

Conduent Footprint

April 2022



Contact Center Global View

Our global service delivery footprint allows us to optimize for demand, regulatory requirement, language, proximity, and cost

100

Delivery Locations

27K

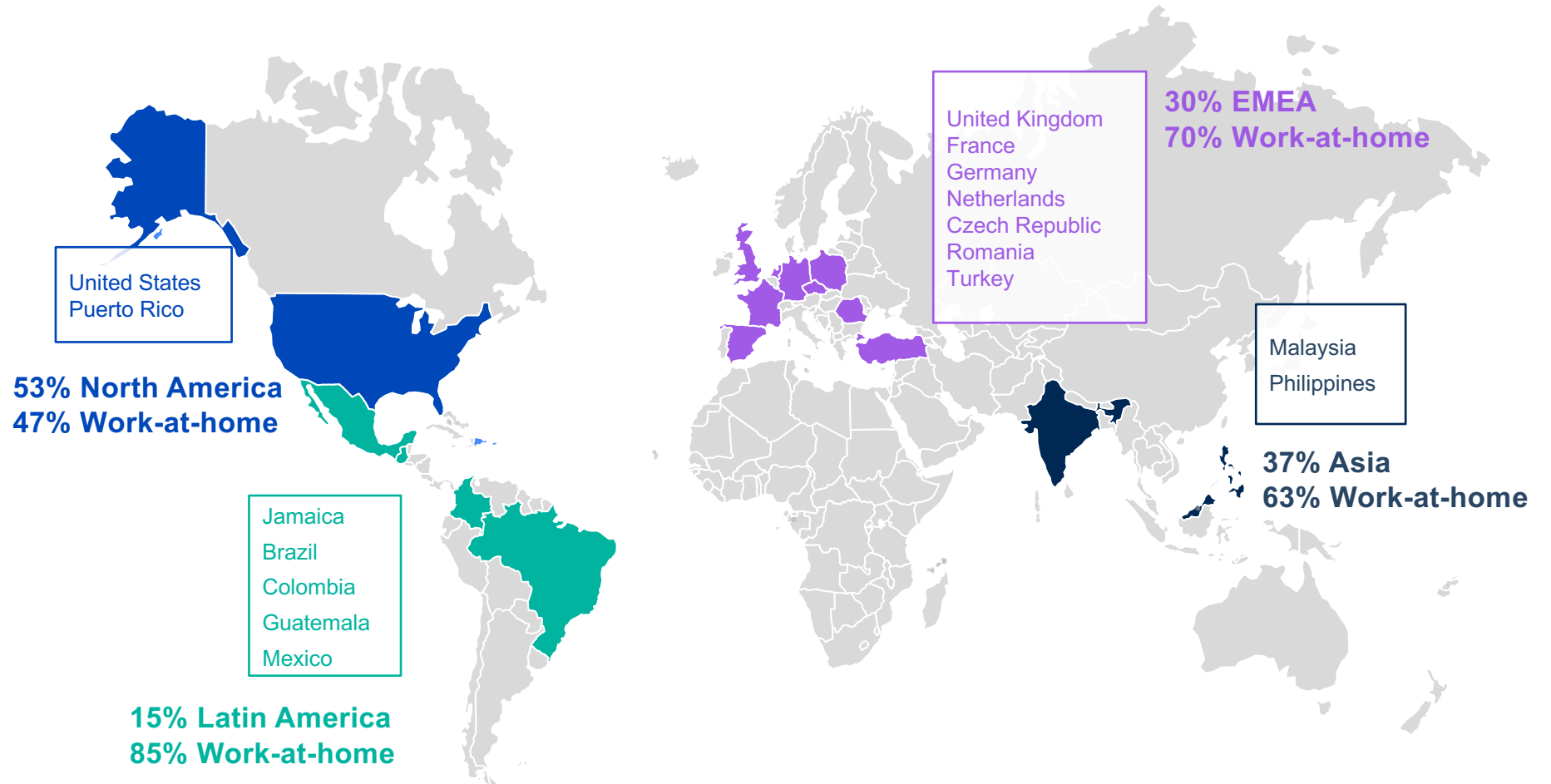
Contact Center Associates

70%+

Work-at-home

20

Core Languages



Contact Centers – North America

North America

Country	Site Count	HC	State	City	Industries Supported
United States	49	12,500	• Below	• Below • WAH	Logistics, Technology, Banking, Insurance, Manufacturing, Communications, Healthcare, Back Office Processing
Puerto Rico	2	250	• Puerto Rico	• Guaynabo • WAH	Healthcare

State	City
Arizona	Tempe
Arizona	Tucson
Arkansas	Hot Springs
California	Irvine
California	Cypress
Florida	Jacksonville
Florida	Boca Raton
Florida	Tallassee
Florida	Orlando
Florida	Lakeland

State	City
Georgia	Stockbridge
Illinois	Chicago
Kentucky	Erlanger
Kentucky	Lexington
Kentucky	Richmond
Kentucky	London
Maryland	Hunt Valley
Maryland	Glen Burnie
Massachusetts	Lynnfield
Michigan	Dearborn

State	City
Minnesota	Bloomington
Mississippi	Flora
New Jersey	Cherry Hill
New Jersey	Secaucus
New Jersey	Somerset
New York	Middletown
New York	Albany
North Carolina	Cary
Pennsylvania	North Wales
Tennessee	Chattanooga

State	City
Tennessee	Nashville
Tennessee	Memphis
Texas	Houston
Texas	El Paso
Texas	San Antonio
Texas	Dallas
Texas	Plano
Virginia	Chesapeake
Virginia	Richmond

Conduent Chesapeake

Since 1999, Conduent's Chesapeake, Virginia operations has been a strategic east coast growth hub given its vibrant talent pool and its depth of BPO experience.

Conduent in Chesapeake

State & City Pop.	8.64 Million, 252,263 in Chesapeake	Fill rate:	96% fill rate
GDP & Growth:	\$591.9 Billion GDP with a 1.28% Growth YOY	Voluntary annual attrition:	<30%
Labor pool:	<ul style="list-style-type: none">• 6 college/universities, 2 naval bases• Future job growth i35.2%• Unemployment 5%	HCS Domains Supported:	Health & Welfare, Defined Benefits, Defined Contributions, BenefitWallet (FSA/HSA)
Why Chesapeake:	<ul style="list-style-type: none">• Dedicated, educated, multi-lingual workforce with ready access to public transportation• Tenured operations supporting 13+ hour daily shifts and all US time zones	Types of work (services) delivered:	Customer experience, onsite fulfillment, voice (English, Spanish), e-mail, chat for steady-state Tier 1 and Tier 2 white-glove and seasonal Open Enrollment programs
Infrastructure	<ul style="list-style-type: none">• Secure telephony and network architecture• Integrated with all other HCS sites• Security-compliant VPN/VDI solutions with Citrix/Wyse-enabled access• Controlled-entrance/badge card system• Adherence to clean desktop policy• UPS/back-up generator• Secure firewalls• Dedicated clean-rooms	Work From Office/ Home model:	30/70
		Leadership team tenure	>15 years' industry experience

