Conduent Integrates AI Technologies to Modernize Government Payments, Combat Fraud and Improve Customer Experiences for Beneficiaries

September 16, 2025 at 8:45 AM EDT

Successfully completed AI pilot with Microsoft – now live – boosts fraud detection

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Sep. 16, 2025-- Conduent Incorporated (Nasdaq: CNDT), a global technology-driven business solutions and services company, is embedding generative AI (GenAI) and other advanced AI technologies into its suite of solutions for state and federal agencies. These technologies aim to improve the disbursement of critical government benefits, enhance the citizen experience, and fortify fraud prevention across major aid programs like Medicaid and the Supplemental Nutrition Assistance Program (SNAP).

As part of a recently completed GenAI pilot with Microsoft – originally announced in 2024 and now fully deployed – Conduent has **significantly increased its fraud detection capacity** for its largest open-loop payment card programs. Because these cards can be used at a wide range of merchants, monitoring for fraud is particularly complex. Leveraging AI, a small team of specialists can now surveil tens of thousands of accounts for suspicious activity, including identity theft and account takeover with significant improvement in accuracy. This capability is in the process of being scaled to other payment card programs.

Following the pilot's success, Conduent is now seeking to apply similar AI methodologies to help detect and prevent fraud in **Medicaid and closed-loop EBT cards, including SNAP benefits –** helping safeguard usage at approved retailers. A leader in government payment disbursements, Conduent currently supports electronic payments for public programs in 37 states.

"As states adapt to evolving budget constraints and eligibility requirements, AI can empower agencies to reduce fraud and improper payments while improving service delivery," said Anna Sever, President, Government Solutions at Conduent. "With decades of experience supporting critical government programs, Conduent is deepening its investment in AI to expand these gains across multiple programs."

Transforming Customer Support with AI

Conduent is also deploying AI to drive improvements in the **contact center experience** for public benefit recipients. A standout example is the Conduent GenAI-powered capability that equips agents with instant access to accurate, program-specific information – reducing call handling times.

Conduent provides U.S. agencies with solutions for healthcare claims administration, government benefit payments, eligibility and enrollment, and child support. Visit Conduent Government Solutions to learn more.

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.

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Media Contacts:
Neil Franz, Conduent, +1-240-687-0127, neil.franz@conduent.com
Sean Collins, Conduent, +1-310-497-9205, sean.collins2@conduent.com

Investor Relations Contact:
Josh Overholt, Conduent, ir@conduent.com

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