### UNITED STATES SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

### FORM 8-K

CURRENT REPORT Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

Date of Report (Date of earliest event reported): December 5, 2016



### **CONDUENT INCORPORATED**

(Exact name of registrant as specified in its charter)

New York (State or other jurisdiction of incorporation) 001-37817 (Commission File Number) 81-2983623 (IRS Employer Identification No.)

233 Mount Airy Road, Suite 100 Basking Ridge, New Jersey 07920 (Address of principal executive offices) (Zip Code)

Registrant's telephone number, including area code: (908) 758-1200

Not applicable

(Former name or former address, if changed since last report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrants under any of the following provisions:

□ Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)

□ Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)

Dere-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))

Dere-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

#### Item 7.01 Other Events.

On December 5, 2016 Registrant held its Investor Conference in New York City. Attached as Exhibit 99.1 to this Report is a copy of Registrant's press release dated December 5, 2016 regarding the Investor Conference and attached as Exhibit 99.2 is a copy of Registrant's investor presentation dated December 5, 2016 prepared for the Investor Conference. The press release was issued prior to commencement of the Investor Conference.

The information contained in Item 7.01 of this Report and in Exhibit 99.1 and Exhibit 99.2 to this Report shall not be deemed "filed" with the Commission for purposes of Section 18 of the Exchange Act of 1934, as amended, or otherwise subject to the liability of that section.

Exhibit 99.2 to this Report contains certain financial measures that are considered "non-GAAP financial measures" as defined in the SEC rules. Exhibit 99.2 to this Report also contains the reconciliation of these non-GAAP financial measures to their most directly comparable financial measures calculated and presented in accordance with generally accepted accounting principles, as well as the reasons why Registrant's management believes that presentation of the non-GAAP financial measures provides useful information to investors regarding Registrant's results of operations and, to the extent material, a statement disclosing any other additional purposes for which Registrant's management uses the non-GAAP financial measures.

Item 9.01.	Financial Statements and Exhibits

(d) Exhibits.

Exhibit No.	Description
99.1	Registrant's investor event press release dated December 5, 2016
99.2	Registrant's investor presentation dated December 5, 2016

#### Forward Looking Statements

This report contains "forward-looking statements" that involve risks and uncertainties. These statements can be identified by the fact that they do not relate strictly to historical or current facts, but rather are based on current expectations, estimates, assumptions and projections about the business process outsourcing industry and our business and financial results. Forward-looking statements often include words such as "anticipates," "estimates," "expects," "projects," "intends," "plans," "believes" and words and terms of similar substance in connection with discussions of future operating or financial performance. As with any projection or forecast, forward-looking statements are

inherently susceptible to uncertainty and changes in circumstances. Our actual results may vary materially from those expressed or implied in our forward-looking statements. Accordingly, undue reliance should not be placed on any forward-looking statement made by us or on our behalf. Important factors that could cause our actual results to differ materially from those in our forward-looking statements include government regulation, economic, strategic, political and social conditions and the following factors, among others: competitive pressures; changes in interest in outsourced business process services; our ability to obtain adequate pricing for our services and to improve our cost structure; the effects of any acquisitions, joint ventures and divestitures by us; our ability to attract and retain key employees; our ability to attract and retain necessary technical personnel and qualified subcontractors; a decline in revenues from or a loss or failure of significant clients; our ability to estimate the scope of work or the costs of performance in our contracts; the failure to comply with laws relating to individually identifiable information and personal health information and laws relating to processing certain financial transactions, including payment card transactions and debit or credit card transactions; our ability to deliver on our contractual obligations properly and on time; our ability to renew commercial and government contracts awarded through competitive bidding processes; increases in the cost of telephone and data services or significant interruptions in such services; changes in tax and other laws and regulations; increased volatility or decreased liquidity in the capital markets, including any limitation on our ability to access the capital markets for debt securities, refinance our outstanding indebtedness or obtain bank financing on acceptable terms; the impact of terrorist acts, hostilities, natural disasters (including extreme weather) and pandemic viruses; changes in foreign exchange rates; our lack of an operating history as an independent publicly traded company; changes in U.S. GAAP or other applicable accounting policies; the other risks and uncertainties detailed in the section titled "Risk Factors", the section titled "Legal Proceedings", our financial statements and the accompanying notes thereto, and the other sections of our Registration Statement on Form 10, as amended, and the section titled "Risk Factors" the section titled "Management's Discussion and Analysis of Financial Condition", our financial statements and the accompanying notes thereto, and the other sections of our Quarterly Report on Form 10-Q for the quarter ended September 30, 2016. We caution you that the foregoing list of important factors may not contain all of the material factors that are important to you. Any forward-looking statements made by us in this current report speak only as of the date on which they are made. We are under no obligation to, and expressly disclaim any obligation to, update or alter our forward-looking statements, whether as a result of new information, subsequent events or otherwise.

#### **SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, each of the Registrants has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

#### CONDUENT INCORPORATED

By: <u>/s/ J. Michael Peffer</u>

J. Michael Peffer Vice President and General Counsel

Date: December 5, 2016

#### EXHIBIT INDEX

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For Immediate Release





Conduent Incorporated Florham Park Basking Ridge, NJ. 07920

www.Conduent.com

Conduent to Present Business Strategy at Investor Event Today

Highlights strategy to drive margin improvement and Adjusted EBITDA growth

BASKING RIDGE, New Jersey, Dec. 5, 2016 – At its first-ever investor event being held today and available via audio webcast from New York City, Conduent Chief Executive Officer Ashok Vemuri and Chief Financial Officer Brian Walsh will present the company's strategy with a focus on delivering long-term value for shareholders through profit and margin expansion, innovation and diversified solutions and platforms.

