



## Conduent Recognized as a Leader in 2024 NelsonHall CX Services Transformation Report

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*Conduent named a leader in Cost Optimization Capability in 2024 NEAT*

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Jun. 20, 2024-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-led business solutions and services company, today announced that NelsonHall, a global analyst firm, has named the company a market leader in its *2024 NelsonHall Evaluation and Assessment Tool* (NEAT) for CX Services Transformation. This year's report evaluated 17 companies on their customer experience (CX) services across a range of criteria.

This year's NEAT report identified Conduent as a leader for:

- Expertise in knowledge management transformation with implementations across multiple verticals
- Strong employee training and learning practice with technology interventions
- CX transformation offerings, such as knowledge management, training, work from home and quality assurance
- Strong portfolio of sector-specific CX services in the high-growth healthcare, travel and transportation verticals

Ivan Kotzev, Lead CX Services Analyst at NelsonHall, said, "Brands increasingly understand the need to change entire journeys and customer experiences spanning different internal functions and external ecosystems. Conduent's CX consulting and advisory approach aims to tackle this fundamental change in the CX industry, and it is productizing its CX consulting services as part of the larger market shift to 'as-a-service' transformation."

"Strategic organizations have recognized the many benefits of outsourcing their CX services including improved customer satisfaction, cost reduction, increased sales, expanded access to leading technology, scalability and geographical diversification," said Randall King, Executive Vice President and President of Commercial Solutions at Conduent. "We value NelsonHall's thoughtful evaluation of the CX marketplace and their analysis that Conduent, as a leader, can be the answer for organizations looking for reduced upfront capital investments, flexibility in the face of external instability and accelerated technology access and scale."

In one example for a leading global logistics company, Conduent was able to help its client cost effectively and quickly scale both English and Spanish customer service. Conduent was able to achieve 40% [cost savings, while delivering lower handle times and consistent high quality](#) for multiple lines of business including customer service and retail store calls in English and Spanish. The Conduent CX team was able to achieve these outcomes using a unique combination of technology and data analytics to deliver targeted coaching, focus on efficiencies and develop innovative onboarding processes.

NelsonHall defines leaders for their ability to meet future client requirements as well as delivering immediate benefits to its CX services clients.

To read a custom version of the NEAT for CX Services Transformation focused on Conduent's Customer Experience Management Solutions, visit <https://insights.conduent.com/reports/cx-services-transformation>.

### About Conduent

Conduent delivers digital business solutions and services spanning the commercial, government and transportation spectrum – creating valuable outcomes for its clients and the millions of people who count on them. The Company leverages cloud computing, artificial intelligence, machine learning, automation and advanced analytics to deliver mission-critical solutions. Through a dedicated global team of approximately 59,000 associates, process expertise and advanced technologies, Conduent's solutions and services digitally transform its clients' operations to enhance customer experiences, improve performance, increase efficiencies and reduce costs. Conduent adds momentum to its clients' missions in many ways including disbursing approximately \$100 billion in government payments annually, enabling 2.3 billion customer service interactions annually, empowering millions of employees through HR services every year and processing nearly 13 million tolling transactions every day. Learn more at [www.conduent.com](http://www.conduent.com).

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