



## Conduent Named a Leader in NelsonHall's 2026 NEAT Evaluation for Healthcare Payer Agility & Innovation

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*Assessment highlights Conduent's cohesive modernization roadmap, meaningful automation and GenAI investments, and strong alignment to payer needs*

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Mar. 4, 2026-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services provider, today announced that NelsonHall has named the company a Leader in its *2026 Healthcare Payer Agility & Innovation NEAT evaluation*. Conduent earned Leader status in the *Overall* market segment, reflecting its ability to deliver immediate operational value while supporting payers' evolving transformation requirements.

NelsonHall's NEAT assessment evaluates vendors on their delivery excellence, innovation maturity, and readiness to support future client needs. The report highlights several factors that contributed to Conduent's Leader ranking:

- A cohesive modernization strategy centered on automation, GenAI, and enhancements to the Healthcare Solution Platform (HSP) payer suite.
- Planned HSP advancements, such as supporting multiple lines of business, configurable workflows, and cloud-ready architecture.
- A scalable commercial model, with approximately 75–80% of commercial constructs priced on a per-member-per-month (PMPM) basis to align value to outcomes.

"Conduent was identified as an overall leader in Healthcare Payer Agility and Innovation due to its delivery modernization approach and sustained investment in automation and GenAI. Its focus on enhancing the HSP payer suite supports flexibility as clients' operational requirements evolve," said Bilal Chaudhry, Principal Analyst, Healthcare & Insurance, NelsonHall.

### Modernizing Healthcare Payer Operations

Conduent supports end-to-end healthcare payer functions across commercial and government markets with capabilities that include:

- Claims management & administration
- Member services & engagement
- Provider management and directory accuracy solutions
- Quality, risk, and performance management
- Platform-enabled operations and integrations support

These capabilities are delivered through Conduent's HSP payer suite and its Medicaid solutions portfolio, which together modernize legacy systems, reduce administrative burden, and streamline payer workflows.

### Commitment to Innovation and GenAI-Driven Transformation

NelsonHall also highlighted Conduent's significant R&D investments to advance modernization, UI transformation, GenAI integration, and Medicare Advantage capabilities, including:

- Transitioning HSP to a web-enabled, cloud-ready interface
- Expanding GenAI use cases across claims, member engagement, and document intake
- Delivering a CMS-compliant "Medicare Advantage -in-a-box" configuration for streamlined plan setup

"Building on its legacy of innovation, Conduent has been executing a strategic plan to advance and elevate its capabilities in the healthcare payer sector. Through a combination of investment in advanced technologies and modernization, our solutions are demonstrating real benefits for our clients, including cost savings in administration and increased efficiency in processing," said Kimberly Marshall, Chief Commercial Officer at Conduent. "It is gratifying to see our efforts and the results of that work being recognized by NelsonHall."

To read a custom version of the NEAT report, visit: [NelsonHall NEAT Evaluation: Healthcare Payer Agility & Innovation](#)

### 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 51,000 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 \$80 billion in government payments annually, enabling approximately 2.0 billion customer service interactions annually, empowering millions of employees through HR services every year and processing over 14 million tolling transactions every day. Learn more at [www.conduent.com](http://www.conduent.com).

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