



EXL – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of EXL Services is a comprehensive assessment of EXL's automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- 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 began introducing Business Process Automation enablers to complement its point automation solutions in 2012, increasing its emphasis on embedded analytics and packaged domain solutions in 2013, before introducing RPA capability early in 2015, and subsequently developing digital solutions based on combinations of platforms and RPA & AI technologies.

The company initially focused on digital transformation within its operations management/BPS clients but is now focusing on assisting organizations in digital transformation more widely and in support of retained operations as well as within BPS engagements.

In support of this objective, EXL has upgraded its EXLerator framework to its Digital EXLerator Framework and is developing packaged domain models, new digital process models, that can be implemented within BPS contracts or sold in standalone form to digitalize client retained operations.

In addition, EXL is now placing greater emphasis on transforming and digitalizing the "customer experience" across the organization and aims to transform its clients' outsourced & retained operations through:

- Driving customer experience & interaction
- Digitalization of operations
- Application of packaged digital solutions.

EXL uses both proprietary RPA and AI software as well as partner platforms, partner platforms typically being used where there is a strong customer preference or large-scale interfacing with legacy systems is required.



Scope of the Report

The report provides a comprehensive and objective analysis of EXL's offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Report Length

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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato
Capgemini
Cognizant
Conduent
EXL
Genfour
Genpact
HCL
HGS
IBM
Infosys
Mphasis
NTT Data Services
Sopra Steria
Sutherland Global Services
Swiss Post Services
Tata Consultancy Services
Wipro
WNS