

Wells Fargo Employee Care & Payroll

August 3, 2022



Conduent Introductions



Randall King

President
Commercial
Solutions



Michelle Hernandez

VP, GM Human
Capital Solutions



Reuben Clarson

Wells Fargo
Client Partner



Elizabeth Bufo

Director
Human Capital
Solutions Business
Development



Jennie Wilkens

Director
Human Capital
Solutions



James Waite

Director
Human Capital
Solutions



James Menk

Director
Human Capital
Solutions



Lyn Langford

VP Jamaica
Operations



Rishi Pradhan

RVP APAC
Operations



Shannon Battaglia

Senior Director
Human Capital
Delivery



Natheleen Chevalier

Client
Group
Manager



Raquel Crooks

Senior Payroll
Operations
Leader



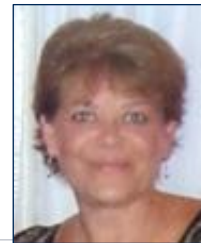
**Mary Grace
"Ge" Fernandez**

Senior
Operations
Manager



Tammy Kostecki

Global
Program
Director



Joy Hallie

Wells Fargo
Implementation
Leader



Irina Alexandroniu

Senior Human
Capital
Solutions Architect

Agenda



Conduent
Value

10 minutes

Solution
Overview

10 minutes

Employee
Experience

15 minutes

Wells Fargo
Account Team

15 minutes

Employee
Care

10 minutes

US
Payroll

10 minutes

Transition

8 minutes

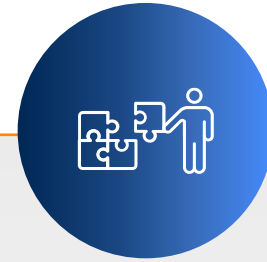
Pricing

5 minutes

Next
Steps

Conduent at-a-Glance

We deliver mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for our clients and the millions of people who count on them



Commercial Solutions



- Customer Experience Management
- Business Operations Solutions
- Human Capital Solutions
- Healthcare Claims and Administration
- Casualty Claims & Legal Compliance Analytics

Government Solutions



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

Transportation Solutions



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

17 of Top 20
U.S. health plans

4 of Top 5
aerospace firms

47 of 50
states

8 of Top 10
U.S. banks

4 of Top 5
automakers

1/3 Fortune 100
Use Conduent HR Services

80%+ of the Fortune 100
companies are Conduent clients

Conduent

An industry-leading provider of mission-critical services and solutions for businesses and governments.

Publicly Traded

NASDAQ: CNDT
\$4+B global business

CEO

Clifford A. Skelton

Services

Through process, technology and our diverse associates, Conduent solutions and services automate workflows, improve efficiencies, reduce costs and enable growth.

Employees

60,000+

Website

[Conduent.com](https://www.conduent.com)

Conduent Human Capital Solutions

Our Experience



Over
10 million

Employees, retirees,
and participants served

Over 300

Companies providing
employee support through
Conduent HR Services

Over 80

Countries supported
by Conduent's global
HR delivery model

Over
100 million

Employee interactions
handled each year

30 years

Of experience in delivering HR
services to large enterprise clients

Approximately

30%

Of Fortune 100 companies
using Conduent HR Services

Partnership Value for Wells Fargo

Conduent will work as part of your business, work with you as a true business partner, and work to enable the full benefits of Workday and ServiceNow for Wells Fargo employees

- Extension of the Wells Fargo HR Team
- True Business Partner approach
- Enable Wells Fargo Consolidation & Optimization benefits



HR Experience
and Expertise



Scalable at a
Massive Scale
and Accelerated
Pace



Data accuracy
driven



Consolidation into
Global Centers of
Excellence



Guaranteed
Continuous
Improvement



Option for
rebadge of key
Wells Fargo
employees



Collaborating and
adapting to
support Wells
Fargo objectives

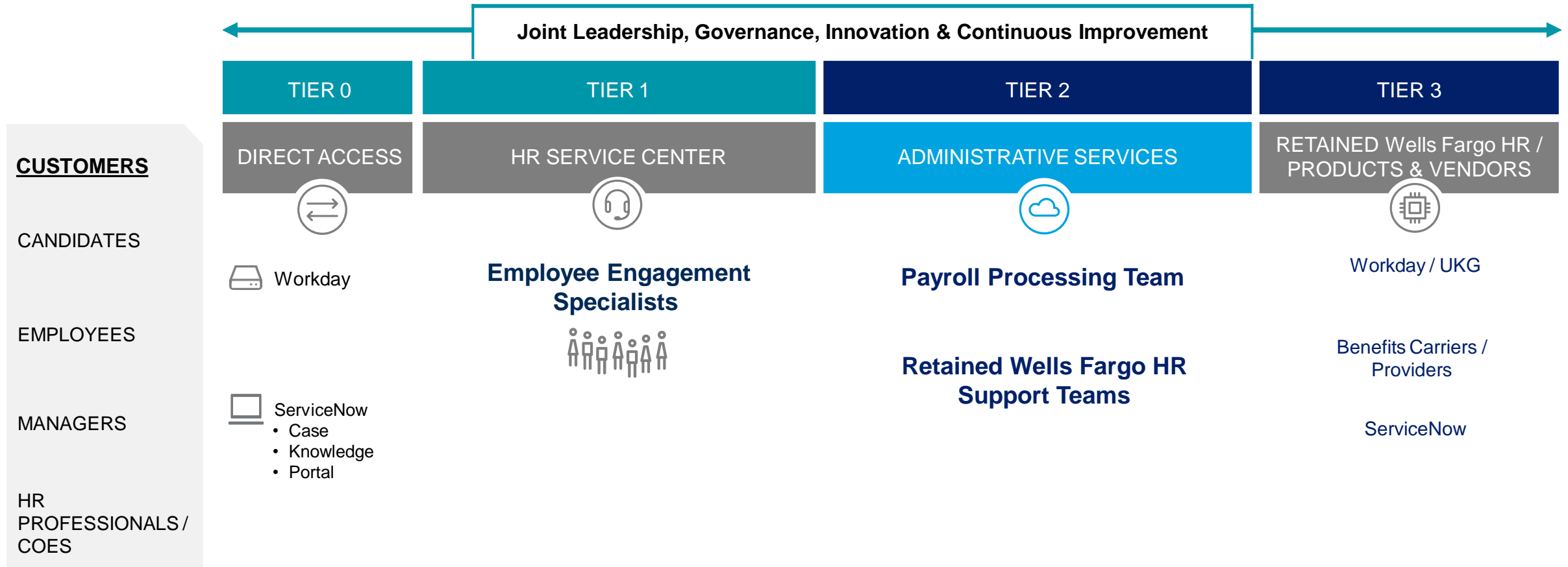
Solution Overview

A photograph of two men in an office setting, looking at a laptop screen. The man on the left is wearing a light blue shirt and dark trousers, leaning forward. The man on the right is wearing a grey sweater and glasses, smiling. The background shows a desk with a computer monitor, a lamp, and a window with a view of a city. The image has a blue and green color overlay.



Integrated Solution for Wells Fargo

We provide an integrated solution for Wells Fargo that aligns with your strategic objectives, creates an exceptional customer experience and is committed to continuous innovation.





Wells Fargo Delivery

Year 5 Headcount: Conduent Global Team of 309

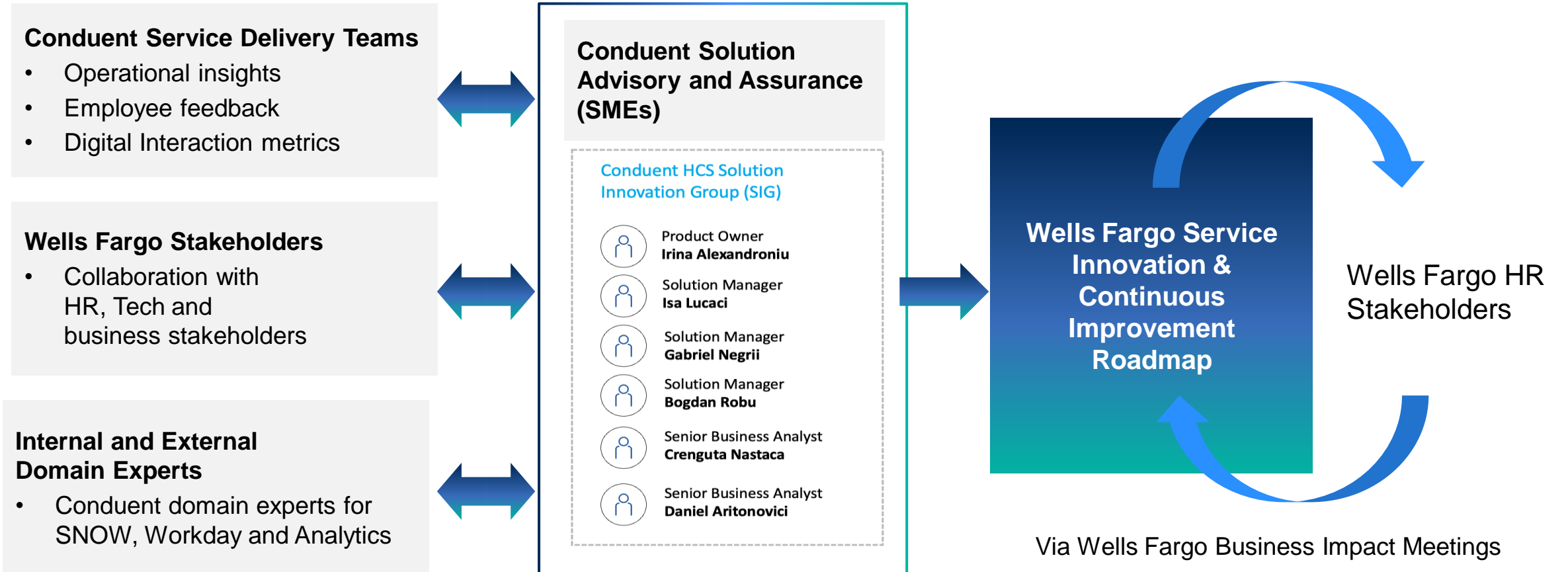
Conduent Service Delivery teams are located, managed, and sized to deliver operation excellence in Employee Care and US Payroll

Montego Bay Jamaica	Payroll	67
Manila, Philippines	Employee Care	283
Iasi, Romania	Reporting & Analytics	6
US	Governance	3
Total Staff Year 2		359



5% Guaranteed year over year reductions, support for ongoing operations in
Year 5 declines to 309 Conduent Team Members: 59 US Payroll, 250 Employee Care

Solution Innovation and Optimization



A photograph of two men in an office setting, looking at a laptop screen. The man on the left is wearing a light blue shirt, and the man on the right is wearing a grey sweater and glasses. They are both smiling and appear to be engaged in a collaborative work activity. The background shows a modern office with large windows and a desk with a computer monitor. The image has a blue and green color overlay.

