

Introducing Conduent

DATE



The fastest way to accelerate digital transformation is to **drive consumer-focused progress in every process.**



Hi there, how can I help you today?

Type a question

Businesses Today Face a Myriad of Pressures and Headwinds

*Companies lose
20-30% in revenue
every year due to
inefficiencies.*

- IDC

*Nearly **90% of organizations**
are facing extraordinary cost
increases because of supply
constraints.*

- Federal Reserve

*Businesses globally
stand to lose **\$4.7 trillion**
due to poor customer
experiences.*

- Qualtrics

***66% of companies** say revenue
growth and profitability would
suffer if they don't digitally
transform quickly enough.*

- PWC

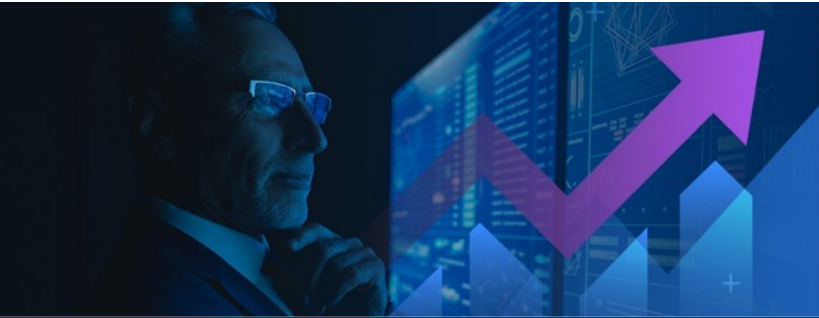
Driving Key Business Imperatives

**Transform operations
to elevate performance**

**Deliver excellent experiences
to keep pace with expectations**

**Create more value
with less spend**

Conduent Helps Businesses and Governments Address Those Imperatives



**Transform operations
to elevate performance**

Optimize processes
to be more efficient,
flexible and secure



**Deliver excellent experiences
to keep pace with expectations**

Improve experiences,
engagement and loyalty
of end users



**Create more value
with less spend**

Reduce costs
through people, process
and technology at scale

Driving Exceptional Business Outcomes

**Transform operations
to elevate performance**

Optimize processes
to be more efficient,
flexible and secure

**Up to 40%
efficiency
increase**
in HR operations
through automation

**Up to 70%
faster**
case resolution
through RPA and
virtual agent

**Deliver excellent experiences
to keep pace with expectations**

Improve experiences,
engagement and loyalty
of end users

**95% customer
satisfaction**
garnered from
leveraging speech
analytics

**30%
reduction**
in contact center
inquiries

**Create more value
with less spend**

Reduce costs
through people, process
and technology at scale

**\$18B+
in billed
reductions**
from bill review and
repricing of 28M
medical bills

**Up to 40%
savings**
from automating
processes,
streamlining
collections and
converting to digital

At Massive Scale for our Clients



Nearly 1.3B

Customer service interactions each year



60M

Employee interactions handled each year



45% of SNAP

Payments made in the U.S. each year



3 out of 4

Insured lives in the U.S. touched



900K

Active consumer driven accounts with \$2.7B assets under management



Nearly 9M

Tolling transactions processed each day



3.7B+

Documents digitized, indexed and classified annually



\$120B+

Disbursed in federal, state and local government support

Driving consumer-focused progress in every process with technology-enabled business process services and solutions

A BPO Pioneer

Conduent delivers technology-enabled BPO solutions at scale to drive progress in every process:

- **Increase efficiencies**
- **Improve experiences**
- **Reduce costs**

- **Trusted partner** for more than 80 of the Fortune 100 and over 500 government agencies
- Flexible, **easy-to-do-business-with** client model
- Diverse solutions that span complete **value chains**
- **Modern and secure** technology solutions and infrastructure
- **Rich 30-year expertise** with deep domain knowledge and understanding of client's operations
- **Data Insights** to improve process & experience
- **Resilient delivery** you can count on
- **60,000 associates** dedicated to your success every day

Business outcomes that advance your mission

Through a Relentless Focus on People, Process and Technology

People



Deep domain expertise with a focus on delivery quality every day

- 60,000 dedicated process experts
- In-depth understand of clients' operations
- Award-winning culture, diversity & inclusion

Exceptional client outcomes and consumer experiences

- Easy to do business and solutions you can count on
- ~70% of client relationships are longer than 10 years

Process



Advanced monitoring for consistent delivery at massive scale

- Centralized Command Center
- Continued infrastructure and solution modernization
- ITIL / Dev Ops operating models for IT

Predictable, reliable service for our clients and people they serve

- Early warning system and advanced monitoring
- Agile development methodologies to keep pace with accelerating end-user expectations

Technology



Effective and secure solutions with an ecosystem of partners and suppliers

- Cloud, AI, machine learning and automation-enabled solutions and delivery
- Advanced security technologies that protect data and fight fraud

Modern, tech-enabled solutions that drive satisfaction, efficiencies and savings

- Enterprise class technology investments in Storage, Compute, Security and Networking
- Resilient and modern infrastructure and applications

How We Can Help

Commercial Solutions



Driving CX and business process efficiency across the enterprise

- Create better experiences across the customer / member lifecycle
- Enable engaged and productive workforces from recruit to retire
- Drive efficiency, automation and scale across essential business functions
- Improve claims administration effectiveness and lower costs

- **Customer Experience Management**
- **Human Capital Solutions**
- **Claims and Administration**
- **Business Operations Solutions**

Government Solutions



Streamlining delivery of government services to constituents in need

- Improve the constituent experience in accessing benefits
- Ensure accuracy and security in payment processes
- Enable essential health and human services with increased participation
- Optimize operations to reduce cost and increase efficiency and compliance

- **Child Support**
- **Payments**
- **Eligibility and Enrollment**
- **Government Healthcare Solutions**

Transportation Solutions



Creating safe, seamless journeys across the transportation ecosystem

- Improve traveler experiences across planning, journey and payment
- Increase public safety, enforcement, equity and compliance
- Modernize multi-modal travel throughout regions to create smarter cities and locales
- Optimize core business operations and systems to lower cost of ownership

- **Road Usage Charging**
- **Public Safety**
- **Transit**
- **Curbside Management**

Why Conduent

90%
Of clients agree that Conduent is easy to do business with*



Awarded 2021 Gold Stevie® Award: Leading Through Digital Disruption



Top 15 Sourcing Index Standout

Industry Accolades



Business Services: NelsonHall, Everest Group, ISG
Healthcare: NelsonHall, HfS Research, Everest
HR Services: NelsonHall, Everest Group, Brandon Hall
Customer Experience: ISG, Everest Group, Gartner

Market Position


83 of Fortune 100 and 500+ government agencies are our clients
 HfS Top 50 BPO Providers, #2
 Everest Group Top 50 BPS Providers, #7
 Gartner Market Share Analysis: BPO, Worldwide, #10
 ISG's Top 15 Sourcing Index Standouts – Managed Services, Global Market




Awarded 2021 Toyota Supplier Excellence Recognition




Ranked 29th on Comparably's Best Global Cultures 2021



Top 500 Best Employers for Diversity - Forbes 2021



CEO Cliff Skelton recognized among Best CEOs for Diversity 2021

We'd Love to Partner with You

You can count on Conduent to understand your organization, seamlessly integrate technology-enabled solutions, and harness the power of our dedicated, highly-principled team of associates who pull out all the stops to drive progress in every process and add momentum to your mission.

