



Conduent Named a Leader in Everest Group's 2026 Healthcare Payer Intelligent Operations PEAK Matrix® Assessment

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Recognition highlights Conduent's platform-led delivery, embedded GenAI, and ecosystem partnerships that drive measurable payer outcomes

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Apr. 20, 2026-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services company, today announced that Everest Group has recognized Conduent as a Leader in its *Healthcare Payer Intelligent Operations PEAK Matrix® Assessment 2026*. The assessment evaluates providers serving U.S. health plans across back-office and technology-enabled operations, measuring both market impact and vision & capability.

Everest Group notes that Leaders demonstrate investment in technology, a shift toward embedded, end-to-end workflow automation, and a centralized AI enablement strategy.

Conduent Strengths

In its analysis, Everest Group highlighted Conduent's:

- **Single-instance core administrative platform**, Health Solutions Plus (HSP), supporting major payer lines of business
- **Embedded AI across payer operations**, including document classification, fraud detection, claims summarization and real-time agent guidance
- **High client satisfaction**, with clients citing strong account management and proactive issue resolution
- **Ecosystem partnerships**, including work with Microsoft Azure to advance its AI capabilities and solutions.

"The payer market is increasingly adopting platform-led intelligent operations that operationalize AI, automation, and governance-backed execution to address growing operational complexity, while still delivering faster service at lower administrative cost," said Vivek Kumar, Practice Director, Everest Group. "Conduent is responding to these evolving market needs with investments in its core administrative platform (HSP), supported by a built-in CRM, and preconfigured Medicare Advantage templates, reinforcing its positioning as a Leader in Everest Group's Healthcare Payer Intelligent Operations PEAK Matrix® Assessment 2026."

"Sustained margin pressure from rising medical costs and evolving regulations is accelerating the shift to AI-enabled, platform-based operating models across healthcare payers," said Kimberly Marshall, Chief Commercial Officer of Commercial Solutions at Conduent. "Conduent helps clients meet these challenges through solutions like the HSP payer suite, an all-in-one, highly automated platform designed to reduce costs, modernize technology stacks, and support end-to-end operations from claims and enrollment to CRM and member and provider engagement."

To read a custom version of the report, visit: [Everest Group Healthcare Payer Intelligent Operations PEAK Matrix Assessment 2026](#)

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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.

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