



Conduent Named a Leader in 2026 NelsonHall Benefits Administration NEAT Evaluation for the Ninth Year Running

July 15, 2026 at 8:45 AM EDT

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Jul. 15, 2026-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services company, today announced it has been named a Leader in the 2026 NelsonHall Vendor Evaluation & Assessment Tool (NEAT) for Benefits Administration (Overall Market Segment). This marks the ninth year running that Conduent has earned status as a Leader, recognizing its continued innovation, deep industry expertise and ability to help organizations simplify increasingly complex benefits administration.

The NelsonHall NEAT report highlights Conduent's comprehensive benefits administration capabilities, including its integrated Life@Work Connect Experience platform, AI-powered technologies and strong ability to deliver personalized employee experiences while helping employers improve operational efficiency and manage costs.

"Conduent has been recognized as a Leader in NelsonHall's 2026 Benefits Administration NEAT evaluations, reflecting its strength in delivering fully outsourced benefits administration at scale, supported by ongoing investment in AI-enabled service delivery," said DeeAnna Warrington Principal Analyst, HR & Talent NelsonHall. "Capabilities such as the Conni virtual assistant, predictive analytics, and intelligent automation, embedded within the Life@Work Connect platform, enable more proactive engagement, improved cost management, and consistent, high-volume service delivery across complex benefits environments."

"As employers continue to navigate rising healthcare costs, changing workforce expectations and increasing administrative complexity, they are looking for partners that combine technology innovation with deep operational expertise," said Kimberly Marshall, Chief Commercial Officer, Conduent. "Being recognized by NelsonHall for the ninth year running reflects our continued investment in AI, analytics and digital platforms that help our clients simplify benefits administration, improve employee engagement and deliver measurable business outcomes."

Helping Organizations Modernize Benefits Administration

According to NelsonHall, Conduent continues to strengthen its leadership through investments in AI-driven personalization, predictive analytics and workflow orchestration that improve both employee experiences and administrative efficiency.

Conduent's Life@Work Connect Experience platform integrates health, wellness and retirement benefits through a single digital experience and includes:

- **AI- and GenAI-powered capabilities**, including the Conni virtual assistant, delivering personalized guidance, educational resources and decision support
- **Advanced analytics** that improve enrollment decisions, employee engagement and cost management
- **Integrated total rewards capabilities** that provide employees with a holistic view of benefits, compensation and incentives
- **An extensive partner ecosystem** supporting wellness, financial wellbeing and employee engagement
- **Predictive analytics** designed to help employers better manage healthcare costs while improving employee outcomes

According to NelsonHall, Conduent's continued investment in AI-powered personalization, predictive analytics and workflow automation enables organizations to better manage benefits complexity while improving employee engagement and outcomes. The report also highlights measurable client results following implementation of Conni within the Life@Work Connect Experience platform, including:

- 101% increase in employee use of decision-support tools that help align healthcare choices with individual needs and goals
- 86% of employee inquiries successfully resolved by the Conni intelligent assistant, accelerating HR support and improving the employee experience

To read a custom version of the NEAT report, visit: [Conduent Custom 2026 NEAT report on Benefits Admin](#)

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 48,000 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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Source: Conduent Incorporated