Employee Experience Strategy

Employee Experience Strategy

Conduent Experience with Workday HCM



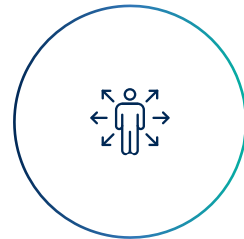
400,000 client employees supported on Workday



Conduent Workday experience to improve data accuracy and adhere to HR SLAs



We support 60% plus of our HR clients on Workday



We support and enable Workday deployments, including Workday Payroll and Workday Recruit



Conduent Workday expertise is a core competency for the majority of our 5,000 HR associates



We partner with our clients to create and deliver productivity and efficiency gains for HR with Workday

Employee Experience Strategy

Conduent Captures the benefits of Workday HCM



Workday systems proficiency



Workday improvement recommendations



Workday data entry accuracy



Workday best practice recommendations



HR process efficiency assessments



Workday Change Management



Employee Experience Strategy

Extending the benefits of Workday HCM

- Today there is a “Big Shift” from systems of record to systems of engagement and of action
- Companies need a core HR and financial system to operate but they also want to engage and delight employees and customers too
- ServiceNow is more of a “system of engagement” and “system of action” designed to integrate with multiple back-end systems
- Designing a new HR workflow or process is now agile, dynamic and less complicated in ServiceNow

The Big Shift that redesigns how work gets done with a focus on self-service productivity tools



Extending the benefits of Workday HCM

Innovate with experience personalization, mobility, automation, data and service integration (ServiceNow LiveChat – HR Chatbot)

Extend & Grow with analytics, portals, knowledge, search, and document management (ServiceNow Employee Center)

Build & Manage HR data and tasks (Workday ERP Core)

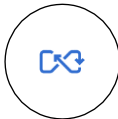
- Synchronize worker profiles from Workday to ServiceNow
- Pull Workday tasks into ServiceNow
- Enable employees to view all their to-dos or tasks in a single place – Employee Centre
- Deploy new automated HR workflows and processes
- Unify the HR Agent Workspace so HR works as “One Team”

Employee Experience Strategy

Employee Engagement & Action with ServiceNow



One identity, one portal



Frictionless and direct access to HR services



Personalised employee experiences

Main benefits of ServiceNow HR for Wells Fargo



Direct access to Tier 0 HR Services – self-service, simplified, standardised, transformed, automated HR workflows and processes that “deflect” HR cases



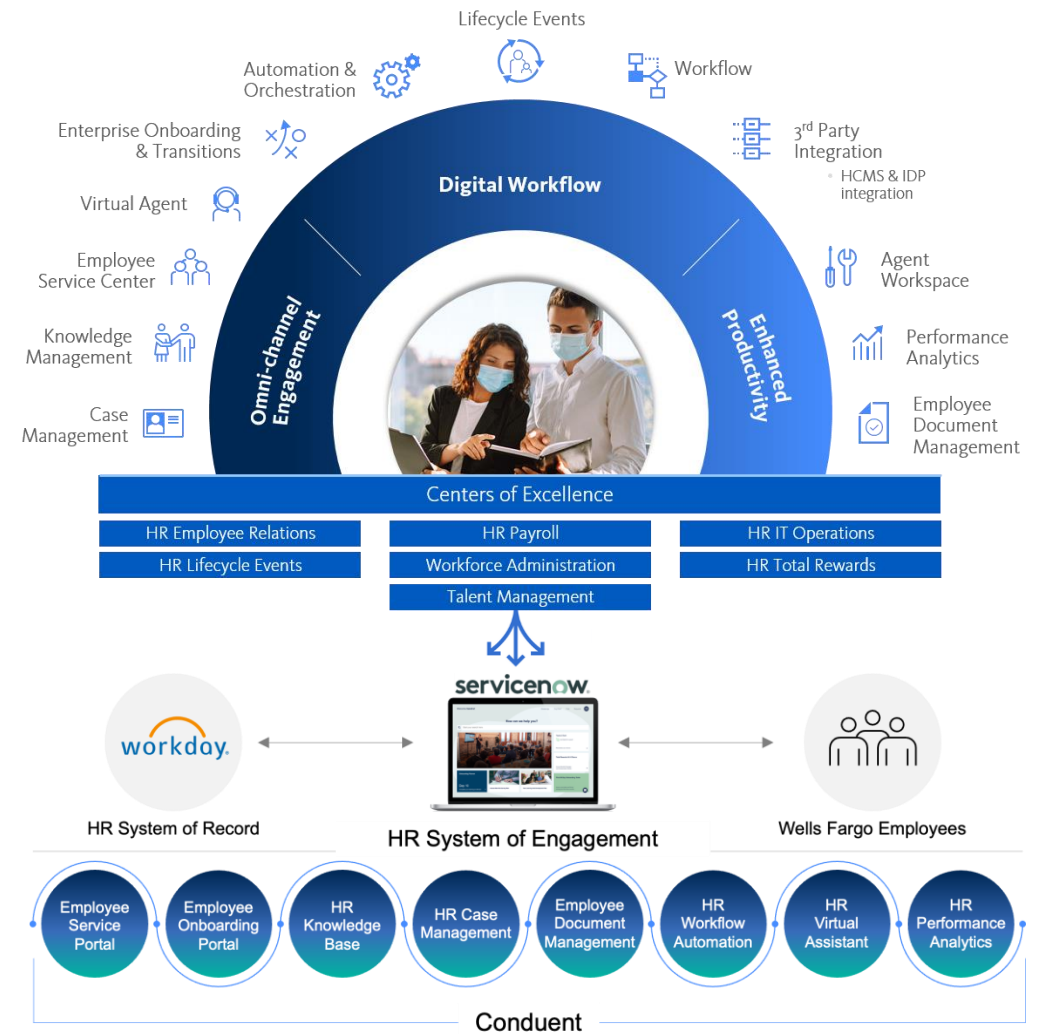
Deployment of real-time service analytics to measure HR performance and support Wells Fargo decision making.



Provide a unified HR agent workspace to improve collaboration, productivity and integrate HR Services with the business.

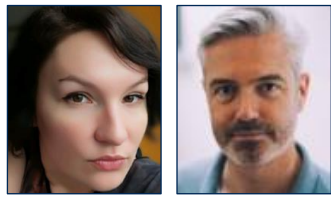


Reduce number of HR cases requiring manual effort and reduce effort complexity through process standardization and simplification.

