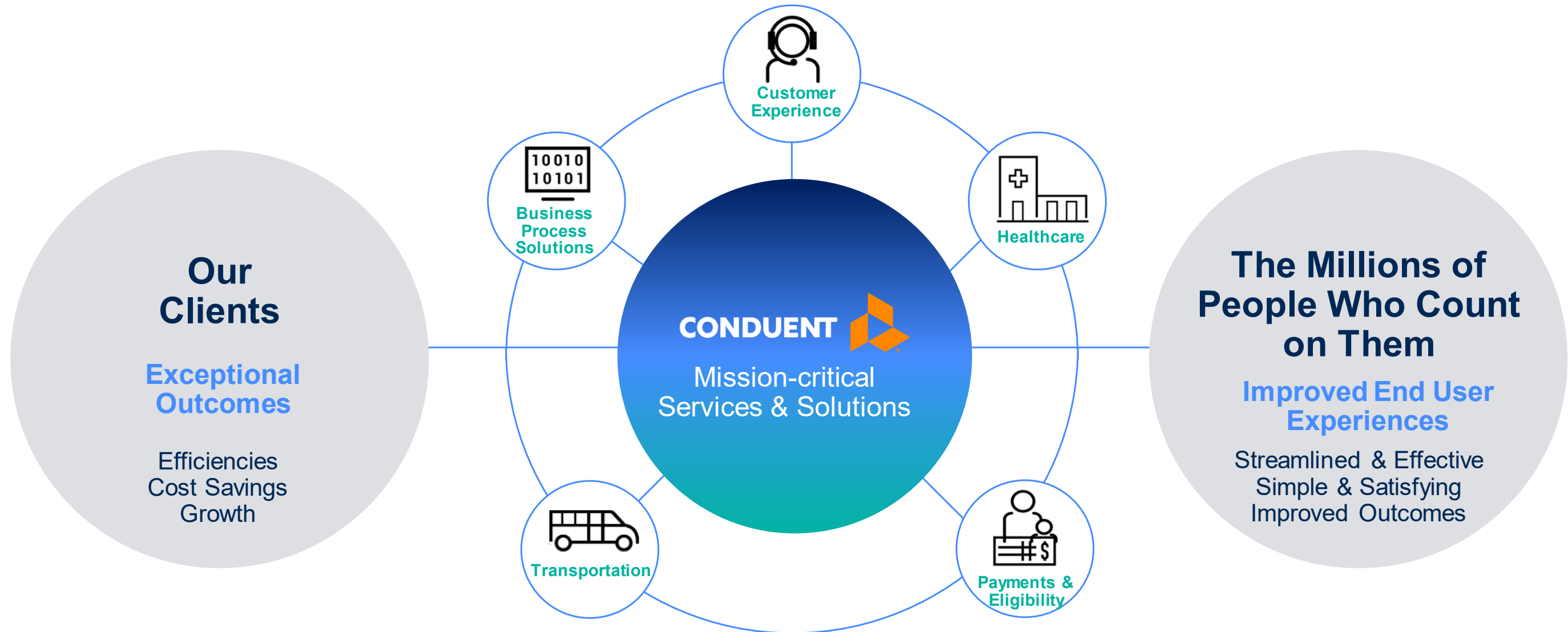


Purpose

Through our dedicated associates, we deliver mission-critical services and solutions on behalf of businesses and governments – ***creating exceptional outcomes for our clients and the millions of people who count on them.***



