



# EXL Retail Banking BPO

Vendor Assessment  
Report Abstract

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14 pages





## Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPO Vendor Assessment for EXL is a comprehensive assessment of EXL's Retail Banking BPO (RB BPO) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of RB BPO and identifying vendor suitability for RB BPO RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector



## Key Findings & Highlights

This NelsonHall vendor assessment analyzes EXL's offerings and capabilities in Retail Banking BPO. EXL is one of a number of Retail Banking BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Key target business lines for EXL's Retail Banking BPO are:

- Mortgage and lending
- Cards (primarily issuing)
- Payments
- Deposits

EXL's Retail Banking BPO delivers services from five delivery centers:

- Noida
- Gurgaon
- Pune
- Kolchi
- Bangalore

EXL's primary targets are:

- Regional banks in the U.S.
- Global banks
- Global payments services vendors
- Existing clients of EXL's transformation services.

## Scope of the Report

The report provides a comprehensive and objective analysis of EXL's Retail Banking BPO offerings, capabilities and market and financial strengths including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

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## Report Length

14 pages

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## Retail banking BPO Vendor Assessments Also Available for:

Cognizant

CSC

Firstsource

Genpact

HCL

Infosys

TCS

Wipro  
WNS