Conduent is a leader in business process services delivering seamless, mission-critical interactions for businesses, governments and their constituents globally.

"Today's event marks our first opportunity to present the full investment story of our new company, and we believe it is compelling," said Ashok Vemuri, CEO of Conduent. "We have a relentless commitment to driving profitable growth at Conduent. Our goal is to leverage our strong client relationships, scale and technology-enabled solutions to drive top and bottom line growth."

#### **Investment Highlights**

- Operates in a \$260 billion industry growing at mid-single digits
  - There is a significant opportunity for the company to capture a greater share of that growth
  - Conduent has a large, quality client base diversified across industry verticals:
    - Diversification allows the company to mitigate risk and apply capabilities across industries to expand our offering reach
- Recurring revenue model, with 86 percent renewal rate, enables stability to support strong and growing cash flow generation
- Conduent is taking on a major cost transformation program aiming to deliver approximately \$700 million in savings through 2018
  - This represents a significant margin expansion opportunity
  - It will strengthen the bottom line, unlock capacity to reinvest in the business and drive top-line improvements
- Conduent will employ a disciplined capital allocation strategy targeted toward high-return, low-risk opportunities to enhance shareholder value

#### Audio Webcast and Slides

#### https://livestream.com/ICENYSE/conduentinvestor or

https://www.xerox.com/investor

A recording and copy of the presentation will also be available as an archive at the Xerox website under the "investors" section.

#### Conduent to Trade on New York Stock Exchange

On Dec. 31, 2016, Xerox Corporation (NYSE: XRX) will separate into two independent, publicly traded companies: Xerox Corporation and Conduent Incorporated.

Beginning on or about Dec.13, 2016 and continuing until the distribution date, Dec. 31, 2016, it is expected that Conduent common stock will trade on a "when issued" basis on the New York Stock Exchange ("NYSE") under the ticker symbol "CNDT WI".

On Tuesday, Jan. 3, 2017, when-issued trading of Conduent common stock will end and Conduent common stock will begin trading "regular way" on the NYSE under the ticker symbol "CNDT". Xerox will continue to trade on the NYSE under the ticker symbol "XRX".

#### About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We are the customer interface for large segments of the technology industry and the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents. Learn more at <u>www.conduent.com</u>.

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**Note:** To receive RSS news feeds, visit <u>www.news.conduent.com</u>. For open commentary, industry perspectives and views, visit <u>http://twitter.com/Conduent</u>, <u>http://www.linkedin.com/company/conduent</u> or <u>http://www.facebook.com/Conduent</u>.

Conduent Incorporated is a trademark of Xerox Business Services, LLC in the United States and/or other countries.

#### Forward Looking Statements

This report contains "forward-looking statements" that involve risks and uncertainties. These statements can be identified by the fact that they do not relate strictly to historical or current facts, but rather are based on current expectations, estimates, assumptions and projections about the business process outsourcing industry and our business and financial results. Forward-looking statements often include words such as "anticipates," "estimates," "expects," "projects," "intends," "plans," "believes" and words and terms of similar substance in connection with discussions of future operating or financial performance. As with any projection or forecast, forward-looking statements are inherently susceptible to uncertainty and changes in circumstances. Our actual results may vary materially from those expressed or implied in our forward-looking statements. Accordingly, undue reliance should not be placed on any forward-looking statement made by us or on our behalf. Important factors that could cause our actual results to differ materially from those in our forward-looking statements include government regulation, economic, strategic, political and social conditions and the following factors, among others: competitive pressures; changes in interest in outsourced business process services; our ability to obtain adequate pricing for our services and to improve our cost structure; the effects of any acquisitions, joint ventures and divestitures by us; our ability to attract and retain key employees; our ability to attract and retain necessary technical personnel and qualified subcontractors: a decline in revenues from or a loss or failure of significant clients; our ability to estimate the scope of work or the costs of performance in our contracts; the failure to comply with laws relating to individually identifiable information and personal health information and laws relating to processing certain financial transactions, including payment card transactions and debit or credit card transactions; our ability to deliver on our contractual obligations properly and on time; our ability to renew commercial and government contracts awarded through competitive bidding processes; increases in the cost of telephone and data services or significant interruptions in such services; changes in tax and other laws and regulations; increased volatility or decreased liquidity in the capital markets, including any limitation on our ability to access the capital markets for debt securities, refinance our outstanding indebtedness or obtain bank financing on acceptable terms; the impact of terrorist acts, hostilities, natural disasters (including extreme weather) and pandemic viruses; changes in foreign exchange rates; our lack of an operating history as an independent publicly traded company; changes in U.S. GAAP or other applicable accounting policies; the other risks and uncertainties detailed in the section titled "Risk Factors", the section titled "Legal Proceedings", our financial statements and the

accompanying notes thereto, and the other sections of our Registration Statement on Form 10, as amended, and the section titled "Risk Factors" the section titled "Management's Discussion and Analysis of Financial Condition", our financial statements and the accompanying notes thereto, and the other sections of our Quarterly Report on Form 10-Q for the quarter ended September 30, 2016. We caution you that the foregoing list of important factors may not contain all of the material factors that are important to you. Any forward-looking statements made by us in this current report speak only as of the date on which they are made. We are under no obligation to, and expressly disclaim any obligation to, update or alter our forward-looking statements, whether as a result of new information, subsequent events or otherwise.



