



# **EXL Service Transforming Property & Casualty BPS with Touchless Processing**

**Vendor Assessment  
Report Abstract**

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**15 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 Service (EXL) is a business process services (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 (in addition to another client, Aviva) provided EXL with foundational expertise in the property and casualty (P&C) insurance BPS sector. EXL's acquisition in October 2011 of Trumbull Services from The Hartford expanded EXL's P&C BPS capabilities in the U.S.

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)

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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## Report Length

15 pages

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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