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

Our Solutions
We offer comprehensive, end-to-end services for the intake, data extraction, and processing of mission-critical communications whether paper or digital.

Document Imaging
Receiving and scanning more than nine million pages per day, Conduent is a leading service provider across numerous industries. Converting document pages to digital images is the first step in unlocking a host of downstream possibilities available with a digital image.

Our imaging services are performed in one of our scan centers or on site at our clients’ locations. These consist of mailroom intake services; electronic portal; paper/image digitization; prep/sort/repair; fax server solutions and white mail processing.

We use proprietary technology to track and route each page/image, ensuring that all mail is fully and securely processed and that an audit trail is available for the most stringent, industry-specific regulatory compliance.

Data Extraction and Classification
Our data capture and management services employ both manual and automated OCR, IDR and ADR data capture. Once captured, the true value of the document—its data—can be used in many ways:

Document classification and data extraction are captured using our Image Automation toolset. This hosts the best-in-class sophisticated and current preparatory and partner technology. Our toolset is producing OCR reads of 99%+ w/ STP 94%+ on typed and handwritten structured and semi-structured documents.

We provide: Day-forward and back-file, centralized, distributed, and onsite scanning, web-enabled data capture, Film, fiche, and digital media conversion and identify and isolate images containing regulatory compliance related information.

Enterprise Content Management (ECM), Workflow and Automation
Our content management software-as-a-service offering is a web-based solution specializing in document management workflow capabilities. Images are viewable through the Conduent Workflow Automation Suite. We’re currently managing 10M docs per 16TB added and retaining 160M physical images per month.

Client image access and document routing system – Once images are classified and indexed, they’re loaded into our content management system where they can be either manually or automatically routed to end users or work queues, depending on pre-defined business rules. We have secure, disaster-resistant content storage and retrieval centers built into our daily processing.

Multi-Device Document Upload (Mobile Phone/Tablet/PC)
Greatly reducing paper processing and cycle times, our multi-device document upload capabilities allow users to upload images of documents from their phones, tablets or computers directly to the Conduent ECM platform.
What Sets Us Apart

Client Experience
We maintain essential business operations in the face of uncertainty
- 30 years’ experience in business operations solutions
- >5B images scanned annually

Leading Technology
- 95% straight-through processing rate using the Conduent Automation Platform
- 67% cost savings using the Conduent Document Management Automation Platform
- 99% accuracy using OCR on all format types
- 280M words translated annually

Conduent processes:
- 26B claims processed annually
- 1B mortgage loan images hosted annually
- 5M emails and faxes per day
- 120M documents every year
- 24x7 operations with fully mirrored data centers and fail-over capabilities

Case Study
Modernizing for Business Efficiency
Conduent cuts mortgage processing costs by 67%, saving a large bank $1M/year