December 5, 2016

Conduent Investor Presentation

### **Cautionary Statements**



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#### Forward-Looking Statements

This presentation contains "forward-looking statements" that involve risks and uncertainties. These statements can be identified by the fact that they do not relate strictly to historical or current facts, but rather are based on current expectations, estimates, assumptions and projections about the business process outsourcing industry and our business and financial results. Forward-looking statements often include words such as "anticipates," "estimates," "expects," "projects," "intends," "plans," "believes" and words and words

- competitive pressures; changes in interest in outsourced business process services
- our ability to obtain adequate pricing for our services and to impro we our cost structure

- the effects of any acquisitions, joint ventures and divestitures by us; our ability to attract and retain key employees; our ability to attract and retain necessary technical personnel and qualified subcontractors and their ability to deliver or perform as expected;
- entropy of a more than the search of th
- the failure to comply with laws relating to individually identifiable information and personal health information and laws relating to processing certain financial transactions, including payment card transactions and debit or credit card transactions
- our ability to deliver on our contractual obligations properly and on time; our ability to renew commercial and government contracts awarded through competitive bidding increases in the cost of telephone and data services or significant interruptions in such services; etitive bidding processes;
- changes in tax and other laws and regulations;
- changes in U.S. GAAP or other applicable accounting policies; and the other risks and uncertainties detailed in the section titled "Risk Factors" section; the "Legal Proceedings" section and other sections of the Conduent Incorporated Form 10 Registration Statement filed with the SEC. This list of important factors is not intended to be exhaustive.
- Conduent is under no obligation to, and expressly disclaims any obligation to, update any forward-looking statements as a result of new information or future events or developments, except as required by law

We caution you that the foregoing list of important factors may not contain all of the material factors that are important to you. Any forward-looking statements made by us in this current report speak only as of the date on which they are made. We are under no obligation to, and expressly disclaim any obligation to, update or alter our forward-looking statements, whether as a result of new information, subsequent events or otherwise

#### Non-GAAP Financial Measures

We have reported our financial results in accordance with U.S. GAAP. In addition, we have discussed our results using non-GAAP measures. Management believes that these non-GAAP financial measures provide an additional means of analyzing the current periods' results against the corresponding prior periods' results. However, these non-GAAP financial measures should be viewed in addition to, and not as a substitute for, the Company's reported results prepared in accordance with U.S. GAAP. Our non-GAAP financial measures and should be read only in conjunction with our Condensed Combined Financial Statements prepared in accordance with U.S. GAAP. Our management regularly uses our supplementation-GAAP financial measures internally to understand, manage and evaluate our business and make operating decisions. These non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Compensation of our executives is based in part on the performance of our business based on these non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Compensation of our executives is based in part on the performance of our business based on these non-GAAP measures. appendix of this presentation for definitions and reconciliations of non-GAAP financial measures. Also, non-GAAP measures are footnoted, where applicable, in each slide herein



# Today's Agenda

- **1. Introducing Conduent**
- 2. Strategy to Drive Profitable Growth
- 3. Financial Review



# **1. Introducing Conduent**



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## Who We Are Today

Leader in business process services delivering seamless, mission-critical interactions for businesses, governments and their constituents globally

~\$6.6B <sup>1</sup> Revenue driven by long-term annuity contracts	~\$630MM <sup>1</sup> Pro Forma Adjusted EBITDA
86%	∼94K
Annual contract renewal rate	Teammates globally
~\$260B	∼6%
Market opportunity	Annual market growth

Note: Revenue, Pro Forma Adjusted EBITDA and renewal rate reflect LTM Q3'16; teammate count as of September 30, 2016. Please refer to Appendix for Adjusted EBITDA and Adjusted Revenue reconciliations Market size and growth rate Source: Xerox Internal Data; NelsonHall 2015 BPO Global BPO Market Forecast, v1.1 'Revenue and Pro Forma Adjusted EBITDA exclude the impact of Health Enterprise (HE) strategy change which resulted in a \$116MM reduction in revenues and a pre-tax charge of \$389MM recorded in Q3'15

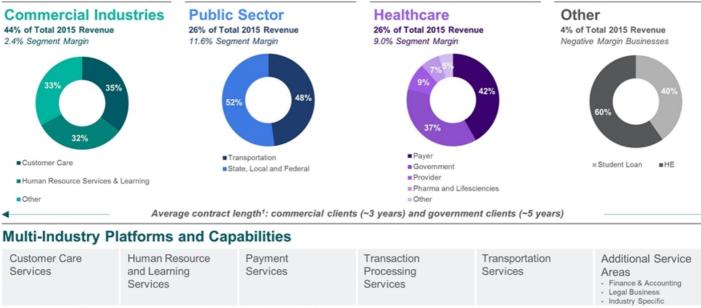


# **Unlocking Value Through Separation**

Focus	Amplify areas of operational strength to capture strategic market opportunities
Streamline	Realign organization and operating model to drive higher productivity
Enhance	Drive margin expansion through strategic transformation and targeted growth investments
Optimize	Emphasize Conduent's clear and distinct financial profile

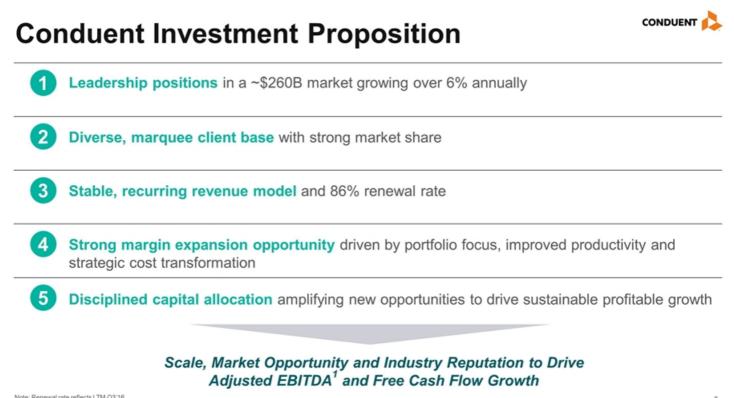
### **Segments and Service Offerings**





### Applied Automation, Analytics and Innovation

Note: Revenue adjusted for HE charge (\$118MM) in Q3'15; Segment margin defined as pre-tax income plus amortization of intangible assets plus restructuring costs plus separation costs plus interest and other expenses as a percentage of revenue 'For contracts over \$5MM in annual revenue



