

Conduent in Philippines

An Overview

Conduent Business Services Philippines, Inc.

13+ years of delivery experience

proven experience providing diverse services for a range of clients with different requirements

100+ clients

across various industries

Language Supported

provide multi-lingual customer experience services in English, Spanish, German, Vietnamese, Dutch, Japanese, Korean, Malaysia Bahasa, Indonesia Bahasa, Mandarin, and Thai

8K+ employees,

in Philippines and growing

Young, vibrant & diverse workforce

with an average age of 29 years, with 52% of women employees

Offering services

in HRS, Finance & Accounting, Customer Experience, Digital Processing, Healthcare, and Compliance to internal and external clients in across US, Europe and Asia

5 offices

spread across 2 cities

Key Business Drivers



Strategic Location

- Centrally located in South East Asia
- Follow-The-Sun
- Cultural affinity between Philippines and US
- US-based standards
 - School system
 - Accounting system



Diversity

- Multi-racial
- Fluent in English
 - 650K annual college grads
- Other languages – Bahasa, Thai, Cantonese, Mandarin, Tamil, Hindi, Japanese, Korean.



Government Support

- PEZA Status
- Stable wage inflation compared to other off-shore locations
- Wide range of skill sets readily available



Excellent Infrastructure

- World class telecom, physical and IT infrastructure
- One of the lowest telecom costs in Asia
- High quality planned urban developments

