



# **EXL** **RPA and AI in Banking BPS**

**Vendor Abstract  
Report Summary**

**October 2016**

**by Andy Efstathiou  
Director  
NelsonHall**

**11 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPS Vendor Assessment for EXL is a comprehensive assessment of EXL's RPA and AI offerings and capabilities for the banking industry designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of RPA and AI services and identifying vendor suitability for banking industry (consumer banking, commercial banking, and capital markets) RPA and AI 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

This NelsonHall assessment analyzes EXL's offerings and capabilities in RPA and AI services for the banking industry. EXL is one of a number of banking services vendors analyzed in NelsonHall's comprehensive industry analysis programs.

### Overview

EXL began in AI in mid-2006 with the acquisition of Inductis, a consulting and analytics company, which had been engaged in artificial intelligence consulting since 2000. EXL's RPA services started in 2010; unlike most other vendors of operations automation services, EXL's RPA services started later than AI.

To date, RPA and AI remain primarily separate services and projects. AI is delivered from the analytics products group and RPA from the advanced automation group.

In AI, EXL considers machine learning, which is a primary focus of AI in most process automation engagements, to be a subset of artificial intelligence. EXL has chosen not to focus on machine learning engagements, but rather to focus on legacy Inductis' competencies in analytics specifically:

- Sales optimization
- Data visualization (e.g., portfolio analysis and performance attribution)
- KYC/AML data analysis.

In RPA, EXL has chosen to focus on data aggregation services such as Dodd-Frank remediation, FATCA, and KYC.

## Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capabilities & Partnerships
5.	Target Markets
6.	Strategic Direction
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

## Scope of the Report

The report provides a comprehensive and objective analysis of EXL's RPA and AI services for banking 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.

## Report Length

11 pages

## Report Author

Andy Efstathiou

[andy.efstathiou@nelson-hall.com](mailto:andy.efstathiou@nelson-hall.com)

## RPA and AI services for the Banking Industry Vendor Assessments Also Available for:

Capgemini  
CSC  
EXL  
Genpact  
HCL  
Hexaware  
IBM  
Genpact  
L&T Infotech  
TCS  
Tech Mahindra  
VirtusaPolaris  
Wipro