



EXL CMS in Healthcare (Payer and Provider Support)

Vendor Assessment

Report Abstract

July 2015

By Vicki Jenkins
Customer Management Services (CMS)
Industry Sector Analyst
NelsonHall

7 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on EXL is a comprehensive assessment of EXL's healthcare (payer and provider) sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the healthcare sector and identifying vendor suitability for CMS 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 Service Holdings, Inc. (EXL) is a business process outsourcing (BPO) vendor that was established in 1999. It is a publicly traded company headquartered in New York.

EXL has ~23k employees with ~85% providing delivery from India. It has ~31 delivery centers located in the following countries: India, the Philippines, the U.S., Bulgaria, Romania, Czech Republic, and Colombia.

The majority of EXL's healthcare payer and provider clients are based in the U.S. The company provides a range of offerings to the healthcare sector including:

- Healthcare operations management
- Analytics
- Consulting
- Revenue cycle management (RCM).

EXL has delivery centers in support of its healthcare clients in the U.S., India and the Philippines.

Scope of the Report

The report provides a comprehensive and objective analysis of EXL's healthcare sector offerings, capabilities, and market and financial strength, 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 healthcare sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's healthcare sector offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS healthcare sector clients.



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Report Length

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Report Author

Vicki Jenkins

vicki.jenkins@nelson-hall.com