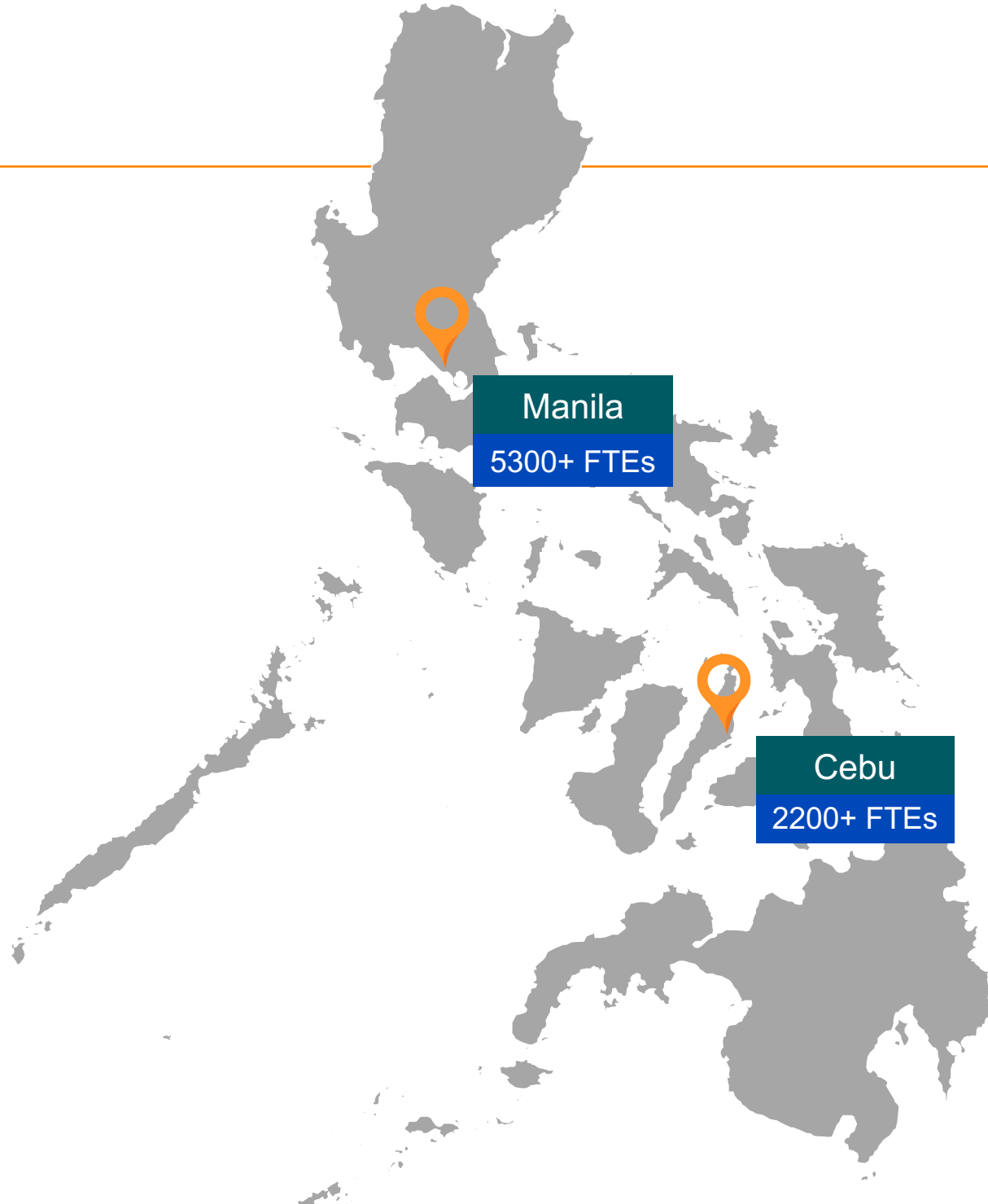


Talent Pool

- Proficient in English (ranked 3rd in the world) & other languages
- Customer service oriented
- Highly trainable
- Cost Effective
- High level of commitment and loyalty

	Philippines
Population	100.6M
Labor Force	43.8M
Labor Force participation rate (% of total population ages 15-64)	67.1%
Literacy Rate	96.6%

Our Philippine footprint



8k+
employees

2 cities
with 5 offices

Key clients
include Georgia Pacific, Michelin,

PH & MY Organization Structure

Rishi Pradhan
Country CEO, Philippines & Malaysia

Administrative & Corporate Functions	Human Resources	Recruitment & Talent Acquisition	IT Infrastructure & NOC	Marketing & Comm.	Transformation & Quality	Admin	Facilities & Maintenance	Safety & Security	Procurement	Finance	Legal
	Pamela Donato	Christine Uy	Joseph Alfred Lim	Kurt Urbano	Jason Cortes	Melanie Mendoza	Odelon Vedan	Ronald Jomocan	Rose Figueroa	Robert Apostol	Rea Roxas

Client Delivery Services

Healthcare Customer Care	Medical Claims Management Services
Learning Services	Chat Support
Human Resource Services, Benefits	Mail Room Support
Omni Channel/ Digital Processing	
Finance & Accounting Procurement	

Conduent In House Support

Global Workforce Management
Enterprise Application Support
IT Application & Desktop Support
Global Finance Shared Services
HR Shared Services

Malaysia Operations Group

Business Operations	Gaby Lim
Facilities & Maint.	Jimmy Teh
Human Resources	Madeline Gan
IT Support	Nagesvaran Vathumalai
Recruitment	Aysha Loi

Transformation & Business Excellence –
Jason Cortes

Bid management, pre sales, transition solutions & Business Analytics – To be Hired

Our Business lines

Customer Care

- Healthcare & Insurance benefits and claims
- Medical Bill Review & Clinical Services, NFR, UR
- Inbound plan holder and member inquiries
- Customer service for retail chains orders, inquiries, complaints and request, wireless, travel
- Customer care, collections (outbound)
- Customer care email and chat support
- Mortgage Documents Review

Human Resource Services (HRS)

- Employee data management
- Workforce administration
- Global benefits administration
- HR reporting, policies, portal login issues
- Health admin / Health & welfare
- Retirement (pension/401k) admin
- Pension plan enrollment
- Payroll administration & inquiries
- Employee/Manager self-service navigational support
- Affordable care act
- Specialty call center (Wellness credit)

Digital Processing

- Data encoding/entry
- Correspondence routing
- Claims capture, validation & research/repair
- Open enrollment
- Claims processing & pre-adjudication
- Enrollment capture
- Indexing/service request
- Electronic/fax sorting
- Data analytics & verification
- Document & Medical transcriptions
- Search engine optimization

Our Business lines



Finance, Accounting & Procurement Services (FAPS)

