

# Conduent Services and Solutions Summary

Q4 2019

# Cautionary Statements



## Forward-Looking Statements

This document contains “forward-looking statements”, as defined in the Private Securities Litigation Reform Act of 1995, that involve risks and uncertainties. These statements can be identified by the fact that they do not relate strictly to historical or current facts, but rather are based on current expectations, estimates, assumptions and projections about the business process outsourcing industry and our business and financial results. Forward-looking statements often include words such as “anticipates,” “estimates,” “expects,” “projects,” “intends,” “plans,” “believes,” “aim,” and words of similar substance in connection with discussions of future operating or financial performance. As with any projection or forecast, forward-looking statements are inherently susceptible to uncertainty and changes in circumstances. Our actual results may vary materially from those expressed or implied in our forward-looking statements. Accordingly, undue reliance should not be placed on any forward-looking statement made by us or on our behalf.

Important factors and uncertainties that could cause our actual results to differ materially from those in our forward-looking statements include, but are not limited to: government appropriations and termination rights contained in our government contracts; risk and impact of potential goodwill and other asset impairments; our ability to renew commercial and government contracts, including contracts awarded through competitive bidding processes; our ability to recover capital and other investments in connection with our contracts; our ability to attract and retain necessary technical personnel and qualified subcontractors; our ability to deliver on our contractual obligations properly and on time; competitive pressures; our significant indebtedness; changes in interest in outsourced business process services; our ability to obtain adequate pricing for our services and to improve our cost structure; claims of infringement of third-party intellectual property rights; the failure to comply with laws relating to individually identifiable information, and personal health information and laws relating to processing certain financial transactions, including payment card transactions and debit or credit card transactions; breaches of our information systems or security systems or any service interruptions; our ability to estimate the scope of work or the costs of performance in our contracts; our continuing emphasis on and shift toward technology-led digital transactions; customer decision-making cycles and lead time for customer commitments; our ability to collect our receivables, including those for unbilled services; a decline in revenues from, or a loss of, or a reduction in business from, or failure of significant clients; fluctuations in our non-recurring revenue; our failure to maintain a satisfactory credit rating; our ability to attract and retain key employees; increases in the cost of telephone and data services or significant interruptions in such services; our failure to develop new service offerings; our ability to modernize our information technology infrastructure and consolidate data centers; our ability to comply with data security standards; our ability to receive dividends or other payments from our subsidiaries; changes in tax and other laws and regulations; changes in government regulation and economic, strategic, political and social conditions; and other factors that are set forth in the “Risk Factors” section, the “Legal Proceedings” section, the “Management’s Discussion and Analysis of Financial Condition and Results of Operations” section and other sections in our Annual Reports on Form 10-K, as well as in our Quarterly Reports on Form 10-Q and Current Reports on Form 8-K filed with or furnished to the Securities and Exchange Commission. Any forward-looking statements made by us in this presentation speak only as of the date on which they are made. We are under no obligation to, and expressly disclaim any obligation to, update or alter our forward-looking statements, whether as a result of new information, subsequent events or otherwise.

## Non-GAAP Financial Measures

We have reported our financial results in accordance with U.S. generally accepted accounting principles (GAAP). In addition, we have discussed our financial results using non-GAAP measures. We believe these non-GAAP measures allow investors to better understand the trends in our business and to better understand and compare our results. Accordingly, we believe it is necessary to adjust several reported amounts, determined in accordance with GAAP, to exclude the effects of certain items as well as their related tax effects. Management believes that these non-GAAP financial measures provide an additional means of analyzing the results of the current period against the corresponding prior period. However, these non-GAAP financial measures should be viewed in addition to, and not as a substitute for, the Company’s reported results prepared in accordance with U.S. GAAP. Our non-GAAP financial measures are not meant to be considered in isolation or as a substitute for comparable U.S. GAAP measures and should be read only in conjunction with our Consolidated Financial Statements prepared in accordance with U.S. GAAP. Our management regularly uses our supplemental non-GAAP financial measures internally to understand, manage and evaluate our business and make operating decisions, and providing such non-GAAP financial measures to investors allows for a further level of transparency as to how management reviews and evaluates our business results and trends. These non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Compensation of our executives is based in part on the performance of our business based on certain of these non-GAAP measures.

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.***



Automating processes



Improving efficiencies



Enabling growth



Reducing costs



Improving end-user outcomes,  
satisfaction and loyalty

# An Essential Partner to our Clients



# Who We Are

## Among the Largest Business Services Companies in the Market



### COMMERCIAL

On behalf of global enterprises, we transform business processes by automating and streamlining mission-critical operations through our deep industry experience and the latest technology solutions, to drive efficiencies, reduce costs, increase compliance and enable revenue growth, while enhancing the end user experience.