An Essential Partner to Our Clients



Who We Are



Among the Largest Diversified Business Process Companies in the Market

Business Process Solutions	Healthcare Solutions	Customer Experience Management	Transportation Solutions	Payment & Eligibility Solutions
Transforming business processes by automating and streamlining operations across the enterprise through deep industry experience and the latest technology solutions, to drive efficiencies, improve security and enable revenue growth, while enhancing the end user experience.	Providing administration, clinical support and medical management solutions across the healthcare ecosystem to reduce costs, increase compliance and enhance utilization, while improving health outcomes and experiences for members and patients.	Delivering omnichannel customer experience management services and solutions, both human and digital, throughout the customer life cycle, ensuring personalized, empathetic end-user experiences to reduce costs, enable scale and grow revenue, while driving insights, speed to resolution and customer satisfaction.	Advancing mobility and payment solutions that improve automation, interoperability and decision-making to streamline operations, increase revenue and reduce congestion while creating safer communities and seamless travel experiences for consumers.	Delivering payment and eligibility services and solutions that reduce costs, increase program participation and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.
Core Offerings				
<ul style="list-style-type: none">• HR & Learning Solutions• Casualty Claims Solutions• Document Management & Automation• Financial Industry Solutions• Finance, Accounting, & Procurement• Legal, Compliance & Analytics	<ul style="list-style-type: none">• Provider Solutions• Payer Solutions• Pharma & Life Sciences• Government Health Services• BenefitWallet® Health Accounts	<ul style="list-style-type: none">• Customer Contact Services• Multichannel Communications	<ul style="list-style-type: none">• Road Usage Charging• Transit• Curbside Management• Public Safety	<ul style="list-style-type: none">• Child Support• Payment Services• Eligibility & Enrollment• Federal & State Services

Driving Exceptional Outcomes for Clients

Over
\$10.5B

In child support payments
processed more efficiently
each year

50%

cost savings by

Transforming traditional
communications into digital
interactions

\$16B

in savings

From more precise
analysis of 25 million
medical bills

Over
40%

client savings

From streamlining services
and collections

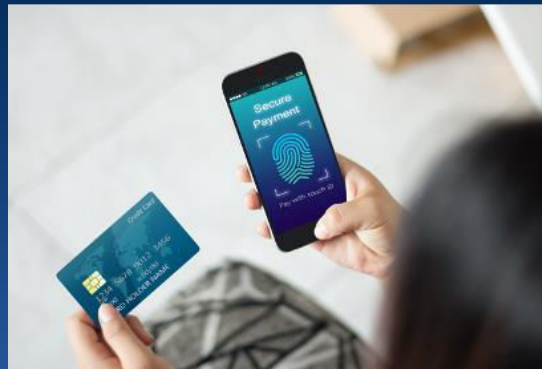
Over
\$9.7B

In electronic tolling processed
yearly getting travelers to their
destinations faster

Up to
40%

Efficiency increase in
HR operations through
automation

And the Millions of People Who Count on Them



25M

cardholders with
modern digital
payment solutions



200M

**contact center
interactions**
each year



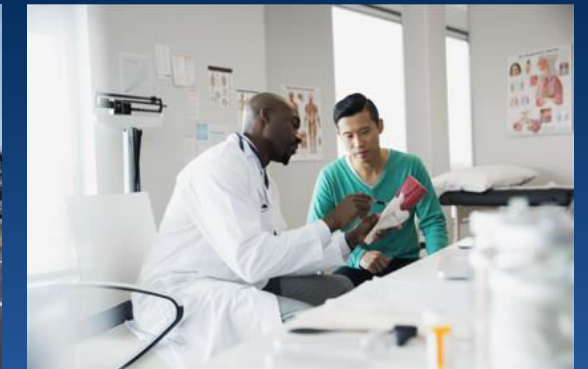
10M

**global employees,
participants and
retirees supported**



8.7M

**traveler
transactions**
through electronic
tolling daily



230M

insured patients
in the U.S.
(3/4 of all insured)

Diversified Business Process Services & Solutions

Customer Experience Management



Customer
Contact Services

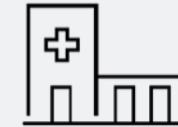


Multichannel
Communications

Healthcare



Payer



Provider



Pharma &
Life Sciences



Government
Health Services

Business Process Solutions



Legal, Compliance
& Analytics



HR & Learning
Solutions



Casualty Claims
Solutions



Document
Management

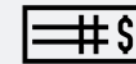


Finance, Accounting
& Procurement



Financial Industry
Solutions

Payments & Eligibility



Payments



Child
Support



Eligibility and
Enrollment

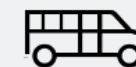


Federal and
State Services

Transportation



Road Usage
Charging



Transit



Curbside
Management



Public
Safety

Mission-critical Services and Solutions

Healthcare Solutions

On behalf of the healthcare industry, we deliver mission-critical administration, clinical support and medical management solutions across the healthcare system to reduce costs, increase compliance, and enhance utilization, while improving health outcomes and experience for members and patients.

