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# EXL, NorthPoint Partner to Streamline Client Operations

## Consulting services and software suite combine to improve business process performance

NEW YORK, March 20, 2014 /PRNewswire/ -- EXL (NASDAQ: EXLS), a leading business process solutions company, today announced it has entered into a strategic partnership with The NorthPoint Group, a leading provider of software and database solutions that allow companies to improve their operations by benchmarking the fundamental business activities that drive performance.

The partnership combines EXL's Operations Consulting services with the expertise and software-enabled services of NorthPoint. The combined expertise results in faster diagnosis of business process inefficiencies, roadmaps to improve companies' operational models and best-in-class benchmarking.

EXL Operations Consulting includes more than 125 consultants and Six Sigma specialists who execute an array of services such as strategic design, operational assessments; Lean Six Sigma based process reengineering, change management, learning services, process governance, and program management to all industries that EXL serves.

"This strategic partnership leverages EXL's industry knowledge with NorthPoint's capabilities, including its suite of software and database offerings, to extend the value of our client partnerships," said Anup Kumar, Senior Vice President and head of EXL Operations Consulting. "We continually adapt our consulting services with new technology to support the execution of our clients' operational strategies and achieve new levels of sustainable success."

With a deep understanding of management and operational "Best-in-Class" processes, NorthPoint's service offerings helps companies make value based improvements when compared to the best performers in their industries. Examples of this include a company's ability to identify unmet market needs, understand customer behavior, more accurately predict future performance, understand the implications of their current course, and provide a transformational roadmap with prescriptive actions to meet objectives.

"The relationship with EXL represents a powerful opportunity for NorthPoint to significantly expand our presence globally," said Dave Chapman, Chairman and CEO, NorthPoint. "We're excited to partner with a strong brand such as EXL that has a reputation for market leadership in delivering analytics, operations management and consulting to major market segments."

### About The NorthPoint Group
The NorthPoint Group was formed in 1992 to develop a new and better concept to measure how well organizations are performing compared to "Best-in-Class". NorthPoint provides a suite of software that's database powered for organizations to achieve "Best-in-Class" performance.  The process delivers the service fast, accurately while meeting objectives . . . the real positive is that it's repeatable while providing the path for business leaders to optimize and sustain enterprise, functional and departmental performance. Headquartered in New Hampshire, NorthPoint has completed more than 1,600 assessments globally.  For more information, visit www.thenorthpointgroup.net.

### 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 more than 21,000 professionals in locations throughout the U.S., Europe and Asia. For more information, visit www.exlservice.com.

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