- Source to Pay
- Order to Cash
- Record to Report
- Payments
- Financial planning & analysis
- Travel & expense
- Vendor & Supplier management

Learning Services

- Online/Web-based learning content development
- Storyline & captivate development
- IBM LCMS Kinexa, & Lectora development
- 2D animation, Video editing, and Graphics design
- User-interface/instructional design
- Virtual instructor-led training class schedule
- Virtual class producer “in session support” and coordinator “back-end support”
- Webcast hosting

Workers Compensation

Clinical Services

- Injury Reporting
- 24/7 Nurse Triage
- Nurse Case Management
- Specialty Case Management
- Utilization Management
- Pharmacy Management
- Drug Utilization Review
- Telephonic Case Management

Medical Bill Review

- Provider Payment Solutions
- Outsourced Medical Bill Review
- Bill and Data Intake Solutions
- Nurse Review of Medical Bills
- IQ Analysis for Out-of-Network Repricing and Negotiation
- Utilization Review Nurses
- Escalation Staff
- Utilization Review₇ Appeal Nurses

Philippines Business Centers

Conduent Business Services Philippines, Inc.

Business center:

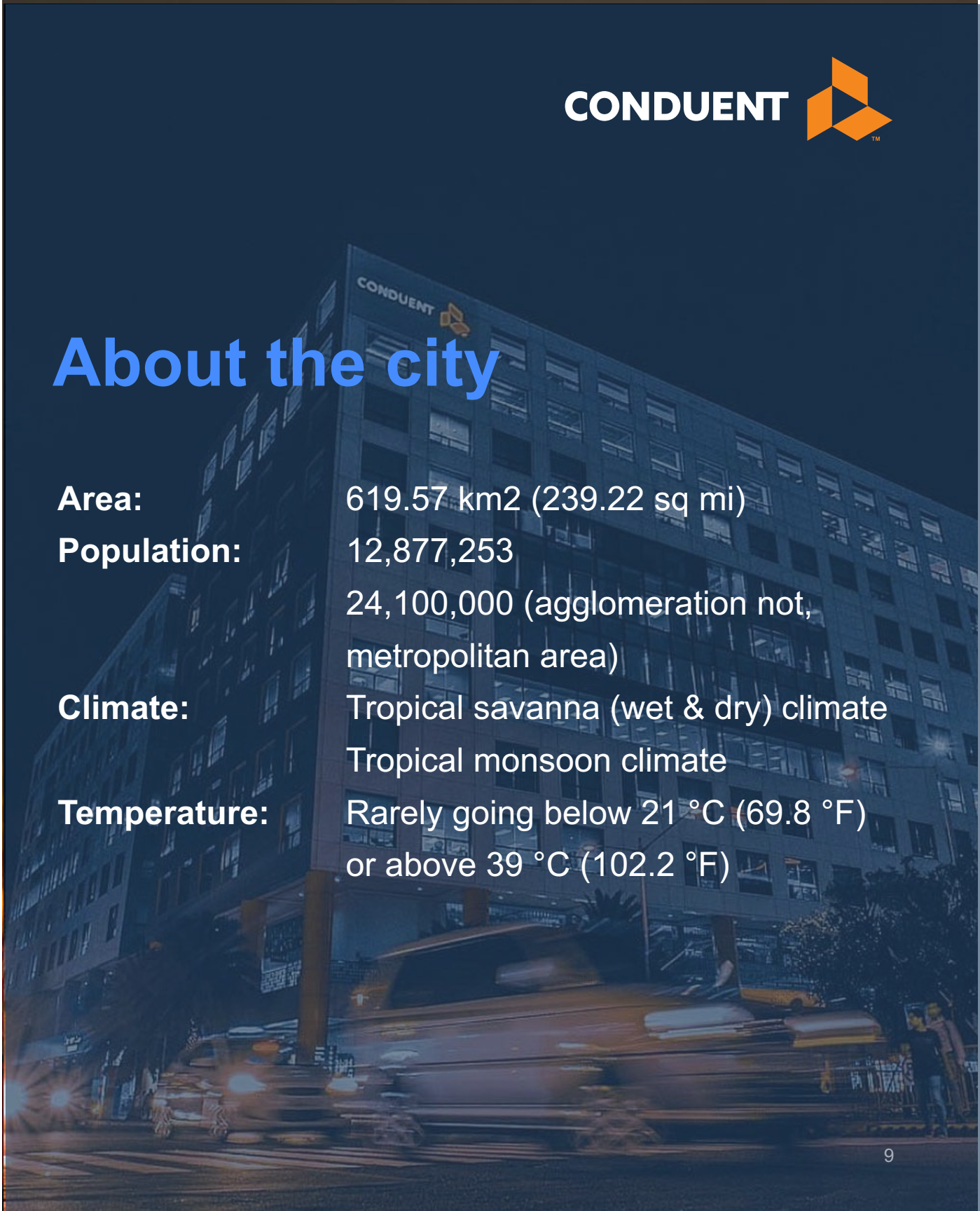
Metro Manila

It is officially known as the **National Capital Region (NCR)**, and is commonly known as **Metro Manila** or simply **Manila**. It is made up of 16 cities. NCR has the highest literacy rate among all the regions of the Philippines, with 99.2%. There are 309 tertiary (public and private) institutions.

Key strengths:

- Strong English skills
- US based school system (textbooks in English)
- Wide range of skill sets readily available
- Accounting system
- Stable wage inflation compared to other off-shore locations
- Low cost telecom
- Wide range of skill sets readily available
- Cultural Affinity between Philippines and US
- Established history as a global call center location
- Demonstrated capability with an excellent economic track record
- Income Tax Holiday Incentives for PEZA registered companies

About the city



Area:	619.57 km ² (239.22 sq mi)
Population:	12,877,253
	24,100,000 (agglomeration not, metropolitan area)
Climate:	Tropical savanna (wet & dry) climate Tropical monsoon climate
Temperature:	Rarely going below 21 °C (69.8 °F) or above 39 °C (102.2 °F)