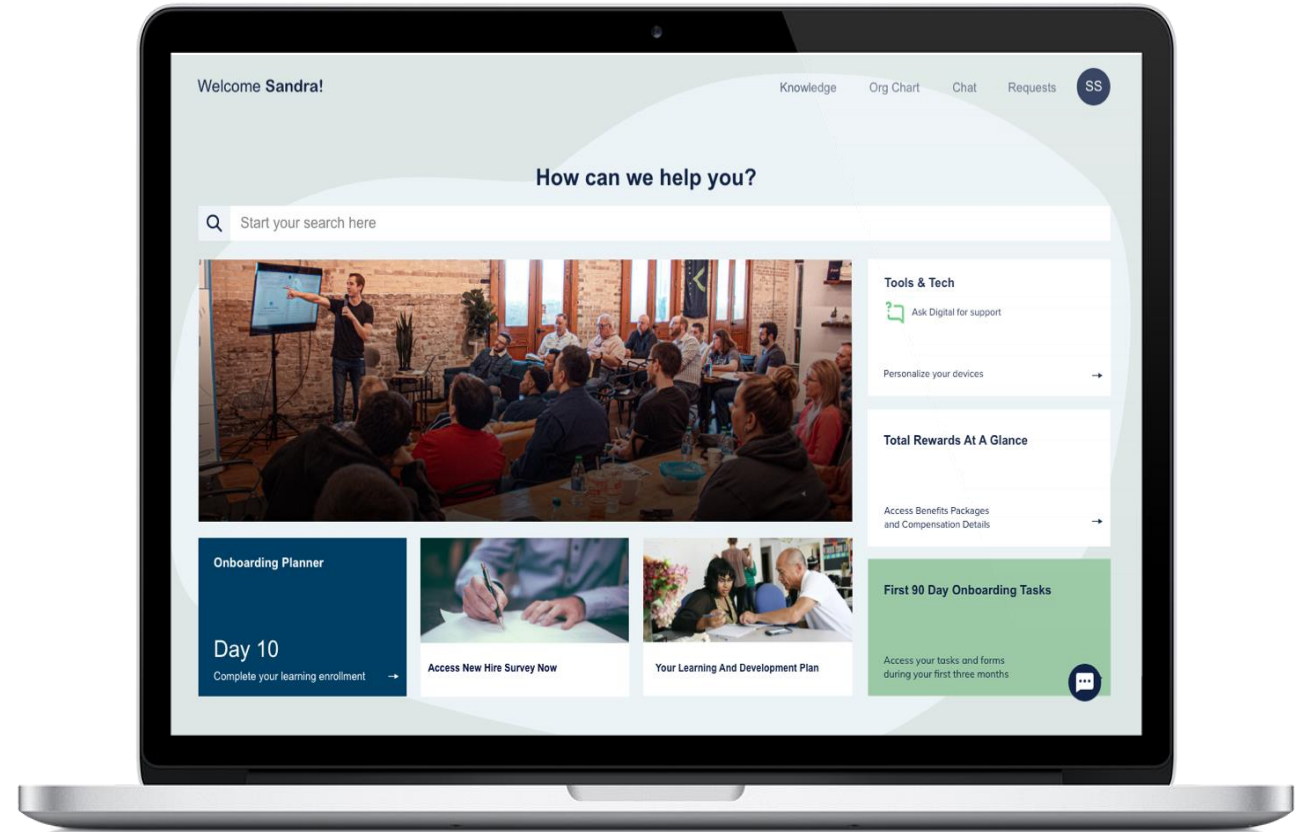


Employee Experience Strategy

Employee Engagement & Action with ServiceNow



ServiceNow HR demo with Irina Alexandroniu



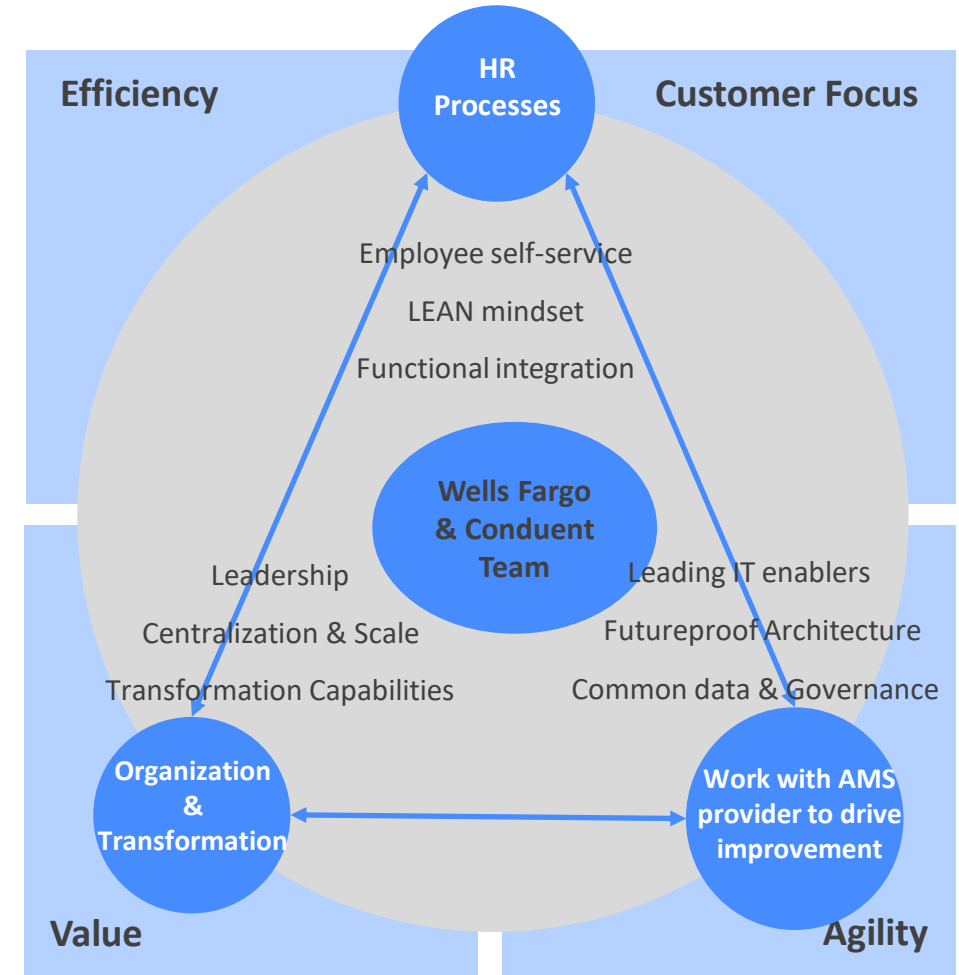
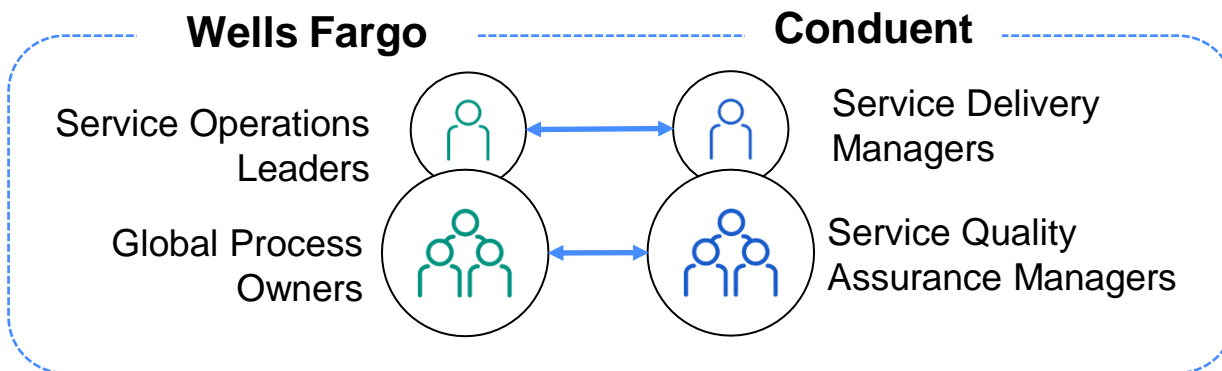
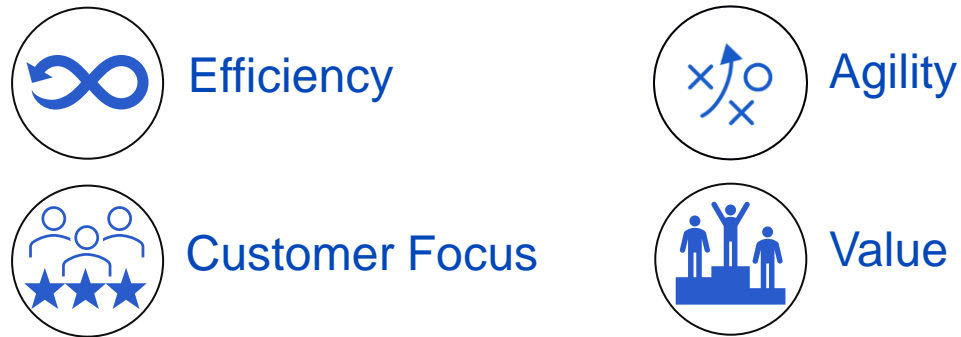
Wells Fargo Operations

A photograph of two men in an office setting, looking at a laptop. The man on the left is wearing a light blue shirt and dark pants, leaning over the laptop. The man on the right is wearing a grey sweater and glasses, smiling and looking at the laptop. The background shows a desk with a computer monitor, a lamp, and a window with a view of a city. The image has a blue and green color overlay.



Wells Fargo Program – Operating Strategy

The Conduent focus is to create seamless Operating Model in partnership with Wells Fargo HR with four value drivers:



Quality Strategy



Measuring quality is critical in building and maintaining confidence, trust in service delivery, and the agility of Conduent HCS to deliver HR services. This goes beyond SLA and KPI adherence for the HR processes in scope and includes relationship quality experience and metrics as well as Conduent's ability to implement service change in an orderly and timely way

Quality Experience (Top 3)

Quality Metrics

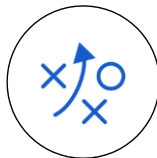
Service Delivery Performance



- Consistency of performance - no surprises
- Service Accuracy
- Fast, first-time problem resolution

- Number of errors/problems
- Problem resolution turnaround
- One and done rate

Service Agility



- Responsiveness to changing needs
- Processes designed for the everyday and for exceptions
- Flexibility balanced by standards

- Change Order turnaround
- Number of change orders implemented in agreed timeframe
- Non-standard process turnaround

Service Relationship



- Accountability, deliver on promises
- Fast issue resolution
- Proactive, recommend process improvements

- Number of commitments and deadlines met
- Percentage of inaccurate responses
- Call response turnaround

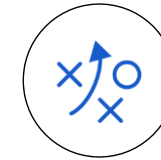
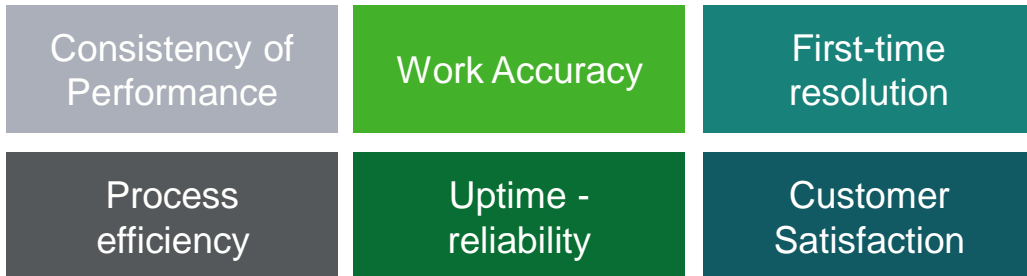
Wells Fargo Program – Performance Strategy



To improve employee satisfaction and efficiency, employee service delivery issues must be seamlessly identified and remediated. Visibility into HR service delivery performance is required through SLA and KPI reporting and dashboards.



