



**NelsonHall**  
TRANSFORM THROUGH INSIGHT

# Vendor Profile

## P&C Operations Analytics and AI

# EXL Service

### Report Abstract

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By Bilal Chaudhry

NelsonHall

17 pages

### Contents of Full Report

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## Who is this Vendor Assessment for?

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NelsonHall's P&C Operations Analytics and AI profile on EXL Service is a comprehensive assessment of EXL Service's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of EXL Service and identifying vendor suitability for P&C Operations Analytics and AI RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the P&C Operations Analytics and AI sector.

## Key Findings & Highlights

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EXL Service (EXL) is an operations management and analytics company headquartered in New York City, New York, U.S. It offers business process management services and has ~55k employees globally. It provides services in various industries, including BFSI, health, life sciences, manufacturing, logistics, retail, consumer products, technology, media, telecom, transportation, and utilities. Overall, EXL has ~800 clients globally across various industries.

EXL's overall insurance business covers personal, commercial, and specialty. EXL's insurance practice works with 9 of the top 10 U.S. insurers, 3 of the top 5 U.K. insurers, 3 of the top 5 brokers, and 14 London market specialty insurers.

## Scope of the Report

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The report provides a comprehensive and objective analysis of EXL Service's P&C Operations Analytics and AI offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

## **P&C Operations Analytics and AI Vendor Assessments also available for:**

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Capgemini

Cognizant

DXC Technology

Foundever

Genpact

Tata Consultancy Services (TCS)

WNS

Xceedance.

## About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall’s Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

Bilal can be contacted at:

- Email: [Bilal.Chaudhry@nelson-hall.com](mailto:Bilal.Chaudhry@nelson-hall.com)
- Twitter: [@BilalCH\\_NH](https://twitter.com/BilalCH_NH)



## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

29 Rose Hill  
Binfield  
Bracknell, RG42 5LH  
Phone: +44(0) 208 638 7282

### Paris

115 rue de Reuilly,  
75020 Paris  
Phone: +33 (0)6 23 81 17 54

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