Note: Renewal rate reflects LTM Q3'16 Market size and growth rate Source: Xerox Internal Data; NelsonHall 2015 BPO Global BPO Market Forecast, v1.1 1 Please refer to Appendix for Adjusted EBITDA reconciliation



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# Large and Growing Addressable Market



#### **Key Growth Drivers**

- Trend to outsource key business processes to accelerate performance and innovation
- Greater demand for personalized, seamless and secure solutions
- Moving beyond the back office: adding value from customer satisfaction and loyalty along with productivity and efficiency
- Ongoing shift to next-gen software and automation technologies
- Rise in globalization and cost competition

Source: Xerox Internal Data; NelsonHall 2015 BPO Global BPO Market Forecast, v1.1 Note: Industry participation numbers are based on 2016 BPO market size

### **Marquee Clients In Diverse Portfolio**



### Largest Client

makes up only 4%

of revenue

**Top 10 Clients** 

make up ~20% of revenue

### Average Contract Length<sup>1</sup>

Commercial ~3 years Public Sector ~5 years

### 3 of 5

top U.S. life insurance companies are clients

### on our solutions

U.S. states count

50 of 50

**5 of 10** largest global banks rely on us for transaction processing



### Embedded into the operations of thousands of clients

Note: Client information as of 9/30/2016 1For contracts over \$5MM in annual revenue





# 2. Strategy to Drive Profitable Growth

# Strategy to Drive Profitable Growth



	Strategy	Near- and Medium-Term Targets
Driving Revenue Growth	Invest in Talent and Go-To-Market Capabilities	<ul> <li>Stabilize and grow revenue</li> <li>Return to growth by the end of 2018</li> <li>Focus on high-return, high-margin growth opportunities</li> </ul>
	Differentiate Through Innovation	<ul> <li>Modest potential M&amp;A in 2017, ramping in 2018</li> <li>Increase client penetration</li> <li>Maintain high renewal rates in the range of 85-90%</li> </ul>
Driving Margin Expansion	Implement Strategic Cost Transformation	<ul> <li>Deliver new business signings growth</li> <li>Expand service offering penetration with existing clients</li> <li>Drive margin improvement</li> </ul>
	Address Legacy Margin Pressures	<ul> <li>~\$700MM¹ in cumulative cost savings opportunity through 2018, partially supporting margin expansion</li> <li>Return Commercial Customer Care to profitability</li> <li>Mitigate losses in Other segment</li> </ul>

<sup>1</sup> Includes ~\$170MM from business-as-usual productivity savings needed to offset price pressure and other impacts. The remaining \$530MM incremental savings goal is intended to drive margin expansion, fund investments, and offset separation related dis-synergies



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# Invest in Talent and Go-To-Market Capabilities

Focus Areas	Initiatives
Expertise	Support <b>talent development</b> through learning platforms and industry-specific training
Tools	Better leverage existing capabilities and complement with modernized tools to enable greater workforce efficiency
Sales	Invest in our sales force to address domain and coverage gaps Realign the sales force to increase accountability and consistency

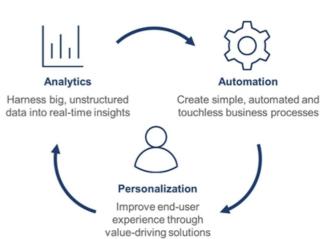


# **Differentiate Through Innovation**

### Value-Add Capabilities

Opportunity Ahea	d
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Personalizatior	User-centric insights, natural language technology, social analytics
	Increases customer satisfaction and loyalty
Analytics	<ul> <li>Analysis embedded into the actual processing of vast amounts of data</li> </ul>
	Text and data analytics, unstructured data, and computer vision
Automation	Proprietary Robotic Process Automation technology
	Standard, repeatable processes applied to shared services functions and vertical industry processes



#### **Driving Margin** Expansion



### **Implement Strategic Cost Transformation**

Strategic transformation to drive margin expansion and additional investment capacity Targeting ~\$700MM<sup>1</sup> cumulative cost savings through 2018

#### **Key Initiatives**

Accelerate Automation	Optimize Vendors and Supply Chain
Leverage Existing Platforms and Solutions	Reduce G&A Spend
Standardize Processes	Enhance Talent Management and Quality Control

### **Progress To Date**

- · Delivered ~50 basis points Adj. EBITDA margin expansion Y-o-Y 3Q'16 with improvements across segments
- Recorded \$57MM in restructuring charges in 3Q'16 YTD related to cost savings initiatives and implementation of strategic cost transformation

### **Opportunity Ahead**

- ~\$700MM<sup>1</sup> cumulative cost savings opportunity through 2018
- ٠ Continued profit and margin expansion
- · Additional investment capacity
- · More than offsets separation dis-synergies

Note: Please refer to Appendix for Adjusted EBITDA and Adjusted Reven: <sup>1</sup> Includes ~\$170MM from business-as-usual productivity savings needed fund investments, and offset separation related dis-synergies vity savings needed to offset price pressure and other impacts. The remaining \$530MM incremental savings goal is intended to drive margin expansion



3Q'15 4Q'15

1Q'16 2Q'16

3Q'16

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# **Address Legacy Margin Pressures**

