



# **EXL**

## **Transforming Mortgage and Loan Services**

**Vendor Assessment  
Report Abstract**

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**8 pages**





## Who Is This Vendor Assessment For?

NelsonHall's 'Transforming Mortgage & Loan Services' Vendor Assessment for EXL is a comprehensive assessment of EXL's lending industry digital services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of M&L processes and identifying vendor suitability for M&L services 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

EXL Global Services started its M&L services twenty years ago with an engagement for an Alt-A lender delivering origination BPS services. Over the next five years, that relationship expanded to include mortgage administration default management services. At the same time, EXL added additional clients and expanded its service offerings to include marketing support, lead generation, customer care, AML, and fraud management.

EXL has consistently developed and enhanced its data analytics capabilities with the acquisition of Inductis (2006) and Datasource Consulting (2016) and ongoing investments in analytics IP. EXL has built multiple digital solutions and a partnership ecosystem to help M&L providers leverage RPA, ML, AI, and analytics techniques to improve customer acquisition, loan origination, servicing predictive fraud analytics, and default management.

Over the past two years, EXL has rapidly grown its title settlement services business. EXL has focused its services on automating manual processes and implementing AI in those processes. In 2021 it developed a digital solution stack to automate title settlement, closing, and escrow functions. It will continue to focus on growing this business.

## Scope of the Report

The report provides a comprehensive and objective analysis of M&L services offerings, capabilities, and market and financial strength, 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

8 pages

## M&L Services Vendor Assessments Also Available for:

Capgemini  
Capita  
Coforge  
Cognizant  
DXC  
EXL  
Firstsource  
FIS  
Happiest Minds  
Infosys  
Mindtree  
Mphasis  
Sopra Steria  
Sutherland  
TCS  
Tech Mahindra  
Wipro  
WNS