



Conduent Launches AI Experience Center to Showcase AI & GenAI-Powered Solutions for Commercial, Transportation and Government Clients

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New Center Demonstrates How AI Can Drive Business Performance, Enhance Customer Experience and Improve Financial Outcomes Collaborations with Microsoft and Other Tech Leaders Helps Fuel Innovation Pipeline

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Jan. 13, 2026-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services provider, today announced the opening of its AI Experience Center at Conduent's corporate headquarters in Florham Park, New Jersey.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20260113847623/en/>



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The AI Experience Center is a curated, collaborative space where clients can explore how Conduent's AI- and GenAI-powered solutions are designed to address their needs and deliver measurable outcomes to improve business process performance, enhance customer

satisfaction and drive better financial outcomes. These commercially available solutions, which are tailored for Conduent's commercial, transportation, and government clients to support their business and their end users, span across customer experience, document processing, pharma and life sciences, payment fraud mitigation, transportation license plate recognition, human capital solutions, and finance, accounting and procurement.

"For approximately 20 years, Conduent has applied advanced technologies like AI across our businesses to deliver meaningful outcomes that align with our clients' strategic and financial goals," said Cliff Skelton, President and CEO of Conduent. "As we expand our use of GenAI, the AI Experience Center demonstrates to our clients our innovative portfolio and how these solutions enable us to achieve higher levels of value, performance and personalized experience to support their businesses and their customers."

In partnership with Microsoft, Conduent has been accelerating innovation across its portfolio leveraging the Azure OpenAI Service. [The initial solutions utilizing AI and GenAI developed](#) with Microsoft focused on end-user engagement, healthcare claims processing, and fraud detection.

"At Microsoft, we deeply value our collaboration with Conduent. The launch of the AI Experience Center is a milestone that reflects our shared commitment to innovation and empowering organizations with cutting-edge AI and Generative AI solutions," said Chad Kammeraad, VP/General Manager Global Strategics Commercial Enterprise at Microsoft. "Together, we are helping commercial, transportation, and government clients unlock new possibilities and deliver transformative outcomes."

Strategic Partnerships Expand Conduent Capabilities

In addition to working with Microsoft, Conduent has been able to accelerate the development of solutions through strategic partnerships with other leading technology companies. With the help of these tech category leaders and their AI and GenAI tools, Conduent solutions have expanded their capabilities, such as recognizing significant savings in the procurement process, helping guide employees through the open enrollment process, and expanding contact center agent expertise and abilities to support and service customers.

Advanced AI Solutions Delivering Breakthrough Solutions for Clients

Designed to align with our clients' functional areas, the Center features in-depth demos that highlight Conduent's ability to solve complex industry challenges through transformative technologies developed either in-house or with leading technology partners. Solutions are organized into three key functional areas:

Functional Areas	Capabilities	Example of Solutions Powered by AI & GenAI
Improve end-user interactions and engagement	Enable more personalized experiences at scale with adaptive learning that improves engagement	Enhancement of CX offering with market leading AI features: <ul style="list-style-type: none"> • Real-time translation • Accent smoothing • Automated quality assurance
Streamline core operations	Automate time-consuming tasks, simplify workflows and process information faster with higher accuracy	<ul style="list-style-type: none"> • Enhanced identification of FDA-reportable events • Automated fraud detection for government prepaid card programs

Optimize enterprise functions Analyze data and gain insights quickly to help teams make smarter decisions

- [Personalized, intelligent employee benefit experiences](#)
- [Contract compliance assessment and identification of procurement savings](#)

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 53,000 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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