



EXL Recognized as a Customers' Choice in the 2022 Gartner® Peer Insights™ for Data and Analytics Service Providers

August 3, 2022

NEW YORK, Aug. 03, 2022 (GLOBE NEWSWIRE) -- EXL (NASDAQ: EXLS), a leading data analytics and digital operations and solutions company, today announced its recognition as a Gartner Peer Insights Customers' Choice for Data and Analytics Service Providers. It is the third consecutive year that EXL has received this recognition.

Vendors placed in the upper-right quadrant of the "Voice of the Customer" quadrants are recognized with the Gartner Peer Insights Customers' Choice distinction, denoted with a Customers' Choice badge. The recognized vendors meet or exceed both the market average Overall Rating and the market average User Interest and Adoption. As of July 29, 2022, EXL has received 90 reviews in its category, and a rating of 4.9 out of 5. In the report, EXL also received a 100% willingness to recommend score from customer reviews, as of May 31, 2022.

"There is no better barometer for a company than feedback from its customers. Their feedback reaffirms our goals and the value that our team delivers every day," said Vivek Jetley, Executive Vice President and Global Head of Analytics at EXL. "We are very proud of being recognized as a Customers' Choice in the Gartner Peer Insights for Data and Analytics Service Providers for a third year in a row. We are focused on helping businesses create a competitive advantage through their use of data and analytics."

Following are some highlights of EXL customer feedback shared on Gartner Peer Insights:

- ["EXL is outstanding at really listening and understanding the business and the things we are trying to accomplish making their solutions custom to each engagement."](#) – Director, Data Services, Banking Industry
- ["EXL has expertise across many industry verticals and data-technology solutions. They are highly adaptable to the evolving needs of my organization."](#) – Vice President, Global Data, Media and Publishing Industry
- ["Experience with EXL has been exceptional. They are truly the definition of a trusted strategic partner."](#) – Vice President, Data Management, Banking Industry
- ["Our relationship with EXL partners is great - the support they provide is essential in our ability to understand and analyze customer behavior, trends and value."](#) – Senior Data Analyst, Electric and Gas Utilities

"We believe EXL has continued to differentiate itself in the marketplace as an analytics and digital solutions leader by focusing on data-led solutions and strategies that combine deep domain expertise in the inner workings of our clients' businesses with breakthrough data, cloud, AI and digital capabilities," said Rohit Kapoor, Vice Chairman and Chief Executive Officer, EXL. "By pairing our practical know-how with this data-led approach, EXL has carved out an entirely new category of data-led transformation focused on helping clients build more nimble, resilient operations."

For more information on this recognition and the full report, visit [here](#).

Gartner Disclaimer

Gartner, Gartner Peer Insights 'Voice of the Customer': Data and Analytics Service Providers, Peer Contributors, 28 July 2022

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About EXL

EXL (NASDAQ: EXLS) is a leading data analytics and digital operations and solutions company that partners with clients to improve business outcomes and unlock growth. By bringing together deep domain expertise with robust data, powerful analytics, cloud, artificial intelligence ("AI") and machine learning ("ML"), we create agile, scalable solutions and execute complex operations for the world's leading corporations in industries including insurance, healthcare, banking and financial services, media, and retail, among others. Focused on driving faster decision-making and transforming operating models, EXL was founded on the core values of innovation, collaboration, excellence, integrity and respect. Headquartered in New York, our team is over 40,600 strong, with more than 50 offices spanning six continents. For more information, visit www.exlservice.com.

Cautionary Statement Regarding Forward-Looking Statements

This press release contains forward-looking statements. You should not place undue reliance on those statements because they are subject to numerous uncertainties and factors relating to EXL's operations and business environment, all of which are difficult to predict and many of which are beyond EXL's control. Forward-looking statements include information concerning EXL's possible or assumed future results of operations, including descriptions of its business strategy. These statements may include words such as "may," "will," "should," "believe," "expect," "anticipate," "intend," "plan," "estimate" or similar expressions. These statements are based on assumptions that we have made in light of management's experience in the

industry as well as its perceptions of historical trends, current conditions, expected future developments and other factors it believes are appropriate under the circumstances. You should understand that these statements are not guarantees of performance or results. They involve known and unknown risks, uncertainties and assumptions. Although EXL believes that these forward-looking statements are based on reasonable assumptions, you should be aware that many factors could affect EXL's actual financial results or results of operations and could cause actual results to differ materially from those in the forward-looking statements. These factors, which include our ability to successfully close and integrate strategic acquisitions, our ability to respond to and manage public health crises, including the outbreak and continued effects of COVID-19 pandemic, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Quarterly Report on Form 10-Q and Annual Report on Form 10-K. These risks could cause actual results to differ materially from those implied by forward-looking statements in this release. You should keep in mind that any forward-looking statement made herein, or elsewhere, speaks only as of the date on which it is made. New risks and uncertainties come up from time to time, and it is impossible to predict these events or how they may affect EXL. EXL has no obligation to update any forward-looking statements after the date hereof, except as required by federal securities laws.

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The logo for EXL, consisting of the letters "EXL" in a bold, orange, sans-serif font.

Source: ExlService Holdings, Inc.