



## Conduent Recognized as a Leader in 2025 NelsonHall NEATS Assessments on Benefits Administration & Experience-Led HR Transformation

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FLORHAM PARK, N.J.--(BUSINESS WIRE)--Jun. 25, 2025-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services company, has been named a Leader in two 2025 NelsonHall Vendor Evaluation & Assessment Tools (NEAT) charts focused on HR & Talent Transformation services:

- Marketplace Focus on Benefits Administration: Health & Welfare
- Experience and Engagement Focus on Experience-Led HR Transformation

Conduent's NEAT positioning reflects its ability to meet future client needs while delivering immediate benefits, showcasing strengths in:

- **Advanced technology**, including GenAI, automation, and AI-driven personalization.
- **Strong partnerships**, with seamless integration into Conduent's offerings.
- **Optimized employee experiences**, simplifying complex life events and enhancing real-time HR and benefits journeys.

### A Leader in Benefits Administration: Employee Wellness Reimagined

Conduent excels in benefits administration through:

- A full suite of integrated services covering health & welfare, defined benefit, and defined contribution.
- The Life@Work® Connect Experience Platform, simplifying personalized benefits decisions with education tools, provider access, and proactive alerts.
- Total rewards solutions, aggregating benefits, compensation, and incentives for holistic employee insights.
- Robust AI and GenAI, driving analytics, automation, and engagement.

"Conduent offers an H&W marketplace through its Life@Work Connect platform, integrating personalized wellness solutions, AI-driven recommendations, and a suite of employee lifestyle benefits," said DeeAnna Warrington, Principal Analyst - HR & Talent Transformation, NelsonHall.

### A Leader in Experience-Led HR Transformation Services

Conduent stands out in HR transformation by:

- Delivering an employee-centric model, integrating Customer Relationship Management, Robotic Process Automation, AI, and workflow orchestration for enhanced engagement.
- Investing in innovation, including the GenAI-powered virtual assistant [Conni](#) within the Life@Work Connect Experience Platform.
- Offering 125 globally configurable HR processes, built on ServiceNow and leading HCMs.
- Scaling globally, with a team of over 5,000 professionals across HR, payroll, benefits, and learning administration.

"Conduent is a leader in Experience & Engagement, consistently investing in solutions that drive meaningful human interactions within a digital HR service framework," said Liz Rennie, HR & Talent Transformation Research Director at NelsonHall.

### Conduent's Commitment to HR Innovation

"NelsonHall's recognition of Conduent's next-gen HR and Benefits solutions proves that our laser-focus on delivering enhanced employee experiences is paying off," said Mike McDaniel, Group President, Commercial Solutions at Conduent. "Our continued advancement of technology, strategic partnerships, and Life@Work Connect feature enhancements are essential components in simplifying complex HR benefits and engaging employees for productive outcomes."

In addition to these Leader designations, Conduent was named:

- ✓ An Overall Market Leader in both reports
- ✓ A Leader in 5 out of 6 categories in Benefits Administration
- ✓ A Leader in 9 out of 10 categories in Experience-Led HR Transformation.

To read custom versions of the NEAT reports, visit:

- [Conduent 2025 Benefits Admin NEAT report](#)
- [Conduent 2025 Experience Led HR Transformation NEAT report](#)

**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 N. America, Europe and Asia Pacific, 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 quickly and effectively. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

#### **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 56,000 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 \$85 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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#### **Media Contact:**

Sean Collins, Conduent, +1-310-497-9205, [sean.collins2@conduent.com](mailto:sean.collins2@conduent.com)

#### **Investor Relations Contact:**

David Chen, Conduent, [ir@conduent.com](mailto:ir@conduent.com)

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