

Solutions for moments that matter

Digital business solutions to drive performance, experience and value



Organizations just like yours rely on us to drive performance, experience and value

17

of Top 20 U.S. health plans



4

of Top 5 auto makers



7

of Top 10 U.S. banks



9

of Top 10 pharma companies



Improved outcomes for our clients



Performance

Optimizing processes to be more efficient, flexible and secure

4 Years Error Free

15% increase in sentiment conversion and 4 years of critical error free interactions

7 Days to 1 Day

application approval reductions times through automation; with 99.5% accuracy rates and \$1M of cost savings annually

80% Processing Speed Improvements

by leveraging speech and data to improve CX with 100% accuracy and 30 second reduction in handle time

Experience

Improving experiences, engagement and loyalty of end users

90% Customer Satisfaction Scores

with 5% increase in first call resolution and 25% increase in agent productivity

Employee Satisfaction Increase

automating 90% of their manual HR processes while increasing employee satisfaction score to 4.5/5

Vendor Happiness

Reducing on boarding rejections by more than 50%

Value

Driving valuable outcomes and reducing costs at scale

40% Cost Savings

while delivering 20% improved efficiency of customer service delivery processes

1.2M Savings in First Year

by uncovering hidden capital with FastCap Spend Analytics

35% Reduced Call Volume

by expanding smart IVR self-service and automated proactive outreach

Combining core capabilities to drive outcomes

1 Enhance customer experiences across multiple channels

2 Digitize and manage documents

3 Process digital payments

4 Automate healthcare-related claims

5 Streamline business administration functions

6 Provide hardware technology and system integration

Commercial



Government



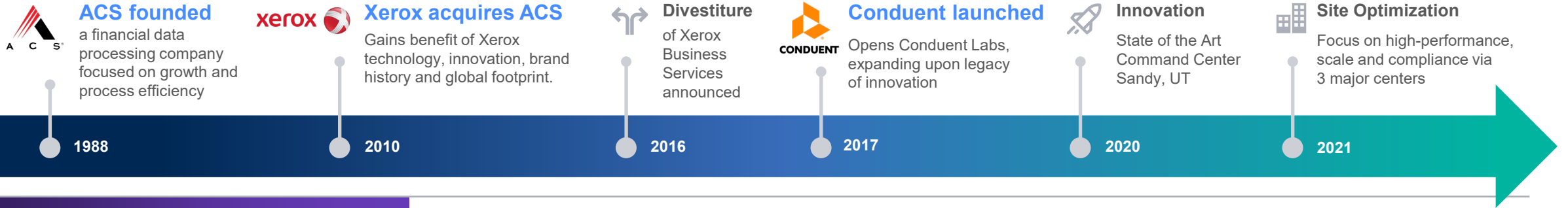
Transportation






We provide solutions through a combination of these **technology-led capabilities** to deliver outcomes at scale across commercial, government and transportation sectors

Conduent

A diverse business process solutions leader



 <p>Commercial</p>	<p>Enhancing customer experience and business process efficiency across the enterprise</p>	<p>1.3B customer service and employee interactions managed annually</p>	<p>3.6B documents captured, indexed and classified annually</p>	<p>\$3.3B vendor spend under management</p>
 <p>Government</p>	<p>Streamlining delivery of government services to constituents in need</p>	<p>45 states utilize our government solutions</p>	<p>119M U.S. residents supported with government services and healthcare programs</p>	<p>43% of SNAP payments processed on behalf of government entities</p>
 <p>Transportation</p>	<p>Creating safe, seamless journeys across the transportation ecosystem</p>	<p>11.8M tolling transactions processed every day</p>	<p>48% of the transactions of the Top 10 U.S. tolling agencies</p>	<p>\$757M collected annually for citations and delinquent revenue collections</p>

Commercial Solutions

Spanning complete value chains and a wide range of industries

Customer Experience Management



Business Operations Solutions



Healthcare Claims and Administration



Human Capital Solutions



Enhance your customer experience

- Customer Contact Solutions
- Multichannel Communications
- CX Transformation Services