Client Outcomes

Improved compliance, reduced costs, payment accuracy, improved efficiencies, improved care utilization, and enhanced member engagement.

End User Outcomes

Reduced readmissions, better health outcomes, engaged and informed consumers.



Returning more than **\$750M**

a year to health plans

Healthcare Solutions



Payer

- Member Engagement
- Eligibility & Authorizations
- Core Administration Processing
- Audit & Compliance
- Payment Integrity



Provider

- Midas Health Analytics
- Clinical & Quality Management
- Community Health Solutions



Pharma & Life Sciences

- Patient Access Solutions
- Patient & Provider Engagement Solutions
- Clinical Trial Support



Government Health Services

- Health Services – Medicaid
- Pharmacy Benefits Mgmt
- Electronic Visit Verification
- Disease Surveillance & Outbreak Management
- Contact Tracing as a Service

Conduent Analytics



Infection Surveillance



Comparative Analytics



Case Management

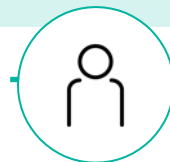


Patient Safety



Data Curation & Dashboards

Enabling Technology



End User Experience



Mobility



Artificial Intelligence



Automation

Mission-critical Services and Solutions

Customer Experience Management

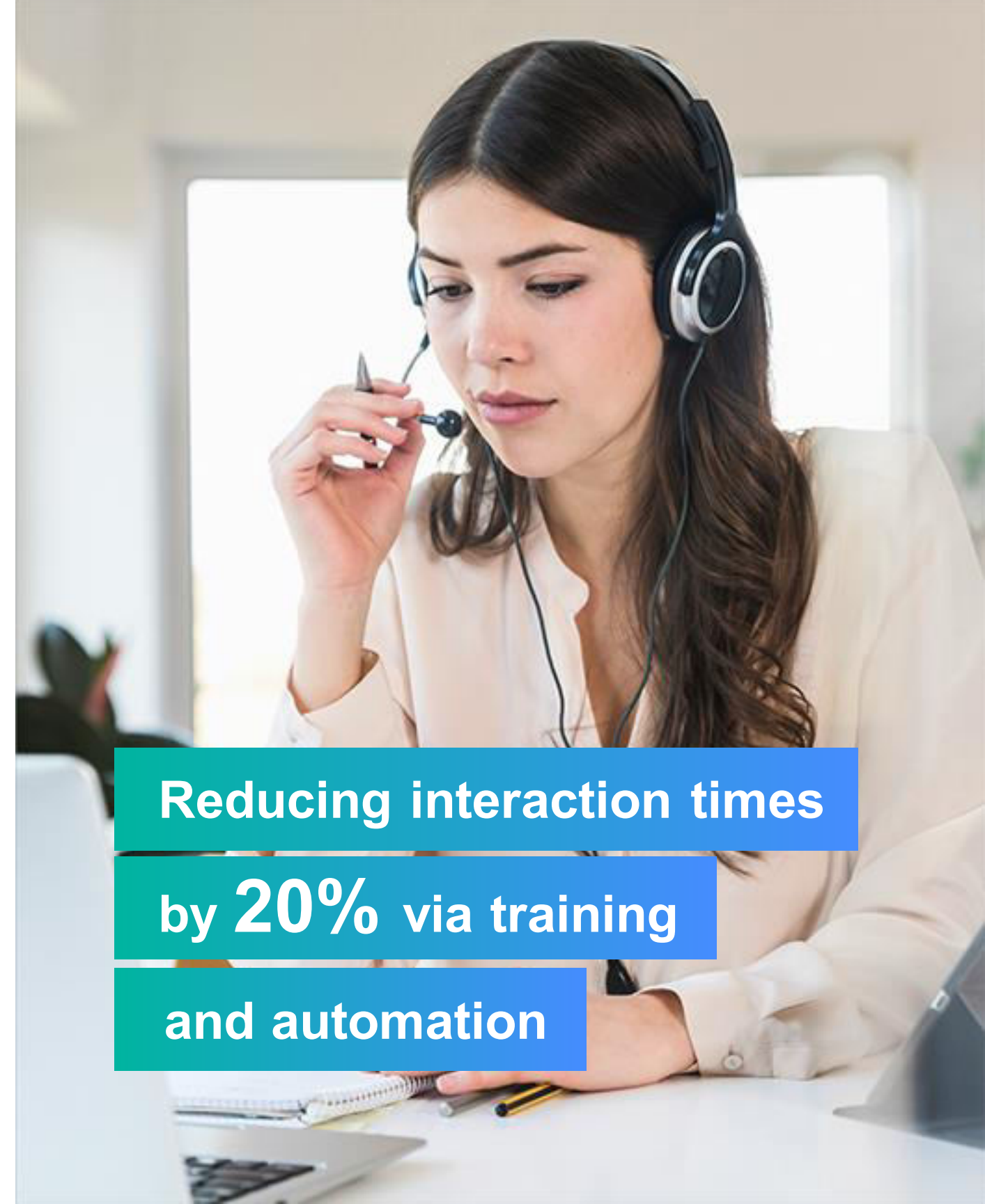
On behalf of businesses and governments, we deliver mission-critical omnichannel customer experience management services and solutions, both human and digital, throughout the entire customer life cycle, ensuring personalized, empathetic end-user experiences, to reduce costs, enable scale, and grow revenue, while driving speed to resolution and customer satisfaction.