Work performed

Finance & Accounting

- Accounts Payable
- Accounts Receivable
- Procure To Pay
- Order to Cash
- Record to Report
- Bookkeeping

Human Resource Services

- Claims Capture
- Claims Validation & Research/Repair
- Open enrollment
- Enrollment Capture

Customer Care

- Healthcare, Pharmaceutical & Insurance benefits and claims
- Medical/Insurance billing
- Customer Service
- Customer Care email & chat support
- Membership & Retentions program

Digital Processing

- Benefits administration
- Employee data set management
- Open enrollment

Workers Compensation

- Utilization review

Business center:

Cebu

Cebu is a province of the Philippines located in the Central Visayas (Region VII) region, and consists of a main island and 167 surrounding islands and islets. Its capital is Cebu City, the oldest city and first capital of the Philippines, which is politically independent from the provincial government.

Key strengths:

- Strong English skills
- US based school system (textbooks in English)
- Low cost of living (~20% less than Manila)
- Wide range of skill sets readily available
- Demonstrated capability with an excellent economic track record
- Income Tax Holiday Incentives for PEZA registered companies
- It is not in a typhoon belt and there are no volcanoes on the island
- Primary BC/DR site for many outsourcing organizations
- One of the best records for peace and order in the country
- Strong Local Government Support
- Rank 12 out of 100 Global Outsourcing destination (Tholons 2017)

About the city

Area:	4,467.5 km ² (1,724.9 sq mi)
Population:	3,979,155 (2015 census)
Climate :	Tropical savanna (wet & dry) climate Tropical monsoon climate
Temperature:	Averages 24 to 34 °C (75 to 93 °F) Averages 70–80% humidity

Work performed

Digital Processing

- Correspondence Routing
- Claims Capture
- Claims Validation & Research/Repair
- Open enrollment
- Enrollment Capture
- Indexing/Service Request
- Electronic/Fax Sorting
- Error Corrects
- Computation of Benefits

Workers Compensation

- Nurses First Response
- Utilization Review
- Intake Services

Customer Care

- Verification of insurance benefits coverage
- Insurance Claims (Level 2)
- Customer Service Chat Support

CONDUENT