Service Delivery Performance



Service Provider Agility



Measuring Results



Critical SLA's - Rolling

Category	Metric	Min SL	Exp SL		Q3 2021					Q4 2021			Q1 2022				Q2 2022
					May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Critical Service Levels - Contact Center	Contact Center Open and Full Functional	99.00%	99.90%	SLA %	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	Average Speed to Answer Telephone	80.00%	85.00%	SLA %	100.00%	99.20%	99.36%	99.28%	99.12%	98.94%	97.03%	98.50%	95.50%	99.19%	98.24%	96.20%	98.94%
	Average Speed to Answer Chat	80.00%	85.00%	SLA %	98.51%	97.51%	97.15%	98.66%	97.00%	95.37%	94.13%	94.74%	95.88%	93.68%	95.67%	91.89%	95.42%
	First Contact Resolution	80.00%	85.00%	SLA %	94.46%	93.92%	94.97%	95.43%	95.85%	95.98%	96.26%	96.10%	95.20%	95.45%	91.83%	93.51%	95.89%
	Case Resolution Timeliness	85.00%	90.00%	SLA %	99.68%	99.85%	99.67%	99.52%	99.42%	98.57%	97.15%	97.75%	93.61%	89.81%	92.02%	89.14%	95.00%
Category	Metric	Min SL	Exp SL		Q3 2021					Q4 2021			Q1 2022				Q2 2022
					May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Critical Service Levels - Payroll and Distributions	Pay Timeliness On-Cycle – % of Payments on Time	99.50%	99.90%	SLA %	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%
	PY Accuracy – % of Paychecks Produced Accurately (Net)	99.50%	99.90%	SLA %	99.72%	99.98%	99.98%	99.99%	100.00%	100.00%	99.97%	100.00%	99.99%	99.99%	100.00%	100.00%	99.98%

Wells Fargo Global Organization Structure



Michelle Hernandez
GM, Head of Global HCS

Kandy White
VP, Service Delivery Management

Shannon Battaglia
Sr. Director, HCS Delivery

Natheleen Chevalier
Client Group Manager

Mary Grace Fernandez
Senior Operations Manager
Employee Contact Center

Raquel Crooks
Senior Operations Manager
Payroll

TBD
Team Manager
Contact Center

TBD
Team Manager
Payroll Administration

Contact Center Service Team

Payroll Administration Team

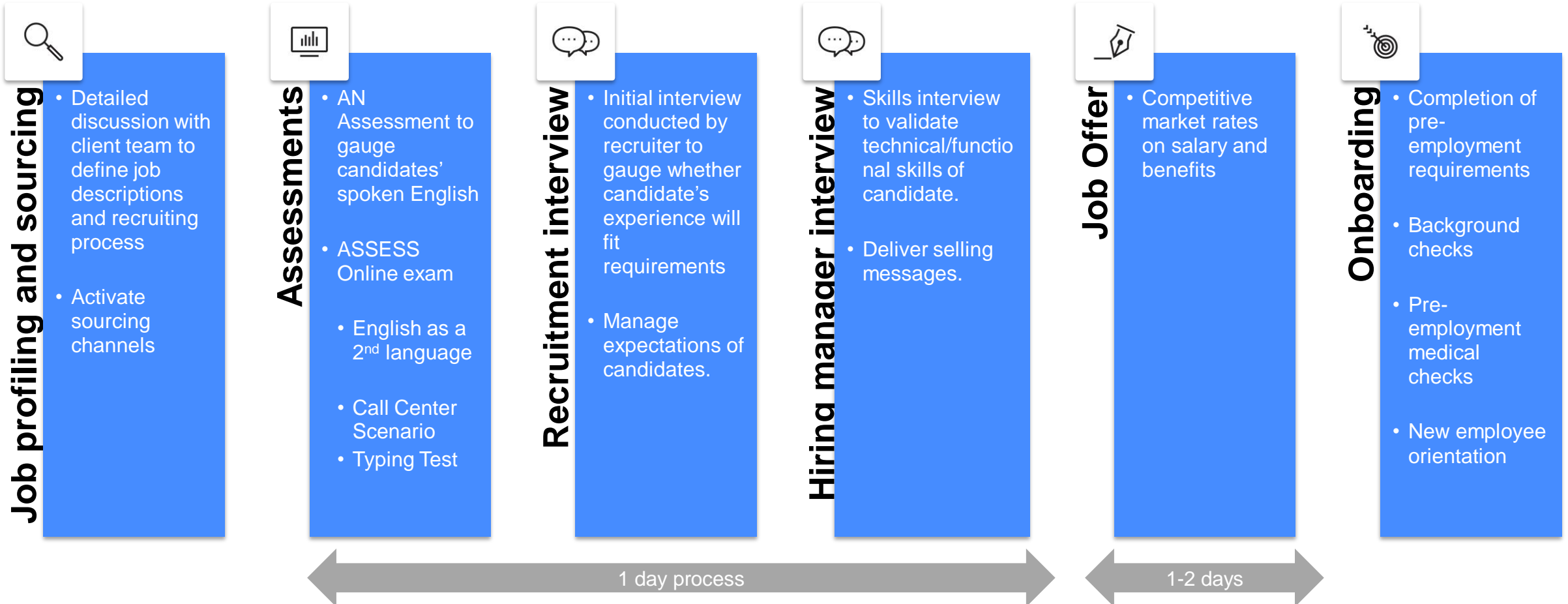
Business Analyst Team

Quality & Training Team

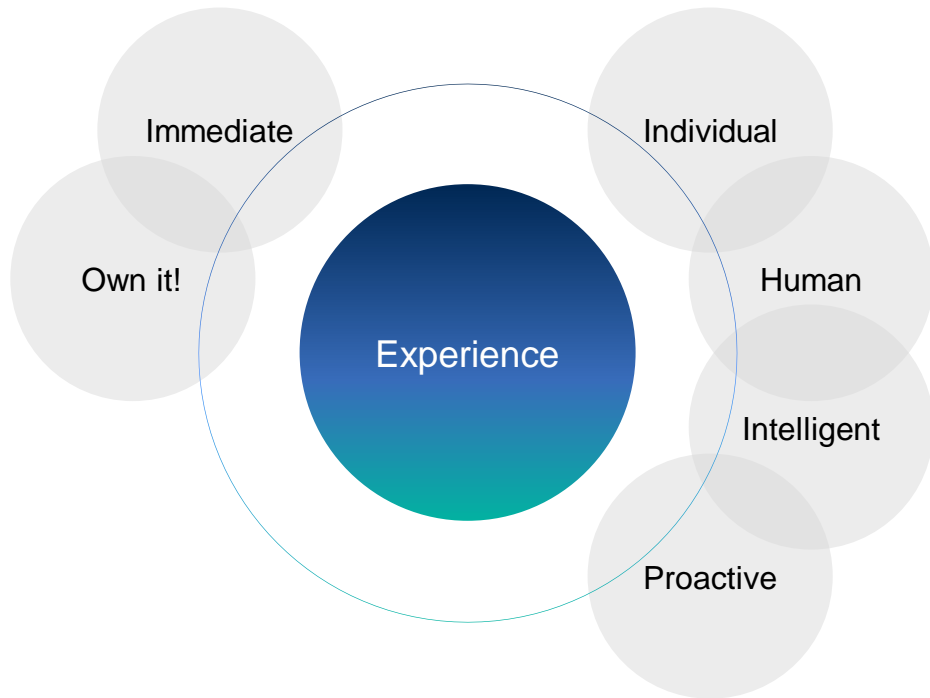


Talent Acquisition at Conduent

Multi-stage recruiting process, in collaboration with hiring managers and clients to ensure the right profiles are selected



Train & Develop Talents to Master Experiences



We speak HR Language

move away from transactional mindset

We are HR!

we are our client's HR Team Extension (transparency, ownership, proactivity)



Employee Care

A photograph of two men in an office setting, looking at a laptop. The man on the left is wearing a light blue shirt and dark trousers, leaning forward. The man on the right is wearing a grey sweater over a light blue collared shirt, glasses, and dark trousers, smiling. They are standing in front of a desk with a computer monitor and a lamp. The background shows a large window with a view of a city. The image has a blue and green color overlay.