Optimize your key business operations

- Automated Document Solutions
- Finance, Accounting and Procurement
- Mortgage Solutions and Banking Operations
- Consumer Finance Solutions
- Integrated Payments Solutions
- Legal and Compliance Solutions

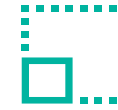
Streamlining healthcare and casualty insurance processes

- Casualty Claims and Clinical Solutions
- Healthcare Payer Claims and Administration Solutions
- Pharm Patient Access, Audit and Medical Info Solutions

Empower your people

- Benefits Administration Solutions
- Consumer Directed Health Accounts
- HR and Payroll Administration Solutions

Conduent Competitive Advantages



End-to-End Value Chain

Multiple capabilities creating innovative outcomes for clients **across entire value chain** vs. point solutions

- Solutions touch every aspect of the end-to-end value stream from front office to back office – from customer care and collections to human resources
- Ability to combine solutions to drive proactive ideas and solutions to help clients achieve strategic and more sustainable outcomes

Innovative Technology

Enabling **automation** and **digitization** through our technology, **improving quality** and **reducing cost**

- Largest workers compensation bill review platform (Strataware)
- Launched CXNow customer experience platform, creating end-to-end insights
- Leading edge integrated Pharma CRM (IntelliHealth) for patient programs
- Launched Integrated Payment Hub with new Real Time Payments® rail

Flexible Scale

Delivering across spectrum of small to large clients by leveraging scalable technology and platforms

- Ability to ramp quickly for all types of interactions from sales and tech support to care management and financial services
- Expansive scale (20 languages, 19 countries) to support large, multinational client base
- Verticalization and domain knowledge in high growth segments