Focus Areas	Initiatives	Prog	Progress To Date			
Customer Care	<ul> <li>Remediating underperforming accounts through improved economics and proactive customer engagement</li> <li>Improving and standardizing performance management</li> </ul>		-	nent Profit	(\$MM) <sup>1,2,4</sup> irgin	
	<ul> <li>Consolidating and optimizing contact centers</li> <li>Strengthening the IT infrastructure</li> <li>Applying robotic automation and data analytics</li> <li>Addressing employee retention and recruitment issues</li> </ul>	\$96 5.7% 3Q'15	\$97 5.6% 4Q'15	\$71 4.2% 1Q'16	\$77 4.8% 2Q'16	\$97 6.1% 3Q'16
Student Loan and Health Enterprise	<ul> <li>Run-off Student Loan business</li> <li>Focus only on existing Health Enterprise clients to improve profitability</li> <li>Mitigate losses in Health Enterprise business over time</li> </ul>	\$170		ted EBITD % ma \$144 8.5%	9.2%	\$169 10.6%

Note: Please refer to Appendix for Adjusted EBITDA and Adjusted Revenue reconciliations <sup>1</sup> Segment profit (loss) represents GAAP Income (loss) before Income Taxes adjusted for amortization of intangible assets, restructuring and related costs, business transformation costs, related party interest, separation costs and other expenses, net <sup>2</sup> Segment margin is calculated by dividing segment profit (loss) by segment revenue <sup>3</sup> Adjusted EBITDA defined as pre-tax income plus depreciation & amortization plus restructuring costs plus separation costs plus interest and other expenses <sup>4</sup> 3Q'15 segment profit and Adjusted EBITDA adjusted for HE charge (\$389MM)

# **Building A Business For The Long Term**



Renewal & Refocus Stabilization Acceleration

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CONDUENT



# 3. Financial Review

# **Conduent Historical Performance**



#### Segment Profit<sup>1,2</sup> (\$MM)



#### Adjusted EBITDA<sup>1</sup> (\$MM)



#### 4Q'16 Outlook

- · 4Q'16 total revenues expected to decline (year-over-year) at a similar rate to 3Q'16
- · 4Q'16 segment profit and Adjusted EBITDA margins expected to improve sequentially and year-over-year

Note: Please refer to Appendix for Adjusted EBITDA and Adjusted Revenue reconciliad <sup>1</sup> 2015A annual and third quarter revenue adjusted for HE charge (\$116MM); 2015A ann <sup>2</sup> Segment profit (loss) represents GAAP income (loss) before income Taxes adjusted for ual and th it and Adjusted EBITDA ad ted for HE charge (\$389MM).





# **Adjusted EBITDA to Free Cash Flow**



### Free Cash Flow Profile (\$MM)

	FY 2015
Adjusted EBITDA	\$639
Net Cash Provided by Operating Activities	\$493 <sup>1</sup>
Cost of additions to land, buildings and equipment	167
Proceeds from sales of land, buildings and equipment	(1)
Cost of additions to internal use software	27
(-) Total Capex	193
Free Cash Flow (FCF)	\$300

### 2016 Free Cash Flow Commentary

- Impact from Health Enterprise settlement payments expected to be ~\$150mm in 2016
- Change in receivable factoring program expected to be a one-time cash use of ~\$100mm in 2016
- Separation costs and elevated restructuring charges related to transformation
- Cash tax benefit expected in 2016, driven by refunds from 2015 overpayments
- · 2016E Free Cash Flow expected to be lower year-over-year

Note: Please refer to Appendix for Adjusted EBITDA and Adjusted Revenue reconciliations <sup>1</sup> As presented in the U.S. GAAP statements of cash flows.

# **Future Performance Drivers**



Our strategic plan is expected to drive top- and bottom-line growth, with cash flow reinvested in high-return opportunities

### **Revenue Goals**

Large and growing market opportunity; target areas of focus



Organic and inorganic investments



Increase new business signings; sustain renewal rates Stabilize revenue and drive growth over time

### **Margin Goals**

Focus portfolio on businesses with most attractive return profiles



Simplify, standardize and streamline operations

Turnaround areas of underperformance



Reduce margin volatility; deliver cost transformation

Fund investments and drive margin expansion

### **Free Cash Flow Goals**

Revenue growth and cost savings from strategic transformation

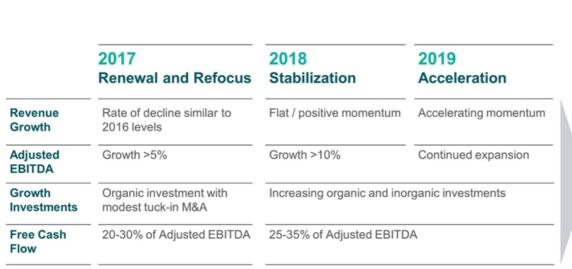


One-time impact from factoring program and HE payments do not recur



Robust, consistent Free Cash Flow generation Reinvestment capacity

### **Financial Performance Goals**



A clear plan to achieve revenue and Adjusted EBITDA margin expansion

Note: Please refer to Appendix for Adjusted EBITDA and Adjusted Revenue reconciliations



# **Strategic Cost Transformation**

Category	Potential Representative Cost Saving Actions	Opportunity (\$MM)		
G&A	Workforce / Consulting Savings     IT Infrastructure Savings	Up to ~\$125 Up to ~\$75		
Procurement	Facilities Cost Reduction     Vendor & Centralized Spend Control	Up to ~\$35 Up to ~\$65		
Customer Care	Workforce Savings     Contract Remediation	Up to ~\$100		
ΙΤ	Workforce / Contractor Savings     IT Infrastructure Savings	Up to ~\$70		
Transaction Processing	Workforce Savings     Centralizing Back-Office Processes	Up to ~\$50		
Healthcare	Workforce / Consulting Savings     IT Infrastructure Savings	Up to ~\$50		
Public Sector	Workforce Savings     IT Infrastructure Savings     Automating Back-Office Processes	Up to ~\$50		
Other Commercial	Workforce Savings     Offshoring Savings	Up to ~\$80		
Total Savings Opportunity <sup>1</sup>	FY16 FY17	FY18		
(\$MM)	~\$220 ~\$430	~\$700		

