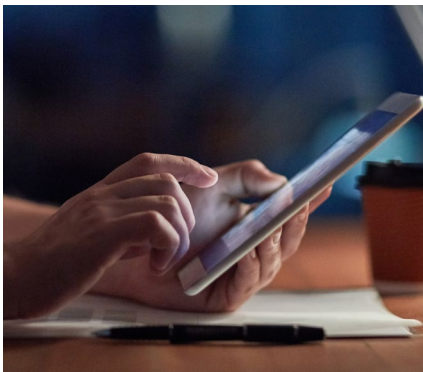


# Looking for a way to drive employee self-sufficiency?

Your employee experience just got easier with Life@Work®



**Conduent Life@Work Delivers a Human-Centric User Experience that is:**

**Personalized**

- Each Life@Work channel page includes information, messages, required actions, activities, family status, and recommendations that are tailored to each individual employee
- Employees indicate their preferences for communications or notifications, with the ability to set custom alerts

**On-Demand:**

- Real-time updates of HR and benefits information that is accessible from the employee portal and mobile app through single sign-on
- Ability to transact online such as bill pay, payroll tax modeling changes, or find a doctor

**Data-Driven:**

- Recommendation engine leverages my profile data and propensities to guide me toward the best benefit plan decisions
- AI algorithms continue to evolve as the number of HR and benefits-related inquiries and transactions processed increase

HR and Benefits are complex. As practitioners we rely on consultants, certified benefits and payroll specialists, attorneys, actuaries, accountants, and registered investment advisors.

And yet we expect our employees, who are often novice and infrequent users, to make sound health, career and financial decisions in a self-service mode.

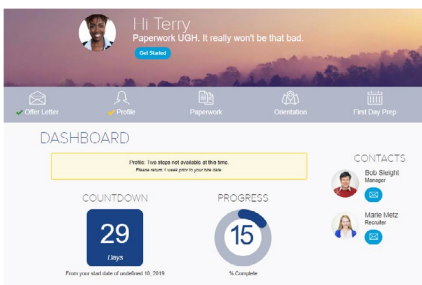
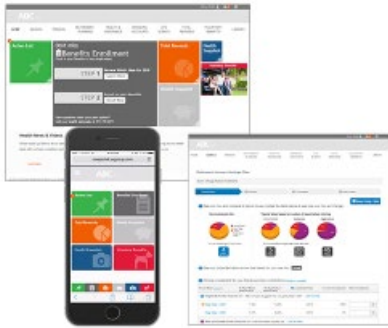
**Why is it so easy to use?**

From healthcare management to retirement savings to life event changes, the Life@Work Engagement Platform gives employees anytime, anywhere access to the information they need faster than before—which means less time navigating benefits plans and HR programs and more time maximizing them.

Life@Work leverages a combination of digital-first process excellence and user-driven design principles; and it is underpinned by Robotic Process Automation (RPA) and Automated Intelligence (AI) that, together, create a seamless digital workplace experience to meet the individual needs of each user – at the moments that matter – and those in our daily lives.

**Consider these advantages . . .**

- During annual enrollment employees select the best program option based on their health experience and future needs as:
  - Information presented is relevant to each employee's benefit eligibility options -- and they are proactively presented with tools, interactive content / educational resources, and guided recommendations to facilitate decision-making
  - Modeling tools project the financial impact of health program choices using their personal and dependent information, health status and goals, and historical claims data as the baseline
- Web Portal and Mobile App provide information and functionality at any time, from any location enabling on-the-go health, wealth, and career transactions such as bill payment or savings account changes or applying for an exciting new job posting
- Life event changes are completely guided and interactive, helping the employee with immediate needs and longer-term considerations, such as starting a pre-tax college fund during the 'add a dependent event'



- Employees are proactively presented with Messages and Notifications based on their personas / profiles, in their preferred mode of communications, to drive and proactively guide targeted behaviors throughout the year
- Digital geocator tools assist participants in identifying the best healthcare providers when they need it most
- You, the Practitioner, access a dashboard of program analytics and real-time service reporting for HR and benefits planning purposes and targeted interventions

### What outcomes do we drive?

Let's face it: if your HR and benefits portal isn't relevant to the varying needs of your employees, how can it be effective at lowering healthcare costs, improving retirement readiness, building skilled talent, promoting healthy behaviors and other productive outcomes you're looking for?