Employee Experience Strategy for Wells Fargo

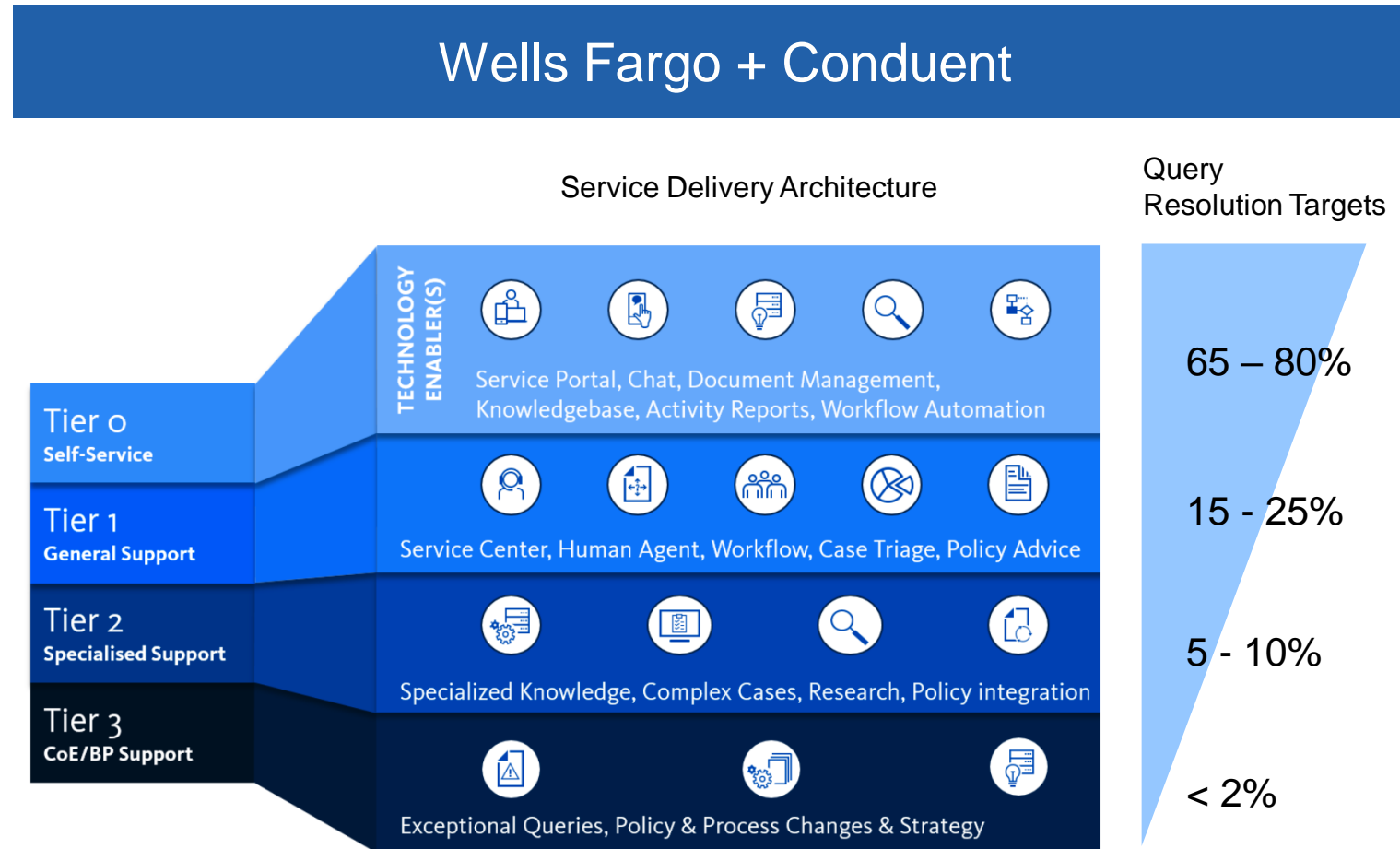


Conduent proposes to reimagine and reinvent Tier 0 services – transforming the employee experience and delivering a fully digital HR experience.

This approach will also enable improvements in data reporting, with the ability to deploy workforce analytics tools that can provide real-time automated data reporting.

Central to this strategy is the HR System of Engagement – ServiceNow (SNOW), providing:

- Simplified access to HR services
- A unified employee service experience
- HR service automation
- Higher Tier 0 query resolution



Roles & Responsibilities



WELLS FARGO

Strategy and Policy

- Define strategies and policies
- Communicate policy / process
- Approve call scripts
- Maintain policy and governance
- Participate in contact calibration sessions
- Provide data
- Historical research
- Tier 2&3 support



Employee Care Support

- Inquiry support (Call, chat, email)
- Navigational support
- Case resolution
- Quality monitoring
- Conduent tools support
- Maintain knowledge management tools utilized by Contact Center
- Manage work volumes to ensure ability to meet SLAs
- Perform quality monitoring and coaching
- Provide monthly metrics

Conduent Philippines Center of Excellence



Employee/Customer Care

15+ years of delivery experience

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

70+ clients

across various industries

Service Offerings

Human Capital Solutions, Finance & Accounting, CXM, Document Management and Automation, Healthcare, Casualty Claims, Legal Compliance Services, Learning Services for US, Europe, PH Markets

~7K employees, 6 Offices in the Philippines (Manila & Cebu) and growing

Young, vibrant & diverse workforce

with an average age of 29 years, with 53% of women employees

Language Supported

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

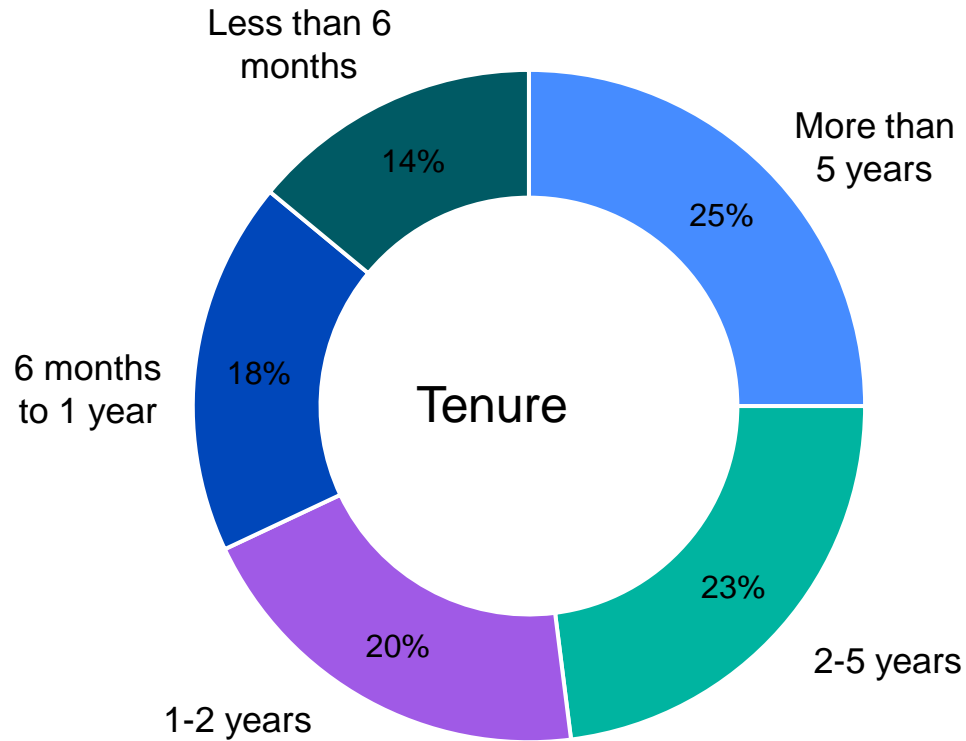
Industry Partnership



Philippines Credentials

- COVID-19 Award, PEZA Excellence Awards 2021
- Merit Award for Safety Communication, PH Quill Awards 2020
- ISO/IEC 27001:2013 (2020)
- COPC Certified(2018-2020)
- CSR Company of Year 2019, Asia CEO Awards
- Top IT/BPM Company in Cebu 2017, CIBO Cebu

Talent Overview – Philippines



Employees

Male/Female Ratio: 49% / 51%
Average Age: 28 Years
Full Time: 100%



Attrition

Annualized Attrition 2021 22%



Work Experience

Average: 4.5 Years



Education Level

College Educated: 95%



Where we get the right expert

Dedicated Conduent Recruiters and Sourcing Team to employ quality Customer Service Center candidates for our locations year-round



- Employer branding
- Increased market awareness
- 650,000 college graduates
- 57% of promotions are from internal hires
- 9% rehires



Conduent Team Member Support

- Clinic on Site
- Strong Career Growth Potential
- Transport – upon approval from business unit head from office to home and vice versa
- Standby shuttle services that roam around the city to pick up employees from the nearby transport hubs
- Cafeteria – 24 hours hot food served by multiple food concessioner
- Break rooms with video games, training hubs
- Quiet Room
- Group life insurance – coverage of 20M PHP
- HMO coverage, including dental for all employees
- Gender neutral rest rooms



Payroll

A photograph of two men in an office setting, looking at a laptop. The man on the left is wearing a light blue shirt and dark trousers, leaning forward. The man on the right is wearing a grey sweater over a light blue collared shirt, glasses, and dark trousers, smiling. They are standing in front of a desk with a computer monitor and a lamp. The background shows large windows with a view of a city. The image has a blue and green color overlay.

Payroll Services

Offerings at a Glance



Services

- Time and Attendance
- Payroll Inquiries
- Payroll Administration
- Payroll Processing
- Out-of-Cycle Manual Payroll Checks
- Wage Attachments
- Special Payments
- Payroll Tax processing and Filing
- Reporting
- Payroll Accounting
- Year end processing and statements
- Audit support
- Incentive and Executive Comp
- Service Desk
- Lodgments
- Social Insurance

Key metrics

- Over 18M pay slips per year
- Payroll services in more than 50 countries (direct and via partners)
- 99% plus payroll accuracy
- 99% overall SLA and KPI Compliance

Key Service Locations

- Montego Bay, Jamaica (COE)
- Manila, PH
- Iasi, Romania

Platforms & Partners

- ADP
- UKG
- Oracle
- SAP & SAP/SF
- Workday
- EpiUse
- ADP
- UKG
- Ceridian (ADAM & Ascender)
- SD Worx

Geographies

- North America
- LACAR
- EMEA
- APAC

Performance Measurement & Continuous Improvement



Individual

Performance

- Quality Audits (QA)
- Client Feedback
- Data Evaluation via the QA tool

Continuous Improvement

- Target process areas for automation
- Incorporate with individual goals
- Create Culture

Team

Performance

- SLA Management
- Client Feedback

Continuous Improvement

- Align with strategic objectives
- Identify process failures
- Targeted process remediation
- Incident repository for tracking and trending
- Calibration sessions

Payroll Compliance

- American Payroll Association, Canadian Payroll Association, and Bloomberg BNA Membership provides access to key payroll resources
- Structured review of Tax Updates / Changes
- Cross –Functional testing & implementation
- Audit/Quality Analysis aligned to SOX requirements
- Cross leadership collaboration
- Strong partnership with ADP



