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EXL Launches English-Language Customer Support Centre in South Africa

CAPE TOWN, South Africa, LONDON and NEW YORK, Nov. 24, 2015 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS), a leading business process solutions company, today announced the opening of a new delivery location in Cape Town, South Africa to provide English-language customer experience support services.

"EXL continues to expand our global delivery model, and we are excited about the opportunities we are seeing from companies who want to leverage our differentiated capabilities to drive better experiences for their customers," said Rohit Kapoor, Vice Chairman and Chief Executive Officer, EXL. "We're committed to growing this center and will continue to invest in new ways to partner with our clients to improve business outcomes."

The centre will support all regions that have customer relationships or processes conducted in English, particularly relevant to companies in the UK and Europe given cultural similarity and time zone advantages. The facility, inaugurated today by the Mayor of Cape Town Ms. Patricia de Lille, is also provisioned to support organisations with customers in South Africa.

"Cape Town is the latest addition to our expanding footprint, and we are excited to tap the rich talent pool within the country," said Pavan Bagai, President and Chief Operating Officer, EXL. "South Africa is a key extension of our global delivery model, which offers greater choice and flexibility as part of our operations management services. We're delighted with the support we have received from our anchor UK client, local partners and advisors."

EXL provides operations management, analytics and technology platforms to insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics companies. Through its proprietary Business *EXLerator* Framework™, EXL can deliver greater outcomes far faster than traditional BPO sourcing models through the integration of intellectual property, deep domain knowledge, robotics and analytics into client business operations.

"BPO capabilities are evolving now to include highly specialised industry services, and South Africa is attracting new investment because of its growing infrastructure, skilled workforce and cultural affinity with the UK market," said Gareth Pritchard, CEO at BPESA (Business Process Enabling South Africa) Western Cape. "We have been working with EXL to build its own infrastructure in Cape Town, and are delighted to see its dedicated expertise and investment result in such a high value team and operation. The investment further adds to South Africa's credibility as a mature destination that is able to provide high quality BPO services."

About EXL

EXL (NASDAQ:EXLS) is a leading business process solutions company that looks deeper to drive business impact through integrated services and industry knowledge. EXL provides operations management, decision analytics and technology platforms to organizations in insurance, healthcare, banking and financial services, utilities, travel, and transportation and logistics, among others. We work as a strategic partner to help our clients streamline business operations, improve corporate finance, manage compliance, create new channels for growth and better adapt to change. Headquartered in New York and in business since 1999, EXL has approximately 23,500 professionals in locations throughout the U.S., Europe, Asia, Latin America and South Africa. For more information, visit www.exlservice.com.

About BPESA

BPESA is a non-profit industry association for the BPO sector in South Africa. The organisation's core focus areas are attracting foreign investment, driving job creation, developing skills and creating an enabling environment for companies and individuals operating in the sector. To learn more visit www.bpesa.org.za.

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