



EXL Achieves Leader Status in Everest Group PEAK Matrix™ Assessment 2019 for P&C Insurance BPO for Fifth Straight Year

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NEW YORK, May 06, 2019 (GLOBE NEWSWIRE) -- EXL (NASDAQ: EXLS), a leading Operations Management and Analytics company, today announced it has achieved placement as a Leader for the fifth consecutive year in the "Everest Group PEAK Matrix™ Assessment 2019 for P&C Insurance BPO," as well as Star Performer status for the third time in the past four years.

"EXL has been consistently maintaining itself on the growth path with expansion of revenue, client accounts, and FTE base, and is now one of largest P&C insurance services providers in the world," said Skand Bhargava, Practice Director, Everest Group. "The company has also rightly aligned itself with the market dynamics toward digital transformation and has developed solutions leveraging multiple technologies across the P&C value chain."

"We are excited to be recognized as a Leader by Everest Group for the fifth consecutive year," said Vikas Bhalla, Executive Vice President and Head of Insurance, EXL. "The P&C insurance industry is going through a period of unparalleled disruption due to technology and customer expectations. Insurers need a strategic transformation partner that will help reinvent processes and scale digital initiatives."

For its analysis, Everest Group classified 26 service providers into Leaders, Major Contenders and Aspirants. Star Performer designations are based on the greatest positive relative year-on-year movement on the PEAK Matrix. The PEAK Matrix framework focuses on assessing the market impact, vision, and capabilities of each service provider across several key dimensions.

"This ranking validates our approach to digital transformation," said Raghav Jaggi, Senior Vice President, Insurance F&A Global Lead and Head of US P&C business, EXL. "We look forward to helping our clients leverage AI, analytics and advanced automation to enhance experiences for insurance customers, agents, and brokers."

Key EXL strengths cited by Everest in the report include:

- Consistent growth across revenue, clients and FTEs
- Coverage across the client spectrum and P&C value chain in major markets such as North America, UK, Europe and Asia-Pac
- Digital capabilities including digital customer acquisition, analytics and robotics embedded in processes across claims, policy servicing and new business management

For more information on the PEAK Matrix™ chart, click [here](#) to see a report abstract. For Everest subscribers, the full report can be accessed [here](#).

About EXL

EXL (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 Digital 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 29,000 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.

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