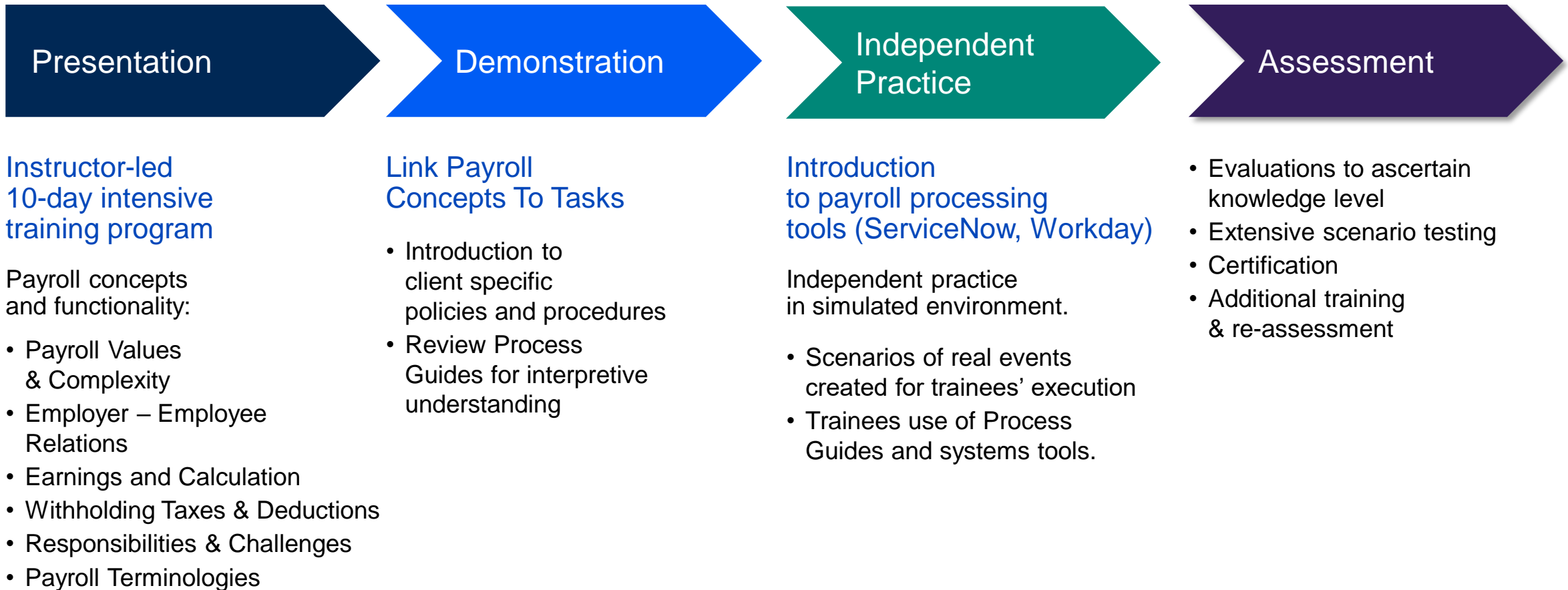
Payroll Center of Excellence Jamaica

Experience and Tenure

- Payroll Administration being delivered in Montego Bay since 2003
- 85% of Payroll Services staff are located in Montego Bay
- Average Agent Tenure 3.6 years
- High level of Tertiary level Certification of payroll team members
- Select staff participate in CPP training and key staff members have acquired program certification through the American Payroll Association (APA).



Payroll Operational Training



Aerospace & Manufacturing

Payroll Process and Automation Efficiencies



Leader in Aerospace & Defense



Global payroll solutions support M&A and tech challenges across **120k employees** in **3 countries**

The challenge

M&A Disruptions

- Split into three separate legal entities in an ambitious, aggressive timeframe
- Then, merger with equally sized competitor

Enhancing efficiency

- Lower cost of service
- Process improvement enabled via RPA and BPO

Complexity

- Diverse workforce with a great variety of pay groups from grandfathered businesses and product lines

The solution

Conduent's Global Payroll Solutions incorporating HCM Connect

- Support centers in Montego Bay, Jamaica, Scottsdale, AZ focusing on a full suite of services
 - Employee Contacts
 - Executive handling
 - Full payroll support
 - Tax and Garnishment processing
 - Payroll Audits and Compliance
 - Payroll Accounting
- Integrated case and document management
- Standard best practice processes, enabled through RPA and BPO

The result

- Realized process efficiencies to support YoY Data automation resulting in reduction of manual work, focusing on pre and post reconciliation garner 50%+ efficiencies in key processes
- Continual performance excellence as demonstrated by exceeding YoY accuracy, performance and timeliness service levels
- High level of performance through disruptions
 - Divestitures
 - Acquisition (doubling in size)
 - Technology upgrade
 - Pandemic

Conduent Jamaica Center of Excellence Payroll



22+ years of delivery experience

One of the first BPO's on the island and continued prominent employer in the sector. Growing from 56 employees to over 6K

45+ clients

across various industries

Service Offerings

Payroll Shared Services, Human Capital Solutions, Finance & Accounting, CXM, Healthcare, Government Services, Transaction Processing, Leasing, Legal Compliance Services, Learning Services

Near Shore Advantage

- Cultural Alignment
- Proximity
- US Time Zone friendly
- Convenient & short travel from the US

~ 4300K employees

- 4 buildings in Montego Bay
- 2 buildings in Kingston & Portmore
- 287K+ sq feet
- 4640 seats
- 65% WAH

Country Statistics

- Official language – English
- Population – 3M+
- Capital city – Kingston
- Unemployment rate – 6.2%
- Literacy rate – 88.7%
- Per capita GDP - \$4,587 USD

Compliance

- ISO27001-2013
- GDPR (EU)
- PCI
- HIPAA
- SOX

Industry Partnership



Young, vibrant & diverse workforce

with an average age of 30 years, with 77% of women employees



Formula for Success – Deep Expertise

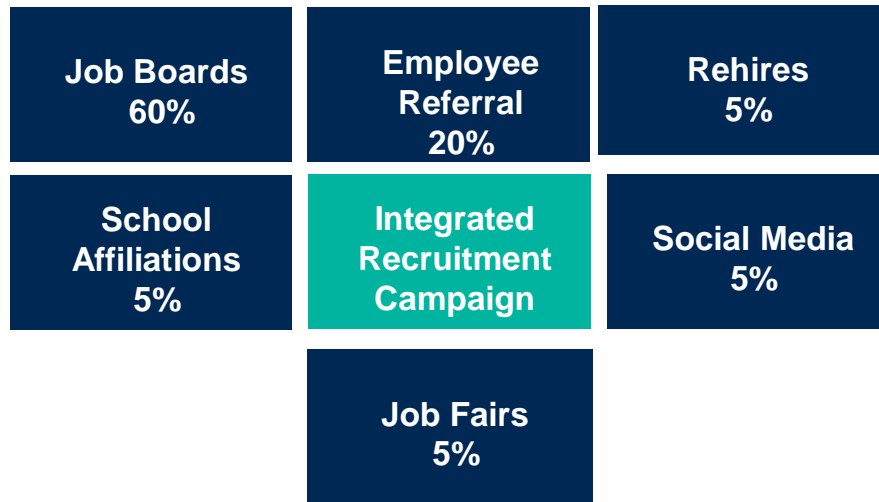
Recruiting, Hiring, Training, Mentoring, Retaining, Motivating and Measuring





Where we get the right expert

A dedicated Talent Acquisition team, which consistently employs quality Customer Experience Associates and Payroll/Accounting Professionals for our locations



- Employer branding
- Increased market awareness
- Employee career progression
- YTD fill rates 99%

The collage consists of six recruitment posters for Conduent. Each poster features a different background color and a photograph of a diverse group of people. The posters include the following text:

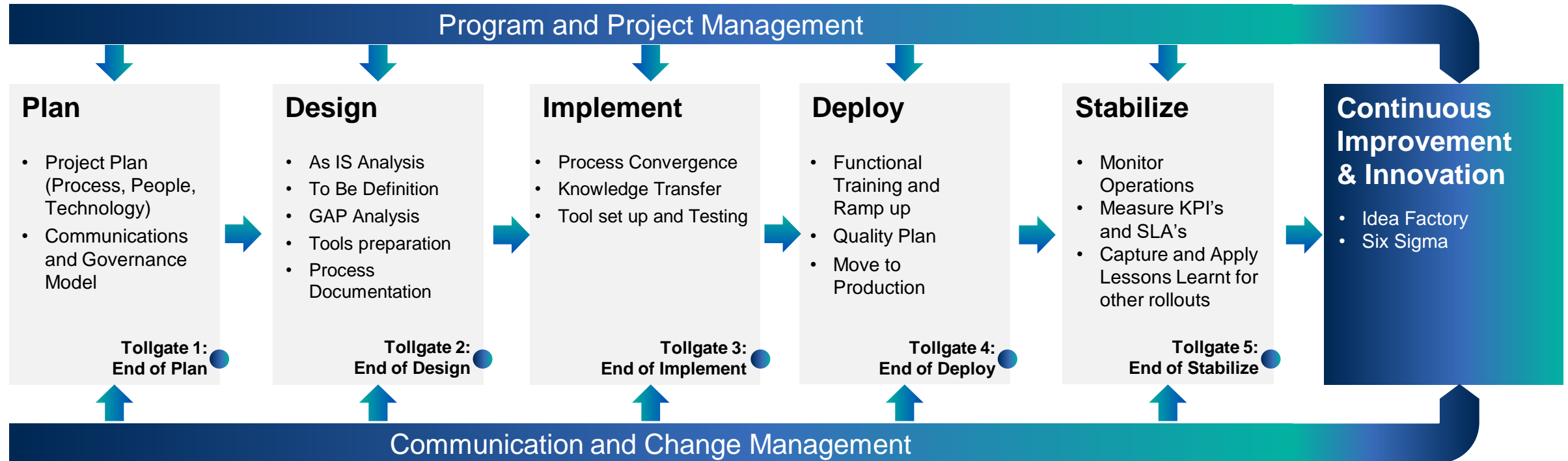
- Poster 1 (Purple):** "Innovation Never Stops. When you work for a company supporting over 500 global governments. Apply today at jobs.conduent.com"
- Poster 2 (Blue):** "It's adventure time! Join our team of customer service superstars focused on the travel industry. Apply today at jobs.conduent.com"
- Poster 3 (Green):** "Take your career to another level. Our associates have access to world class learning opportunities. Apply today at jobs.conduent.com"
- Poster 4 (Teal):** "We are hiring! Apply now"
- Poster 5 (Light Green):** "Get that work from home smile. Now offering work from home career opportunities. Apply today at jobs.conduent.com"
- Poster 6 (Yellow):** "Explore job opportunities in Customer Service. Career opportunities worth getting excited about. Join us at our Job Fair, Thursday, June 16, 2022. Clerk's Team (CSCS), Mailroom's Assistant, Church mail (CSCS) All - 3:00 PM. Why join Conduent? We provide opportunities for you to grow and thrive, both personally and professionally. Through your everyday interactions, you make a positive difference within your organization. Through your great ideas and customer service handling questions and concerns with respect and professionalism. Conduent is easy and flexible! Positions available: Customer Service Associates - Chat and Voice. Kingston- 5th Floor, RKA Building Montego Bay- Ground Floor, BTP 2. Apply today at jobs.conduent.com"

Transition

A photograph of two men in an office setting, looking at a laptop screen. The man on the left is wearing a light blue shirt and dark trousers, leaning forward. The man on the right is wearing a grey sweater over a light blue collared shirt, glasses, and dark trousers, smiling. They are standing in front of a desk with a computer monitor and a lamp. The background shows a large window with a view of a city. The image has a blue and green color overlay.



