



Cloud HR Transformation Services

Conduent

Report Abstract

March 2023

By Elizabeth Rennie

Research Director

NelsonHall

12 pages

Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is this Vendor Assessment for?

NelsonHall's Cloud HR Transformation Services profile on Conduent is a comprehensive assessment of Conduent's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Cloud HR Transformation services and identifying vendor suitability for Cloud HR Transformation Service RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Cloud HR Transformation sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Conduent's offerings and capabilities in Cloud HR Transformation services.

Conduent, headquartered in New Jersey, is a business process services (BPS) provider founded in 2017 by a divestiture from Xerox: ACS sold its outsourcing practice to Xerox, which spun off its BPO division into a wholly separate corporation, Conduent, incorporated in January 2017.

Conduent has provided HR service delivery for over 30 years, taking into account its ACS heritage. ACS had entered this market in 1999 and was awarded its first significant HR services contract by Motorola in 2002. Conduent's Human Capital Solutions division has ~5,600 employees and services ~10m employees and participants; of these, ~45% (representing 111 clients) are multi-process HR outsourcing clients. Its Human Capital Solutions division has ~300 clients and delivers HR services to ~80 countries. Conduent's HR service offerings include:

- HR & payroll solutions
- Wealth & retirement benefit solutions
- Health & wellness benefit solutions
- BenefitWallet health account solutions
- Learning solutions.

Buyers looking for a provider that can offer a rich array of services while preserving and extending existing HCM investments should consider this vendor.

Scope of the Report

The report provides a comprehensive and objective analysis of Conduent's Cloud HR Transformation Services offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, opportunities, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

Cloud HR Transformation Services Vendor Assessments also available for:

ADP

Alight Solutions

Capgemini

Conduent

OneSource Virtual

IBM

SD Works

Zalaris.

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Cloud HR Transformation, as part of NelsonHall’s wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

Liz can be contacted at:

- Email: elizabeth.rennie@nelson-hall.com
- Twitter: [@erennie_](https://twitter.com/erennie_)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: +44 (0)203 514 7522

Paris

115 rue de Reuilly, 75020 Paris
Phone: +33 (0)6 23 81 17 54

Copyright © 2023 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.