



Conduent Named Leader in NelsonHall's 2026 HR Transformation Services NEAT Assessment for the Tenth Consecutive Time

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Recognition highlights Conduent's AI-powered approach to employee experiences, including simplifying complex HR processes and resolving routine HR questions while reducing demand for live agents

FLORHAM PARK, N.J.--(BUSINESS WIRE)--Aug. 27, 2026-- [Conduent Incorporated](#) (Nasdaq: CNDT), a global technology-driven business solutions and services company, has been named a Leader in the Experience & Engagement market segment for HR Transformation Services in the 2026 NelsonHall Services Vendor Evaluation & Assessment Tool (NEAT). This marks the 10th consecutive time Conduent has earned Leader recognition in the assessment.

NelsonHall's recognition highlights Conduent's ability to combine deep HR operations expertise with AI-driven innovation to help organizations simplify complex HR processes, improve employee experiences and deliver measurable business outcomes.

Delivering Measurable Employee Experience Outcomes

The 2026 NEAT assessment recognizes Conduent's employee-centric delivery model and its use of AI, automation, workflow orchestration, knowledge management and other technologies to create more personalized and connected experiences across the employee lifecycle.

The assessment specifically highlights Conduent's capabilities:

- Early-to-market deployment of [Conni](#), Conduent's GenAI virtual assistant featuring advanced virtual-to-live agent integration
- Conduent's Life@Work® Connect engagement platform, which combines CRM, robotic process automation (RPA), AI, workflow orchestration, document management and knowledge management capabilities
- Continued investment in benefits experiences and HR services, including global payroll data management and learning services
- ServiceNow capabilities and flexibility to support clients across leading HCM platforms, including Oracle Cloud, SAP SuccessFactors and Workday

"Conduent's position as a 2026 NEAT Leader in the Experience & Engagement Focus market segment reflects its deep HR operations expertise, ability to support very large and complex clients, flexible lift-and-shift delivery, and an employee-centric CX model," said Elizabeth Rennie, Research Director, HR & Talent, NelsonHall. "All of this is underpinned by Conduent's early GenAI innovation through Conni and strong capabilities across CRM, RPA, AI and workflow orchestration."

Conni is helping translate those capabilities into measurable results. Initial results from its deployment during the 2026 benefits open enrollment period include:

- 86% of employee questions resolved without the need for an agent
- 21% reduction in live-chat demand
- 24% reduction in handle time as Conni resolved more routine questions
- Increased employee engagement through omnichannel communications and advanced personalization

Following the implementation and expansion of Conni across HR programs, one large enterprise client also saw strong, sustained engagement with Life@Work Connect, including more than 550 Conni interactions per day. The platform saw an increase of more than 4,500 daily employee logins, with employees engaging throughout the week, including weekend.

Advancing HR Experiences Through AI

Conduent continues to expand [Conni's capabilities as an AI navigator](#), as part of its broader investment in AI-powered employee experiences and intelligent automation. The company's roadmap includes proactive alerts and notifications, intelligent document processing, virtual voice capabilities and AI-assisted transactions.

"With more than 35 years of expertise in HR operations, we understand that employees want HR experiences that are simple, intuitive and responsive," said Kimberly Marshall, Chief Commercial Officer, Conduent. "Our recognition from NelsonHall for the 10th consecutive time reflects our ability to combine that deep domain expertise with AI-powered innovation to simplify complex HR processes and deliver measurable outcomes for our clients and their employees."

To read about the NEAT assessment and Conduent's Leader recognition, please visit: [Conduent HR Transformation NEAT Report 2026](#)

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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