Client Outcomes

Reduced costs through optimized processes, automation & AI. Improved call time and inquiries. Centralized insights driving improved customer satisfaction & loyalty.

End User Outcomes

Faster resolution times with personalized, knowledgeable support, in the channel of choice in more than 20 languages..



Reducing interaction times

by 20% via training

and automation

Customer Experience Management Solutions



Customer
Contact Services



Multichannel
Communications



Customer
Engagement Platform



CX Analytics

- Customer Care
- Sales
- Retention
- Tech Support
- Collections

- Customer Communications Management (CCM)
- Multichannel Communication Services
- Interactive Engagement Solutions

- Customer Data Platform
- Customer Journey Orchestration
- Real-time Decisioning Engine

- Call Analytics
- Data Analytics

Enabling Technology



Digital Process
Optimization



Mobile



Artificial
Intelligence



Analytics



Automation

Mission-critical Services and Solutions

Business Process Solutions

On behalf 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 advance business performance, while enhancing end-user experiences and engagement.

Client Outcomes

Faster payments, reduced processing turnaround time, reduced error rates and risk, reduced inquiries, enhanced workforce performance, increased efficiency and compliance.

End User Outcomes

Increased operational efficiencies and agility, meeting industry regulatory and compliance, enabling revenue growth, and delivering a better end-user experience.

Achieving 99%

document-to-digital

processing accuracy



Business Process Solutions



Document Management and Automation

- Document Imaging
- Data Extraction and Classification
- Business Process Automation



Finance, Accounting and Procurement

- F&A Document Digitization
- Source-to-Pay
- Digital Payment Services
- Order-to-Cash
- Record-to-Report
- Transformational Consulting



Legal, Compliance and Analytics

- eDiscovery Services
- Managed Review and Legal Staffing
- Document Analytics
- Customer Experience Analytics and Content Monitoring



Casualty Claims Solutions

- Medical Bill Review
- Injury & Loss Reporting
- 24/7/365 Nurse Triage
- Utilization Review



HR & Learning Solutions

- HR & Payroll Solutions
- Wealth & Retirement Benefit Solutions
- Health & Wellness Benefit Solutions
- BenefitWallet Health Account Solutions
- Learning Solutions



Financial Industry Solutions

- Financial Services Operations
- Core Banking Operations
- Capital Markets Operations

Enabling Technology



Digital Process Automation



Transaction-Intensive Processing



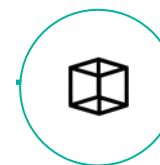
Artificial Intelligence



Analytics



Automation



Blockchain

Mission-critical Services and Solutions

Transportation

On behalf of government agencies and authorities in the transportation industry, we deliver mission-critical mobility and payment solutions that improve automation, interoperability, and decision-making to streamline operations, increase revenue, and reduce congestion while creating safer communities and seamless travel experiences for consumers.

