



## **EXL Named Among Fastest Growing BPO Providers in Gartner's "Market Share Analysis: Business Process Outsourcing, Worldwide, 2018"**

July 9, 2019

NEW YORK, July 09, 2019 (GLOBE NEWSWIRE) -- EXL (NASDAQ: EXLS), a leading Operations Management and Analytics company, today announced it was named among the fastest growing service providers in the Gartner report, *"Market Share Analysis: Business Process Outsourcing, Worldwide, 2018."*

In the report, analysts Cathy Tornbohm and Dean Blackmore note that "the BPO market grew in aggregate from \$149.6 billion to \$154.5 billion in 2018, with an annual growth rate of 3.3% in U.S. dollars." EXL is #14 on their list of the *25 Fastest-Growing BPO Providers' Annual Growth Rate, 2018*, with an annual growth rate of 15.8%.<sup>1</sup>

"We're pleased to be named to Gartner's Market Share Analysis for Business Process Outsourcing," said Rohit Kapoor, Vice Chairman and CEO, EXL. "Our differentiated strategy and approach to transformation called Digital Intelligence is founded on our ability to create context through the combination of domain and data, and orchestrate human talent with technological capabilities in order to deliver superior business outcomes for our clients."

<sup>1</sup>Gartner "Market Share Analysis: Business Process Outsourcing, Worldwide, 2018," Cathy Tornbohm, Dean Blackmore, 22 April 2019.

### **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](http://www.exlservice.com).

#### **Media Contact:**

Michael Sherrill  
Vice President Marketing  
646-419-0778  
[michael.sherrill@exlservice.com](mailto:michael.sherrill@exlservice.com)

#### **Investor contact:**

Steven N. Barlow  
Vice President Investor Relations  
212-624-5913  
[steven.barlow@exlservice.com](mailto:steven.barlow@exlservice.com)



Source: ExlService Holdings, Inc.