



○ EXL Service

Transforming Property & Casualty BPS with Touchless Processing

Vendor Assessment
Report Abstract

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14 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of EXL Service's (EXL) property and casualty (P&C) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking 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's six business units include one focused on business process management (BPM) for the insurance verticals. This vertical includes P&C, life, disability, and annuity expertise; and retirement services. EXL's vertically oriented offerings are supported by industry-specific digital transformational consulting services, and analytics.

EXL serves U.S., EMEA, Lloyds of London and APAC insurers in all major P&C lines of business and market segments, with:

- Personal lines (approximately 50% of BPS FTEs)
- Commercial and Specialty lines (approximately 50% of BPS FTEs)

NelsonHall estimates EXL's P&C BPS revenue totaled \$315m in CY 2019.

EXL aims mainly to grow within its existing P&C accounts through the effective orchestration of domain expertise and technology. "Orchestration" is a theme which EXL has developed to highlight both its breadth of understanding of the P&C industry and its pragmatism in applying appropriate expertise and technology.

Scope of the Report

The report comprehensively analyzes the company's P&C BPS practice:

- Strategy, emphases, and new developments
- Strengths, weaknesses and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of P&C BPS specific revenue and delivery resources.

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2. Revenue Summary

3. Key Offerings

4. Delivery Capabilities & Partnerships

5. Target Markets

6. Strategy

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8. Outlook

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Transforming Property & Casualty BPS with Touchless Processing Vendor Assessments Also Available for:

Accenture

Cognizant

Conduent

DXC Technology

Genpact

Infosys

Mphasis

Sutherland Global Services

Tata Consultancy Services

Teleperformance

WNS Global Services