Includes ~\$170MM BAU productivity savings needed to offset price pressure and other impacts; The remaining \$530MM incremental savings goal is intended to drive margin expansion, fund investments, and offset separation related dis-synergies



### **Capital Structure Overview**



### Pro Forma Debt Profile (\$MM)

Unsecured High-Yield Notes	
10.5% Senior Notes due 2024:	\$510
Floating Rate Secured Debt	
Term Loan A <sup>1</sup> due 2021:	\$700
Term Loan B <sup>1</sup> due 2023:	\$750
Revolving Credit Facility <sup>2</sup> due 2021:	\$0

### **Credit Metrics / Statistics**

Expected Annual Cash Interest Expense	~\$150
Current Net Leverage Ratio <sup>3</sup>	2.8x
Target Net Leverage Ratio	<2.5x
Average Maturity on Outstanding Debt	~6.5 years

Revolving credit facility and Term Loan A interestrate is Libor + 225 bps; Term Loan B is Libor + 550 bps
 Revolver has \$750MM of available capacity. Revolver expected to be undrawn until completion of spin-off
 Net debt of \$1,785MM (reported debt of \$2,010MM less cash of \$225MM) to Adjusted EBITDA of \$630MM

### **Credit Profile**

- Targeting to reduce leverage ratio over time with Adjusted EBITDA growth and mandatory debt payments
- Liquidity includes \$750MM availability under revolver and \$225MM of cash at close
- Modest M&A expected in 2017 (potential tuck-in acquisitions for certain capabilities / offerings), funded by FCF generation
- M&A in 2018 and beyond expected to be funded by cash generation

# **Disciplined Capital Allocation**



#### **Fund Operating Business Needs**

Operating expenses and capital expenditures for ongoing business Modest mandatory debt repayments

#### Invest in Sustainable Long-Term Growth

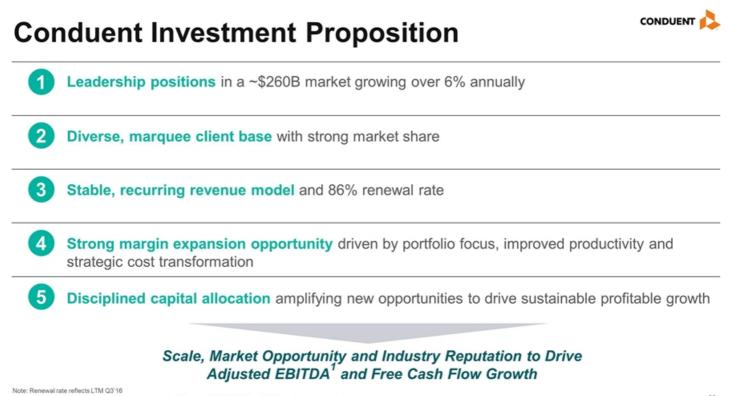
Tuck-in acquisitions Incremental offering and go-to-market investments

### Manage to Net Leverage<sup>1</sup> Target of Less Than 2.5x Net Debt / Adjusted EBITDA

Portfolio focus and cost reduction initiatives to drive Adjusted EBITDA growth and reduce leverage over time

Best use of capital is to invest in the business -- no current plans to pay a dividend or repurchase shares

1 Net debt of \$1,785MM (reported debt of \$2,010MM less cash of \$225MM) to Adjusted EBITDA of \$630MM



Market size and growth rate Source: Xerox Internal Data; NelsonHall 2015 BPO Global BPO Market Forecast, v1.1 <sup>1</sup> Please refer to Appendix for Adjusted EBITDA reconciliation



# **Q&A** Session



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# Appendix

# Leadership Team





### Ashok Vemuri

Chief Executive Officer

- Served as President, CEO and Board member of IGATE Corporation, prior to its sale to Capgemini
- Spent fourteen years at Infosys, a multinational consulting and IT services company, in a variety of leadership and business development roles
- · Served as a Board member of Infosys



### Brian Walsh

Chief Financial Officer

- · Most recently the CFO of Xerox Services
- Has held variety of positions, including SVP of Finance for Government Healthcare group, VP of Finance for Global Document Outsourcing group, VP of Finance for U.S. Large Enterprise Operations group, Chief Financial Officer of Xerox Litigation Services and senior roles in Investor Relations and Corporate Financial Planning & Analysis

# **Segment Historical Performance**



31

#### **Commercial Industries<sup>1</sup>**





#### Revenue in \$B •--• % Segment Margin

<sup>1</sup> Segment profit (loss) represents GAAP Income (loss) before Income Taxes adjusted for amortization of intangible assets, restructuring and related costs, business transformation costs, related party interest, separation costs and other expenses, net

#### Commentary

- · Performance challenges primarily centered in Customer Care offering
- Revenue and margin pressure driven by underperforming contracts (some of which have been strategically exited), under-investment in offerings and need for better execution / operating efficiency
- Cost savings plan already yielding results as 3Q'16 Commercial Industries segment margin<sup>1</sup> has improved to 3.2% from 1.9% year-over-year

#### Commentary

- · Margin improvement driven by cost and productivity initiatives
- · U.S. healthcare spending greater than 15% of GDP in 2015 and growing
- Convergence of payers and providers generates the need for integrated systems and data analytics – meaningful market opportunity
- Achieved sequential margin improvement, as segment profit margins increased from 8.4% in 1H'16 to 9.6% in 3Q'16