#### Core Offerings

- HR Services
- Medical Claims Management
- Healthcare Solutions
- Customer Experience Management
- Document Management
- Business Operations Solutions
- Financial Industry Solutions
- Finance, Accounting, & Procurement

**~54%**  
of revenue <sup>(1)</sup>



### GOVERNMENT

On behalf of federal, state and local governments, we deliver mission-critical services and solutions that reduce costs, increase program participation, and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.

#### Core Offerings

- Child Support Solutions
- Payment Solutions
- Government Healthcare Solutions
- Labor, Workforce & General Government

**~29%**  
of revenue <sup>(1)</sup>



### TRANSPORTATION

On behalf of government agencies and authorities in the transportation industry, we deliver mission-critical mobility and payment solutions that improve automation, interoperability, and decision-making to streamline operations, increase revenue, and reduce congestion while creating safer communities and seamless travel experiences for consumers.

#### Core Offerings

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

**~17%**  
of revenue <sup>(1)</sup>

# Driving Exceptional Outcomes for Clients



Over  
**\$11B**

In child support payments processed more efficiently each year

**50%**

cost savings by

Transforming traditional communications into digital interactions

**\$17B**

in savings

From more precise analysis of 25 million medical bills

Over  
**40%**

client savings

From streamlining services and collections

Over  
**\$9.5B**

In tolling revenue processed each year getting travelers to their destinations faster

Up to  
**40%**

Efficiency increase in HR operations

# And the Millions of People Who Count on Them



**25M**

**cardholders** with modern digital payment solutions



**2.5M**

**contact center interactions** every day



**10M**

**global employees and participants** supported



**11M**

**Traveler transactions** through electronic tolling



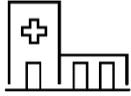
**185M**

**insured patients** in the U.S. (2/3 of all insured)

## Commercial Healthcare



Payer



Provider



Pharma &  
Life Sciences



Medical Claims  
Management

## Commercial Contact Center



Phone



Email



Chat



Self-service

## Commercial HR Services



Health &  
Wellness



Wealth &  
Retirement



HR  
Management



Learning &  
Development

## Commercial Transaction Processing



Customer  
Communications



Document &  
Data Management



Payments  
Processing



Finance, Accounting  
& Procurement

## Transportation



Roadway  
Usage



Transit



Curbside  
Management



Public  
Safety

## Government



Payments



Child  
Support



Case  
Management



Eligibility &  
Enrollment



Government  
Healthcare

# Mission-critical Services and Solutions



## Commercial Healthcare

On behalf of the healthcare industry, we deliver mission-critical administration, clinical support and medical management solutions across the health ecosystem to reduce costs, increase compliance and enhance utilization, while improving health outcomes and experience for members and patients.



## Transportation

On behalf of government agencies and authorities in the transportation industry, we deliver mission-critical mobility and payment solutions that improve automation, interoperability, and decision-making to streamline operations, increase revenue, and reduce congestion while creating safer communities and seamless travel experiences for consumers.



## Government

On behalf of federal, state and local governments, we deliver mission-critical services and solutions that reduce costs, increase program participation, and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.



## Transaction Processing

On behalf of businesses and governments, we transform business processes by automating and streamlining mission-critical operations through the latest technology solutions, to drive efficiencies, improve security and enable revenue growth, while creating a seamless end user experience.



## Contact Center

On behalf of businesses and governments, we deliver mission-critical contact center services ensuring personalized, empathetic end-user experiences in the channel of choice, to reduce costs, enable scale, and revenue growth, while driving speed to resolution and customer satisfaction.



## HR Services

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.

# Transportation Solutions



## Solutions



Curbside Management



Public Safety



Road Usage Charging



Transit

On behalf of government agencies and authorities in the transportation industry, we deliver mission-critical mobility and payment solutions that improve automation, interoperability, and decision-making to streamline operations, increase revenue, and reduce congestion while creating safer communities and seamless travel experiences for consumers.

