



# **EXL**

## **Property and Casualty BPS**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

NelsonHall's property and casualty 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 property and casualty BPS services and identifying vendor suitability for property and casualty 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 property and casualty BPS sector.

EXL is one of a number of BPS vendors analyzed in this comprehensive industry analysis.

EXL Service (EXL) is a BPS company headquartered in New York City. Established in 1999, the company was acquired by its client, insurance firm Conseco in 2001, and was later bought out in November 2002 by Oak Hill Capital Partners, Financial Technology Ventures and senior members of EXL management. The experience gained from servicing Conseco and Aviva provided EXL with expertise in the insurance sector. The acquisition in October 2011 of Trumbull Services from The Hartford enhanced EXL's platform based P&C BPO capabilities in the U.S.

EXL segments its business into operations management (BPS) and analytics and is active in seven distinct industries, with insurance being one with strategic importance for its future growth. The bulk of EXL's P&C BPS operational resources are concentrated around premium audit and surveying, claims handling, and policy servicing.

## Scope of the Report

The report provides a comprehensive and objective analysis of EXL's Property and casualty 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 organization including the location of delivery locations.



## Contents

1. Background

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2. Revenue Summary

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3. Key Offerings

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4. Delivery Capability and Partnerships
  - 4.1 Delivery capabilities, tools and technology
  - 4.2 Partnerships

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5. Target Markets
  - 5.1 Client base
  - 5.2 Client examples

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6. Strategy

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7. Strengths & Challenges
  - 7.1 Strengths
  - 7.2 Challenges

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8. Outlook

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## Report Length

9 pages

## Property and casualty BPS Vendor Assessments also available for:

WNS, CSC, Genpact, Infosys, Sutherland, Accenture, Cognizant, Mphasis, TCS