Transition Methodology



- Highly repeatable, standardized, proven and award winning
- Flexible to accommodate business priorities
- Drives transformation and transition, tailored to process level
- Client involved in every step - Partnership that we do with you
- Checkpoints (Tollgates) at the end of each Transition Stage

Integrate Conduent Services with Client processes, organization, and culture, and promotes the collaborative environment needed for Client and Conduent to be successful.



Sample Project Management Toolkit

1. Plan

2. Design

3. Implement

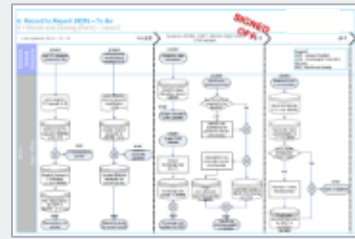
4. Deploy

5. Stabilize

Project Timeline



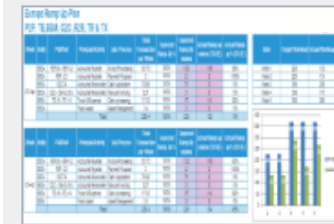
To Be Process Maps



Convergence Plan

Area	Key Deliverables	Key Risks	Key Milestones	Key Metrics
Business Development	Business Development Plan	Market competition	Q1 2023	Revenue growth
Product Development	Product Development Plan	Technical debt	Q2 2023	Product quality
Marketing	Marketing Plan	Brand awareness	Q3 2023	Customer acquisition
Operations	Operations Plan	Operational efficiency	Q4 2023	Operational cost

Ramp Up Analysis



SLAs Reporting

SLA Category	SLA Type	Target	Actual	Delta	Status
SLA - Service	SLA Type	99.9%	99.8%	-0.1%	Warning
SLA - Support	SLA Type	99.5%	99.6%	+0.1%	Good
SLA - Quality	SLA Type	99.9%	99.9%	0%	Good

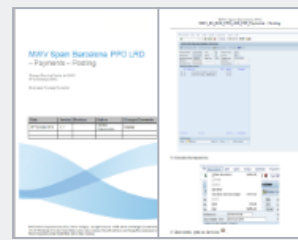
Project Plan



Gap Analysis

Area	Current State	Target State	Gap	Impact
Business Development	Low	High	High	Revenue loss
Product Development	Medium	High	Medium	Product quality
Marketing	Low	High	High	Brand awareness
Operations	Low	High	High	Operational efficiency

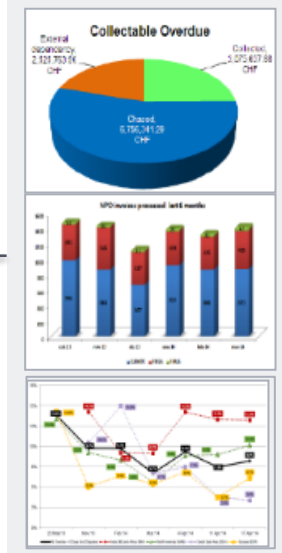
Training Manuals



Quality Analysis

Category	Count	Percentage	Impact
Defect - Major	10	10%	High
Defect - Minor	90	90%	Low

KPIs Reporting



Governance Model

Meeting	Participants	Chairman	Frequency	Objectives
Client Steering Committee	Client Project Manager, Client Project Sponsor, Client Project Manager	Client Project Manager	Monthly	Review High-Level Project Status, Identify/Resolve Issues, Collaborative Decision Making
Project Governance Meeting	Client Project Manager, Client Project Manager, Client Project Manager	Client Project Manager	Weekly	Review Project Status & Progress, Discuss/Resolve Issues, Review/Update Project Charter
Process Project Status Meeting	Client Project Manager, Client Project Manager, Client Project Manager	Client Project Manager	Weekly	Review Project Status, Discuss/Resolve Issues, Review/Update Project Charter

Process Assessment Matrix

Area	Current State	Target State	Gap	Impact
Business Development	Low	High	High	Revenue loss
Product Development	Medium	High	Medium	Product quality
Marketing	Low	High	High	Brand awareness
Operations	Low	High	High	Operational efficiency

Trainings Assessments

Area	Current State	Target State	Gap	Impact
Business Development	Low	High	High	Revenue loss
Product Development	Medium	High	Medium	Product quality
Marketing	Low	High	High	Brand awareness
Operations	Low	High	High	Operational efficiency

Hand off Tollgate

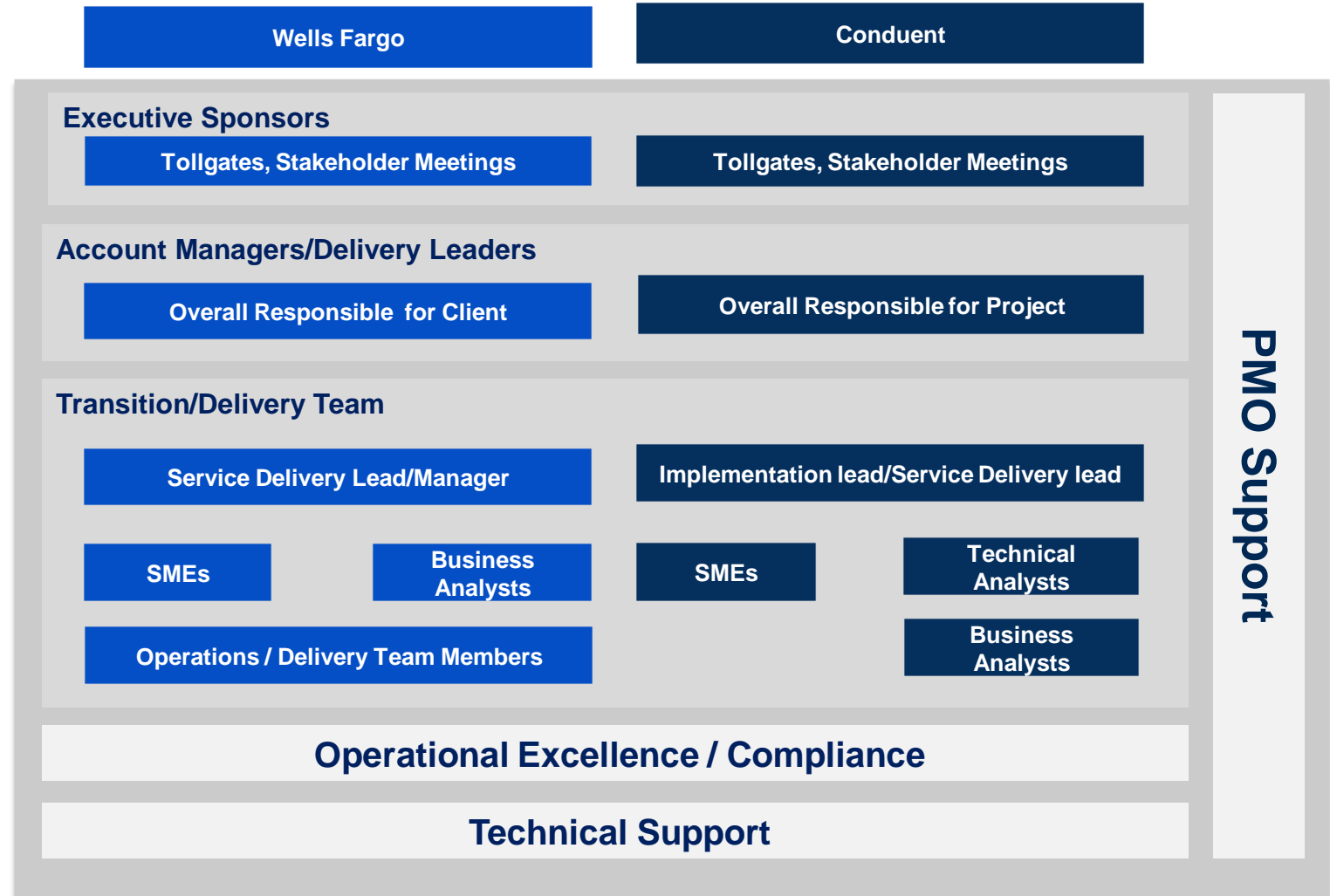
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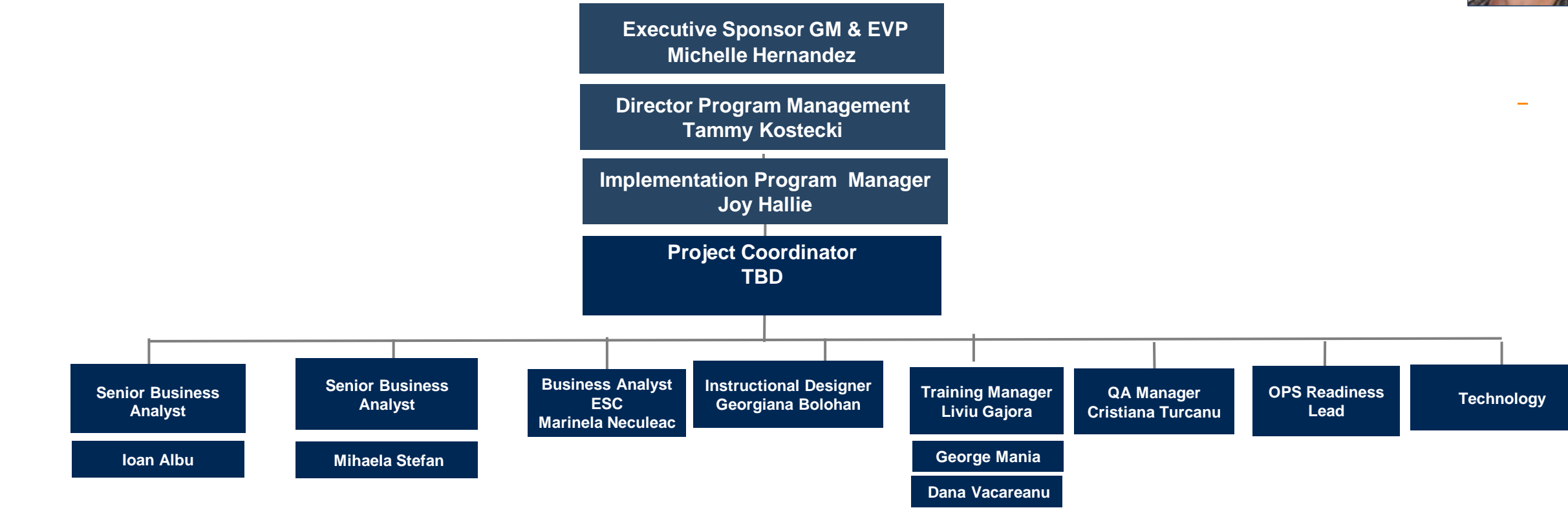
Partnership for Ongoing Success