Life@Work brings together tools, resources, transactions, and support in one simple user interface, meeting participants where they are.

- Your branded Life@Work engagement platform integrates multiple support channel options for HR and benefits inquiries across self service, voice, chat, virtual agent and email —ensuring a single source of employee interactions
- The Conduent Automation Platform (CAP) drives a consistent experience through digitally-enabled personal interactions -- calls, chats or transactions that are answered by automated virtual agents, chatbots, human agents, and/or agent assisted bots, leveraging documented responses outlined in the Conduent knowledge base
- Our participant support centers offer case and claims advocacy and life event counseling services and are staffed by highly skilled agents, including multi-lingual representatives

### What's in it for you?

- **Flexible** — The home page and channel pages are designed to reflect your company's brand and culture.
- **Configurable** — We leverage our rapid deployment technology to quickly implement new features, designs, templates, banners and content, increasing speed to deployment to your plans, programs and covered populations.
- **Extendable** — The portal integrates with HRS back-end administration systems and specialty services such as retirement readiness modeling tools and wellness programs.
- **Accessible** — Your real-time dashboard of program analytics and service-level reporting is available to you through Conduent AccessPoint, the practitioner view within Life@Work.
- **Analytical** — Life@Work evaluates usage patterns and trends through standard metrics and ad hoc reporting features.
- **Continual innovation** — New features, functions, designs and integrated applications are planned, scheduled and deployed regularly to ensure you and your full spectrum of users enjoy a modern digital workforce experience.
- **Secure** — Up-to-date cybersecurity measures behind the scenes, plus dual-factor authentication self-service features keep data safe and users confident.



### About Conduent HR and Learning Services

Conduent HR and Learning Services provides the most comprehensive suite of digitally-enabled HR offerings in the industry. Our digital platforms enable every employee to manage the complex landscape of employment, health, wealth, career, and retirement choices through modern interactions and a compelling, personalized experience.

Conduent's human-centric solutions improve the employee experience, streamline HR practices, reduce costs, increase productivity, provide employees with information needed to make important decisions, and provide HR teams with the information and insights they need to succeed.

### Want to know more?

Contact us today to see how Life@Work, combined with digitally-enabled HR services, can deliver the results you need.

[commercialbusiness@conduent.com](mailto:commercialbusiness@conduent.com)

1-844-ONE-CNDT

[www.conduent.com/hrservices](http://www.conduent.com/hrservices)

## How else can you benefit from the Life@Work Engagement Platform?

We offer value-added tools and services, including:

- **Health and Welfare** decision support to enable on-demand provider cost and quality provider research.
- **Engagement** strategies that leverage the power of targeted messaging; interactivity via multi-media campaigns, quizzes and games; and virtual communication technology such as our benefits counselor, benefits fair and resource center.
- **Total Rewards** web-based solution to help employees see the full value of health and wealth programs and assets.
- **Retirement Readiness** tools that support informed decisions about retirement plan choices, financial contribution thresholds and overall preparedness.
- **Financial Wellness** designed to direct your participants to the content and tools that will help resolve immediate financial worries and support longer-term goals.
- **HR as a Service (HRaaS)** offering that wraps our engagement platform and services around your cloud-based HR and Talent solutions

Our Life@Work engagement platform is designed to enable employee self-sufficiency through user-tested, human-centric design combined with modern technologies.

Our completely personalized, intelligent experience helps employees make confident decisions by providing:

- Data-driven guidance, recommendations, and answers to anticipated questions
- Interactive educational tools, modelers, calculators and resources at the point of need
- The ability for each employee to interact with the platform in their preferred mode of communication

Life@Work helps transform novice users into self-sufficient employees who are more engaged, satisfied, productive, and healthy.

