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## **EXL Placed in "Winner's Circle" in "HfS Blueprint Report: Utilities BPO 2015"**

NEW YORK, Feb. 04, 2016 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS), a leading Operations Management and Analytics company, today announced its inclusion in the 'Winner's Circle' of the "HfS Blueprint Report: Utilities BPO 2015," authored by Reetika Joshi.

The HfS 2015 Blueprint ranks utilities service providers based on traditional business process outsourcing services, As-a-Service platforms, commercial models, and the use of robotic process automation and analytics in service delivery. Companies were rated on the innovation and execution of their services.

"Our Blueprint research shows that utilities face a harsh reality in dealing with a burning platform for change today," writes Joshi, who also notes that EXL is "a partner willing to invest and evolve with clients towards Smart operations" and "playing a greater role in core utilities operations such as field force management and support using predictive modeling and forecasting to optimize labor effort."

"Our placement in the Winner's Circle in the HfS 2015 Utilities BPO Blueprint highlights our ability to partner with clients to solve business problems," said Pavan Bagai, President and Chief Operating Officer, EXL. "We are committed to supporting utilities companies as they innovate their business models, improve the customer-centricity of their operations, and better leverage data in their decision making."

EXL's utilities solutions enhance operating models, improve customer experience, reduce costs, shorten turnaround time and simplify compliance. EXL manages utilities operations across the customer life cycle, from acquisition and home moves to billing, meter exchanges, annual service visits, debt recoveries and withdrawals. EXL has also supported multiple SAP implementations by designing, testing, piloting and stabilizing new platforms. EXL Analytics helps drive improved business outcomes for utilities companies by generating data-driven insights across all parts of the business. Its teams deliver predictive and prescriptive analytics in the areas of data management, marketing and customer lifecycle management, pricing, operational effectiveness, digital engagement, smart meter implementation, data visualization and regulatory reporting.

### **About EXL**

EXL (NASDAQ:EXLS) is a leading operations management and analytics company that helps businesses enhance growth and profitability in the face of relentless competition and continuous disruption. Using our proprietary, award-winning Business EXLerator Framework™, which integrates analytics, automation, benchmarking, BPO, consulting, industry best practices and technology platforms, 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, EXL has more than 24,000 professionals in locations throughout the United States, Europe, Asia, Latin America, Australia and South Africa. For more information, visit [www.exlservice.com](http://www.exlservice.com).

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