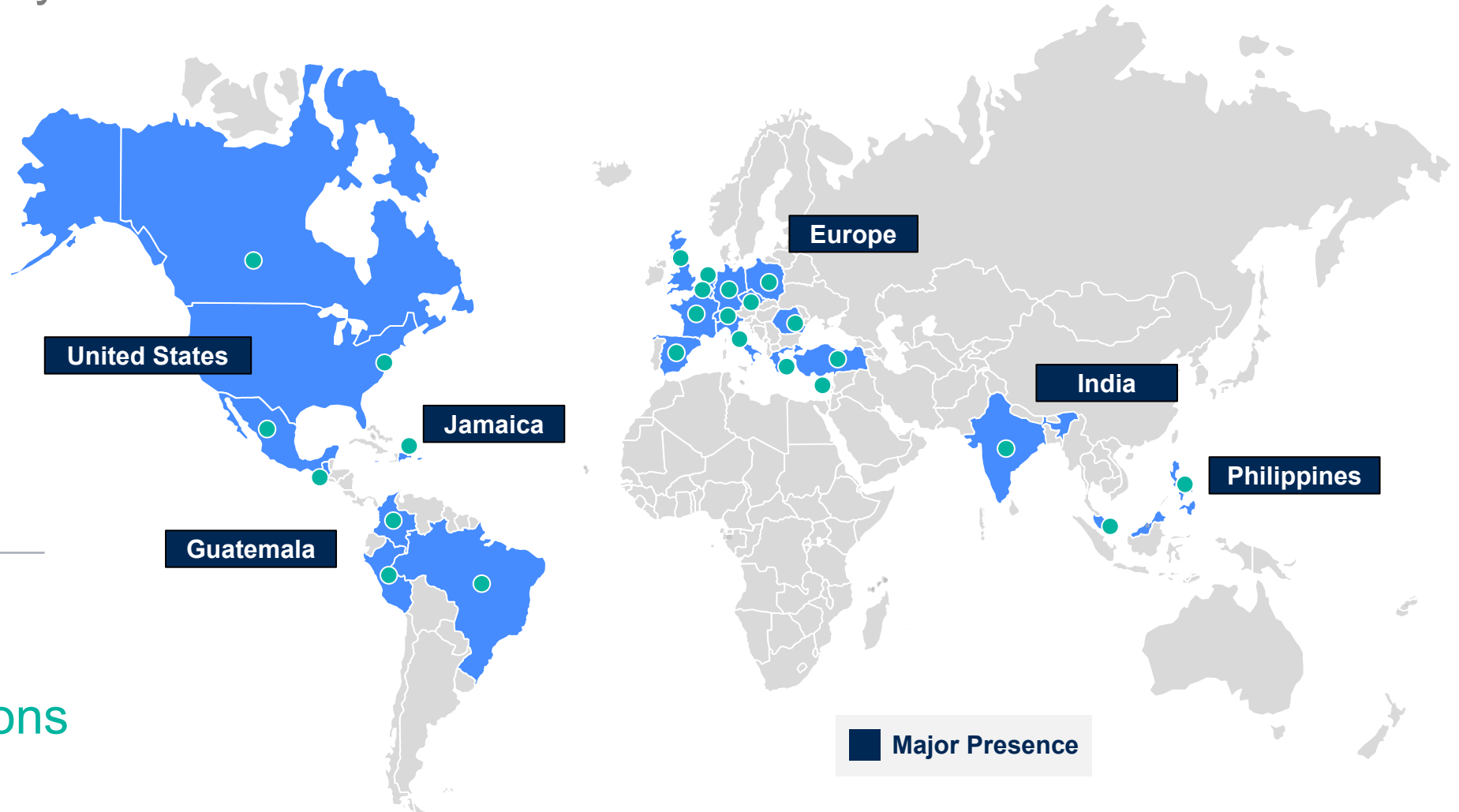
Global delivery footprint

Provides efficiency and scale

~60K
Employees

25
Countries

100+
Delivery locations



Conduent Today: Recognized Leader



Industry Accolades

Customer Experience: ISG, Everest Group, NelsonHall, Gartner

Healthcare: Everest Group

HR Services: NelsonHall, Everest Group, BrandonHall

Market Position

Everest Group Top 50 BPS Providers, #8

Gartner Market Share: BPO, U.S., #7


NelsonHall BPS Market Share: BPO, U.S., #6

ISG's Top 15 Sourcing Index Standouts



Toyota Supplier Excellence Recognition 2021 & 2022





Enhancing employee
experiences and
improving health,
wealth and **total**
wellbeing outcomes

Overview of Conduent Human Capital Solutions

Depth and breadth of our experience

NEARLY

10 million

Employees, retirees, participants and learners served

Over 300

Companies providing employee support through Conduent HR Services

Over 80

Countries supported by Conduent's global HR delivery model

OVER

60 million

Employee interactions handled each year

35+ years

Of experience in delivering HR services to large enterprise clients

Average 40%

Efficiency gain through automation

96% client retention



Conduent Human Capital Solutions

Services & Solutions



HR Management



Learning Services



Health & Wellness



Wealth & Retirement

On behalf of global organizations and governments, we deliver mission-critical, technology-enabled HR services and solutions that improve business processes across the employee journey to maximize business performance, while increasing employee satisfaction, engagement and overall wellbeing.

- Workforce Administration
- Recruiting & Onboarding Administration
- Talent Management Administration
- Global Payroll Administration

- Learning Content Design & Curation
- Learning Administration & Delivery
- Learning Management and Content Services

- Health & Welfare Administration
- BenefitWallet Consumer-directed Accounts
- Voluntary Benefits
- Wellness Services
- Total Rewards

- Defined Benefit Administration
- Defined Contribution Administration
- BenefitWallet Consumer-directed Accounts
- Total Rewards

Employee / User Experience



Life@Work®
Connect



Conduent
AccessPoint



Artificial
Intelligence



Analytics



Automation



Decision
Support



Case
Management

Enabling Technology