- Citation & Permit Administration
- Enforcement
- Asset & Resource Management
- Business Intelligence & Data Analytics
- Curbside Demand Management

- Photo Enforcement
- Data Analytics
- Violations Processing

- Tolling
- Urban Congestion Management
- Mileage-Based User

- Fare Collection
- Intelligent Mobility
- CAD/AVL

## Enabling Technology



Digital Process Optimization



Mobility



Artificial Intelligence



Analytics



AR/VR



Automation

# Government Services



## Solutions



### Government Healthcare

- Medicaid Management
- Provider Services
- Medicaid Business Intelligence
- Pharmacy Benefits Management
- Eligibility
- Electronic Visit Verification
- Case Management



### Payments Solutions

- Card Solutions – Closed Loop
  - EBT, WIC, ECC
- Card Solutions – Open Loop
  - EPC, Way2Go, DirectExpress



### Child Support Services

- State Disbursement Unit (SDU) Solutions
- Child Support Enforcement Systems (CSES)
- Child Support Payment Cards
- ExpertPay™
- Print and Mail
- Child Care Credentialing and Case Management



### Labor, Workforce, and General Government Solutions

- Unemployment Insurance / HRS
- Workers Compensation
- Parks and Recreation
- Utilities
- Information Technology (Cloud)

On behalf of federal, state and local governments, we deliver mission-critical services and solutions that reduce costs, increase program participation, and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.

## Enabling Technology



Portals



Mobile Apps



Artificial Intelligence



Cognitive Analytics



Automation



Digital Process Optimization



End User Experience

# Commercial Healthcare Services & Solutions



## Services & Solutions



Payer



Provider



Pharma & Life Sciences



Medical Claims Management

On behalf of the healthcare industry, we deliver mission-critical administration, clinical support and medical management solutions across the health ecosystem to reduce costs, increase compliance and enhance utilization, while improving health outcomes and experience for members and patients.

- Member Engagement
- Eligibility & Authorizations
- Core Administration Processing
- Audit & Compliance
- Payment Integrity

- Midas Health Analytics
- Clinical & Quality Management
- Community Health Solutions

- Patient Access Solutions
- Patient & Provider Engagement Solutions
- Clinical Trial Support

- Medical Bill Review
- Injury & Loss Reporting
- 24/7/365 Nurse Triage
- Utilization Review

## Conduent Analytics



Infection Surveillance



Comparative Analytics



Case Management



Patient Safety



Data Curation & Dashboards

## Enabling Technology



End User Experience



Mobility



Artificial Intelligence



Automation

# Business Operations Solutions



## Services & Solutions



Document Management and Automation



Financial Industry Solutions



Finance, Accounting & Procurement



Legal, Compliance and Analytics

On behalf of businesses and governments, we transform business processes by automating and streamlining mission-critical operations through our deep industry experience and the latest technology solutions, to drive efficiencies, improve security and enable revenue growth, while enhancing the end user experience.

- Document Imaging
- Data Extraction and Classification
- Business Process Automation
- Assessment and Insights

- Financial Services Operations
- Core Banking Operations
- Capital Markets Operations

- F&A Document Digitization
- Source-to-Pay
- Digital Payment Services
- Order-to-Cash
- Record-to-Report
- Transformational Consulting

- eDiscovery Services
- Managed Review and Legal Staffing
- Document Analytics
- Customer Experience Analytics and Content Monitoring

## Enabling Technology



Digital Process Automation



Transaction-Intensive Processing



Artificial Intelligence



Analytics



Automation



Blockchain

# Customer Experience Management Solutions



## Customer Experience Management



Customer Contact Services



Customer Engagement Platform



Customer Communications



CX Analytics

On behalf of businesses and governments, we deliver mission-critical omnichannel customer experience management services and solutions, both human and digital, throughout the entire customer life cycle, ensuring personalized, empathetic end-user experiences to reduce costs, enable scale, and grow revenue, while driving insights, speed to resolution and customer satisfaction.

- Customer Care
- Sales
- Retention
- Tech Support
- Collections

- Customer Data Platform
- Customer Journey Orchestration
- Real-time Decisioning Engine

- Customer Communications Management (CCM)
- Multichannel Communication Services
- Interactive Engagement Solutions

- Call Analytics
- Data Analytics

## Enabling Technology



Digital Process Optimization



Mobile



Artificial Intelligence



Analytics



Automation

# HR Services & Solutions



## Services & Solutions



### Health & Wellness

- RightOpt
- BenefitWallet
- Health & Welfare Administration
- Compliance Management
- Annual Enrollment Management



### Wealth & Retirement

- Defined Benefit Administration
- Defined Contribution Administration
- Financial Wellness
- Non-Qualified Plan Administration
- Total Rewards
- BenefitWallet



### HR Management

- Recruitment & Onboarding Administration
- Workforce & Talent Management
- Payroll Administration
- Separation & Severance Solution



### Workforce Enablement

- Learning Administration & Delivery
- Learning Content Design & Curation
- Employee Engagement & Communications

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.

## Enabling Technology



Life@Work



Conduent Access Point



Artificial Intelligence



Analytics



Automation



AR/VR



Case Management