Client Outcomes

Improved revenue, reduced costs and improved efficiencies and insights.

End User Outcomes

Streamlined travel that gets travelers to destinations faster, simple payment options, and safer communities.



Processing \$9.7B a year

in electronic tolling

Transportation Solutions



Curbside Management

- Citation & Permit Administration
- Enforcement
- Asset & Resource Management
- Business Intelligence & Data Analytics
- Curbside Demand Management



Public Safety

- Photo Enforcement
- Data Analytics
- Violations Processing



Road Usage Charging

- Tolling
- Urban Congestion Management
- Mileage-Based User



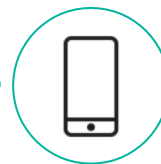
Transit

- Fare Collection
- Intelligent Mobility
- CAD/AVL

Enabling Technology



Digital Process Optimization



Mobility



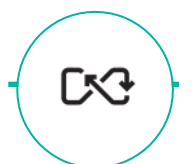
Artificial Intelligence



Analytics



AR/VR



Automation

Mission-critical Services and Solutions

Payment and Eligibility Solutions (Government)

On behalf of federal, state and local governments, we deliver mission-critical services and solutions that reduce costs, increase program participation, and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.

Client Outcomes

Improved compliance, reduced costs, improved efficiencies, improved utilization, more satisfied constituents.

End User Outcomes

Benefits/payments delivered accurately and on time, participation in cashless economy, clear understanding of eligibility.

A photograph of two men in business suits looking at a tablet. The man on the right is pointing at the screen with a pen. Overlaid on the image are two blue text boxes. The first box contains the text 'Lowering program costs' and the second box contains 'by 27% through digitization'.

Lowering program costs

by 27% through digitization

Payment and Eligibility Solutions (Government)



Payments Solutions

- Card Solutions – Closed Loop
- Card Solutions – Open Loop



Child Support Services

- State Disbursement Unit (SDU) Solutions
- Child Support Enforcement Systems (CSES)
- Child Support Payment Cards
- ExpertPay™
- Print and Mail
- Child Care Credentialing and Case Management



Eligibility and Enrollment

- Eligibility Application Processing
- Enrollment Broker Services
- Eligibility Customer Services



Federal & State Services

- Labor, Workforce & General Government Solutions
- Human Resource Solutions
- Workers Compensation Solutions
- Legal, Compliance & Analytics Solutions

Enabling Technology



Portals



Mobile Apps



Artificial Intelligence



Cognitive Analytics



Automation



Digital Process Optimization



End User Experience

Embedded in the Operations of Marquee Clients

17 of Top 20

U.S. health plans

47%

of U.S. hospitals

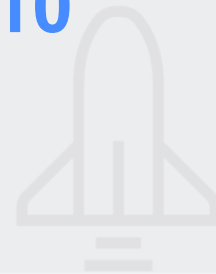


4 of Top 5

aerospace firms

6 of Top 10

automakers



43

of 50 states

1/3 Fortune 100

companies use Conduent
HR Services

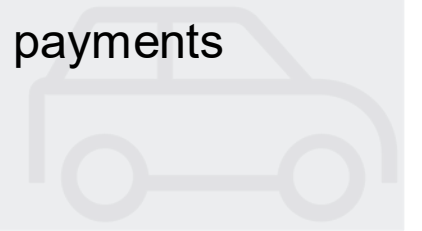


9 of Top 10

U.S. banks

45%

of SNAP payments



80% of Fortune 100

companies are Conduent clients

FORTUNE

Delivering at Scale

Healthcare



75%

of insured patients in the U.S.

Bill review for **50%**
of worker's comp medical bills

Transportation



8.7 million

tolling transactions daily

48% market share in U.S. parking

Business Process Solutions



50 million

invoices processed annually

Payments and Eligibility



Payment processor for:

33% of U.S. child support and
45% of SNAP payments

Customer Experience Management



200 million

contact center interactions per year

HR and Learning



100+ million

employee interactions handled each year

