



## **EXL Named a 'Leader' in Business Process Transformation through RPA & AI by NelsonHall**

September 24, 2018

NEW YORK, Sept. 24, 2018 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS), a leading Operations Management and Analytics company, today announced it had been named as a 'Leader' in NelsonHall's 2018 Vendor Evaluation & Assessment Tool (NEAT) for Business Transformation through Robotic Process Automation and Artificial Intelligence. EXL was positioned as a 'Leader' in the Overall category, and for the Insurance, Healthcare, Travel, Transportation & Logistics, and Energy & Utilities industries.

"EXL is committed in helping our clients transform successfully to gain a competitive edge," said Rohit Kapoor, Vice Chairman and CEO, EXL. "We do this by applying Digital Intelligence to garner insights by putting the data in context and orchestrating advanced digital technologies with human expertise to achieve breakthrough business outcomes. This positioning is the result of our continued investment in developing transformative digital solutions capable of solving complex business problems for our clients."

The NEAT analyzes the performance of vendors offering RPA and AI business process services. The NEAT tool allows strategic sourcing managers to assess the capability of providers across a range of criteria and business situations and identify the best performing providers overall.

"Future market leaders for business process transformation will be determined by the ability to develop a concentration of new digital process models within a domain," said John Willmott, NelsonHall CEO. "EXL has positioned itself well in this area through its strong domain expertise, advanced analytics capabilities, and the application of innovative technology."

Commenting on the award Baljinder Singh, Senior Vice President, Global Head of Digital Transformation and CIO said, "We are excited to get this recognition of our RPA and AI competence as part of our Digital Intelligence capabilities. NelsonHall's NEAT analysis positions EXL highly in terms of providing business outcomes, reflecting the value delivered to our clients from the practical use of automation, AI and advanced digital technologies. We're particularly pleased to be recognized as a Leader in our core industry domains."

### **About NelsonHall**

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in IT and business services. With analysts in the U.S., U.K., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, all-original research, and is widely respected for the quality, depth, and insight of its analysis.

### **About EXL**

EXL (NASDAQ:EXLS) is a leading operations management and analytics company that designs and enables agile, customer-centric operating models to help clients improve their revenue growth and profitability. Our delivery model provides market-leading business outcomes using EXL's proprietary Business EXLerator Framework®, cutting-edge analytics, digital transformation and domain expertise. At EXL, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, New York, EXL has more than 28,000 professionals in locations throughout the United States, Europe, Asia (primarily India and Philippines), South America, Australia and South Africa. For more information, visit [www.exlservice.com](http://www.exlservice.com).

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