



# EXL

## Next Generation Life, Annuities & Pensions BPS Vendor Assessment Report Abstract

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15 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Next Generation Life, annuities and pensions BPS profile on EXL is a comprehensive assessment of EXL's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities and pensions BPS services and identifying vendor suitability for life, annuities and pensions BPS 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 the life, annuities and pensions BPS sector.

EXL is a licensed TPA provider in all U.S. states. In terms of analytics and consulting capabilities, EXL also has offices in the U.K. and Singapore. It has delivery centers for LA&P BPS in India, Philippines, and the U.S.

Insurance is the most important sector for EXL and accounted for 42% of EXL's revenues in Q3 2017.

EXL positions as "looking deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance". It is increasingly starting its analysis of life companies' processes with design thinking and a consideration of customer journeys, and is using its EXLerator framework to apply technologies such as RPA and machine learning.

## Scope of the Report

The report provides a comprehensive and objective analysis of EXL's next generation life, annuities and pensions BPS offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, 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 capability including technologies used and the location of delivery locations.



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## Report Length

15 pages

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## Next Generation Life, Annuities & Pensions BPS Vendor Assessments also available for:

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Capita  
Capgemini  
Genpact  
Concentrix  
DXC Technologies  
TCS  
Infosys  
Kane Group  
NIIT Technologies  
SE2  
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