# **Segment Historical Performance**



#### **Public Sector<sup>1</sup>**



#### Other<sup>1,2,3</sup>



#### Commentary

- · Moderate revenue growth from new transportation offering contracts
- · Strong market growth opportunity from increased automation and infrastructure spend
- · Industry specific and platform-based solutions drive higher margins
- · Achieved sequential margin improvement, as segment profit margins increased from 12.3% in 1H'16 to 13.3% in 3Q'16

#### Commentary

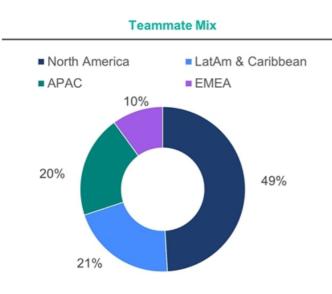
- · Revenues continue to decline as Student Loan business remains in run-off and Healthcare Enterprise becomes strategically de-emphasized
- · As segment losses decline, expect significantly less drag on the Company's overall profitability

<sup>1</sup> Segment profit (loss) represents GAAP Income (loss) before Income Taxes adjusted for amortization of intangible assets, restructuring and related costs, business transformation costs, related party interest, separation costs and other expenses, net <sup>2</sup> Other segment comprised (Health Enterprise platform implementations, run-off Student Loan business, and non-allocated expenses and intersegment eliminations <sup>3</sup> 2015A annual and third quarter revenue adjusted for HE charge (\$116MM); 2015A annual and third quarter segment profit (loss) adjusted for HE charge (\$389MM)

# **Global Delivery Capabilities**



Global footprint and delivery network serving businesses and governments at scale



# Commentary ~93,700 teammates globally ~290 global delivery centers with lower-cost production locations Diversified geographic network with time zone and business continuity advantages

Note: Teammate info as of 9/30/2016

### **Non-GAAP Financial Measures**



announced plans to separate its Business Process Outsourcing Business (the "BPS Business") and its Document Technology and Document Outsourcing Business into two independent, publicly-traded companies (the "Spin-Off"). It be named Conduent Incorporated ("Conduent"). In connection with the Spin-Off, certain entities in the BPS Business following the Spin-Off will be subsidiaries of Conduent. The non-GAAP financial measures in this presentation is substitute for, or superior to, financial information prepared in accordance with GAAP. The non-GAAP financial auxies may after from similarly titled measures presented by other companies. The non-GAAP financial inflation is summary information that should be considered in the context of future filings by Xerox and/or Conduent with the SEC and other public announcements Xerox and/or Conduent may make from time to time. As used in inflation is summary information that should be considered in the context of future filings by Xerox and/or Conduent with the SEC and other public announcements Xerox and/or Conduent may make from time to time. As used in on-Off, the BPS But ould not ed in is on of, as a subs measures and other information in this presentation this presentation with respect to the BPS Business:

#### Adjusted Revenue

We recorded a pre-tax charge of \$389 million (\$237 million after-tax) during the third quarter of 2015 (the 'Health Enterprise Charge' or 'HE charge'). Late in the third quarter of 2015, we determined that we would not fully complete Health Enterprise Medicaid platform implementation projects in California and Montana. The charge included \$116 million for the write-off of contract receivables (primarily non-current), which reduced revenue \$34 million related to the non-cash impairment of the health enterprise software and deferred con set-up and transmiton costs and \$25 million for other related assets and liabilities. The remainder of the charge was primarily related to be settlement costs including payments to subcontractors and will result in cash outlows in future quarters As a result of the significant implements to subcontractors and will revenue, that excludes the impact of the Health Enterprise Charge (or excludes the impact of the charge is a cluded to the non-cash impairment of the Health Enterprise Charge (or excludes the impact of the Health Enterprise Charge (or under source), we discuss our 2015 results using non-GAAP measures such as adjusted revenue, that excludes the impact of the Health Enterprise Charge (or under source) and Montana was no longer considered probability. We adjusted total revenue for the full year and Montana was no longer considered probability. We adjusted total revenue for the full year and Montana was no longer considered probability. We adjusted total revenue for the full year adjusted of 1515 for the revenue related HE charge (\$1516 million). on to

#### Segment Profit

Segment Profit (loss) represents GAAP Income (loss) before Income Taxes adjusted for amortization and intangible assets, restructuring and related costs, business transformation costs, related party interest, separation costs and other expenses, net. We have adjusted segment profit for the full year and third quarter of 2015 for the Heath Enterprise Charge (\$389 million).

#### Adjusted EBITDA

- Adjusted EBITDA to provide further information that is useful to an understanding of the financial covenants contained in the BPS Business credit facilities as of November 22, 2016. We use Adjusted EBITDA represents income (toss) before income Taxes adjusted for depreciation and amortization, restructuring and related costs, separation costs, related party interest, other expenses, net, the Health Enterprise Charge. Restructuring and related costs, separation costs, related party interest, other expenses, net, the Health Enterprise Charge. Restructuring and related costs include restructuring and asset impairment charges as well as costs associated with usur strategic transformation program beyond those normally included in restructuring and asset impairment charges. Restructuring and asset impairment charges as well as costs associated with user strategic transformation program are primarily related to severance and benefits paid to employees pursuant to formal restructuring and asset impairment charges as well as costs associated with user strategic transformation program are primarily related to severance and benefits paid to employees pursuant to formal restructuring and workforce reduction plans. Asset impairment charges as well as severance or other strategic costs and well as an estill of our operation performance. All of these costs can vary significantly in terms of amount and frequency based on the nature of the actions as well as the changing needs of the business. Accordingly, we to that significant variability, we exclude these charges since we do not believe they are reflected four o operation performance. Separation costs are expenses incurred in connection with Xerxix planned separation in the independent, publicly traded companies. Separation costs are primarily for third-parity interest and information management to the extent not capatibility. Separation costs are expenses incurred in a connection with Xerxix planned separation introschine. Accordingly, we exclude these expenses in curre