Mirroring of key program roles:

- Team members identified as a first step of the Initiate Phase of the project
- Joint leadership in all key program areas
- Clearly defined roles and responsibilities for management of all work streams
- Allows for decision-making at every level with next level support when needed
- Clear governance structure and escalation path when needed



Conduent Implementation Team



Business Analysts

- Discover and document plan rules
- Develop business requirements
- Develop administrative process flows
- Participate in the testing and creation of expected results

Technical Analysts

- Create/review technical specifications
- Define data requirements
- Define data mapping
- Participate in testing and debugging Issues

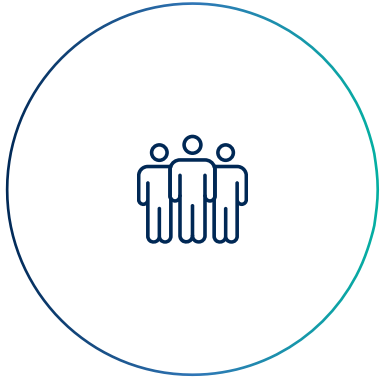
Systems Analysts

- Provide technical guidance and analysis
- Create/review technical specs
- Execute unit and systems tests
- Monitor problem log and route/resolve test issues

Testing Analysts

- Define test scenarios and plans
- Create and manage test accounts
- Determine/acquire expected results
- Execute integration testing

Project Methodology - People



Deliverables:

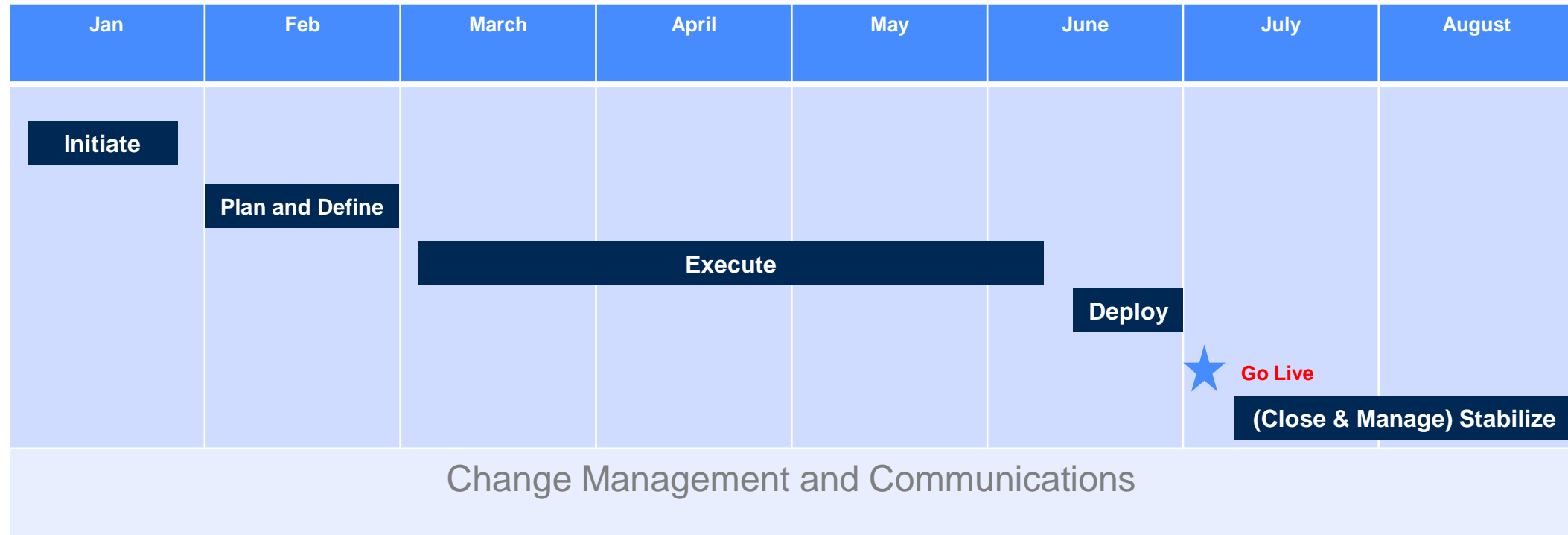
- Onboarding
 - Training
- Conduent Operations staff trained on client specifics (training of new hires and training on deviations from standard)
 - Induction Training on HR Services, Customer Service, Master Processes
 - Training on Standard HR Processes and deviations
 - SuccessFactors and other in-scope systems Training
 - Practice on transactions
 - Tools for the Employee Service Center (IVR and ServiceNow)
 - As part of the traditional Execute Phase (Design, Build, Test and Train)
The outcome / final stage is that all system / people / documentation are ready to enter Operational Readiness Test

Wells Fargo Transition Timeline



Conduent is experienced with complex implementations and organizations. Our dedicated team of transition experts will manage each step from planning and design through execution and ongoing support.

Transition of Services



Pricing





Fixed Annual Pricing with Volume Triggers



- Accelerated savings in Years 1- Year 3
- Predictable annual base pricing \$8.8M
- \$1.7M Transition fee. Milestones driven 6-month implementation
- Isolated COLA with annual local index applied each January beginning in Year 2

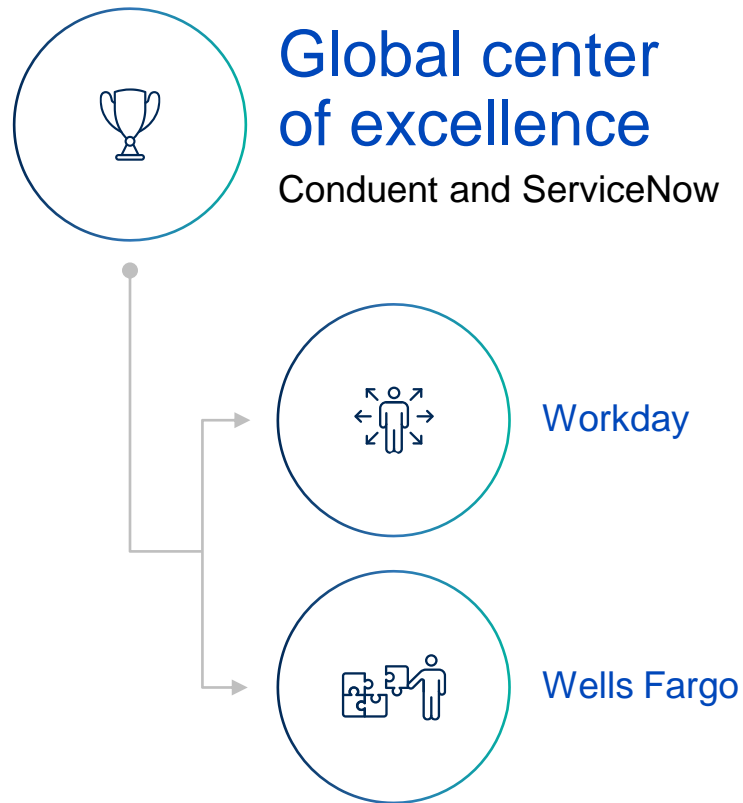
HR Process	Location	Staffing	Base Salary	Benefits	Employee Cost Baseline
US Payroll	US	21	\$65,000	19%	\$1,624,350
US Payroll	India / Philippines	35	\$10,000	13%	\$395,500
HR Service Center	US	111*	\$50,000	19%	\$6,604,500
HR Service Center	India / Philippines	189*	\$10,000	13%	\$2,135,700
Total		356			\$10,760,050

*Conduent Estimate for HR Employee Service Center: 37% US, 63% Offshore

Wells Fargo Overhead Estimate: 10%

Total Wells Fargo current state baseline rough estimate: \$11,836,055

Wells Fargo Continued Successful HR Journey



Global Business Process harmonization, standardization, and efficiencies



Continuous Improvement commitment



Cost reduction and commitment to efficiency savings



Provide the right skills and tools to optimize technology investments



Business Value creation with a scalable and sustainable solution



Partner with Wells Fargo HR to implement the overall business strategy

Thank You from the Entire Conduent Team!

More Information: www.conduent.com/wellsfargohro



*International
workforce across
24 countries*



*60,000 diverse
associates in hundreds
of local communities*



*7 Employee
Impact
Groups.*



*Over 50%
female workforce
globally*



*Guided by a
Global Diversity
& Inclusion Council*