across periods

#### Free Cash Flow

Free Cash Flow is defined as cash flows from operating activities as reported on the Combined statement of cash flows, less cost of additions to land, buildings and equipment and cost of additions to internal use software plus proceed from sales of land, building and equipment. We use the non-GAAP measure of Free Cash Flow as a criterion of liquidity and performance-based components of employee compensation. We use Free Cash Flow as a measure of liquidity to determine amounts we can reinvest in our core businesses, such as amounts available to make acquisitions, invest in land, buildings and equipment and internal use software, make principal payments on dett, or amounts we can return to our stockholders through dividends and/or stock repurchases. In order to provide a meaningful basis for comparison, we are providing information with respect to our Free Cash Flow for the three months ended September 30, 2016 and 2015, the nine months and 2015, and the years ended December 31, 2013 and 2015, reconciled for each such period to cash flow provided by operating activities, which we believe to be the most directly comparable measure under GAAP. 24



# Non-GAAP Reconciliation: Adjusted Revenue and EBITDA

	Year Ended December 31			Three Months Ended September 30		Nine Months Ended September 30		Pro Forma LTM September 30	
(\$MM)									
	2013	2014	2015	2015	2016	2015	2016	2016	
Total Revenue HE Charge (Revenue Reduction)	\$6,879 	\$6,938 	<b>\$6,662</b> 116	<b>\$1,571</b> 116	\$1,596 	<b>\$4,932</b> 116	\$4,894 	\$6,624 	
Adjusted Revenue	\$6,879	\$6,938	\$6,778	\$1,687	\$1,596	\$5,048	\$4,894	\$6,624	
(\$MM)	Year Ended December 31			Three Months Ended September 30		hs Ended r 30	Pro Forma LTM September 30		
	2013	2014	2015	2015	2016	2015	2016	2016	
Pre-Tax Income	\$207	\$10	(\$574)	(\$390)	\$2	(\$582)	(\$86)	(\$137)	
Depreciation and Amortization	734	787	600	170	135	466	417	551	
Depreciation and amortization, discontinued operations	(160)	(161)	-	-	-	-	-	-	
Restructuring and Related Costs	18	21	159	9	8	160	57	56	
Separation Costs <sup>1</sup>	-	-	-	-	15	-	34	-	
Interest Expense <sup>2</sup>	117	118	69	15	11	57	33	138	
Other Expenses	(44)	34	30	11	(2)	15	7	22	
HE Charge	-	-	389	389	-	389	-	-	
Health Enterprise Impairment	-	-	(34)	(34)	-	(34)	-	-	
Adjusted EBITDA	\$872	\$809	\$639	\$170	\$169	\$471	\$462	\$630	

<sup>1</sup> Separation costs are incremental to normal operating charges and are excluded for the pro forma structure to evaluate performance on a comparable basis <sup>2</sup> LTM interest expense is pro forma for Conduent's capital structure; includes \$96MM of incremental interest expense

## **Non-GAAP Reconciliation: Free Cash Flow**



	Year Ended December 31								
(\$MM)					Three Months Ended September 30		ths Ended r 30	Pro Forma LTM September 30	
	2013	2014	2015	2015	2016	2015	2016	2016	
Adjusted EBITDA	\$872	\$809	\$639	\$170	\$169	\$471	\$462	\$630	
Interest Expense <sup>1</sup>	(117)	(118)	(69)	(15)	(11)	(57)	(33)	(138)	
Cash Taxes <sup>2</sup>	(98)	(61)	(113)	(204)	131	(171)	134	228	
Non-Cash Expenses <sup>3</sup>	27	31	23	28	8	35	21	9	
Loss on Sales of Assets	(24)	183	100	4	_	75	1	26	
Cash Payments for Restructuring and Related Costs <sup>4</sup>	(30)	(23)	(19)	(3)	(25)	(13)	(49)	(55)	
Contributions to Defined Benefit Pension Plans	(16)	(15)	(8)	(2)	(1)	(6)	(4)	(6)	
Health Enterprise Charge	_	_	(389)	(389)	_	(389)	_	_	
Health Enterprise Impairment	_	_	34	34	_	34	_	_	
Other Expenses <sup>5</sup>	44	(34)	(30)	(10)	1	(14)	(8)	(27)	
Separation Costs <sup>6</sup>	_	_	-	_	(15)	_	(34)	-	
Income from Discontinued Operations	47	(115)	(78)	(3)	_	(64)	_	(14)	
Discontinued Operations Items7	161	163	_	_	_	_	_	_	
Change in Net Working Capital <sup>8</sup>	(487)	(155)	403	518	(117)	104	(528)	(229)	
Cash Flow from Operations	\$379	\$665	\$493	\$128	\$140	\$5	(\$38)	\$424	
Capital Expenditures <sup>9</sup>	(248)	(275)	(193)	(32)	(42)	(150)	(117)	(160)	
Free Cash Flow	\$131	\$390	\$300	\$96	\$98	(\$145)	(\$155)	\$264	

Includes related party interest and third-party interest expense; LTM interest expense is proforma for Conduent's capital structure and includes \$966M of incremental interest expense
Includes income tax expense from continuing operations, net of change in income tax assets and liabilities; FY13-15 includes deferred tax expense; LTM cash taxes is proforma for Conduent's capital structure and includes \$366M of incremental interest expense
Includes structure and anontization and structure and anontization and structure and includes structure and i



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