



EXL named a U.S. Leader in three categories for the fifth consecutive year in ISG Provider Lens™ Insurance Digital Services Report

January 18, 2024

NEW YORK, Jan. 18, 2024 (GLOBE NEWSWIRE) -- EXL [NASDAQ: EXLS], a leading data analytics and digital operations and solutions company, announced that it has been named a Leader in the U.S. for Life & Retirement Insurance BPO Services, Property & Casualty Insurance BPO and Life & Retirement TPA Insurance Services in the ISG Provider Lens™ Insurance Services 2023 report.

The 2023 report marks the fifth consecutive time that EXL has earned these Leader designations. ISG cites EXL's commitment to innovation, competitive stability and comprehensive product and service offerings as the defining characteristics in its standing as a Leader in all three categories for 2023. EXL was also named a Product Challenger in the Insurance ITO Services.

"As the insurance industry continues to contend with an unprecedented level of disruption and volatility, the need for personalized solutions backed by robust data, powerful analytics and engaging digital tools has never been greater," said Vikas Bhalla, executive vice president and head of the Insurance Business at EXL. "We are at the threshold of a transformative era, where Gen AI brings new ways that we will service our clients and their clients, then ever before."

ISG Provider Lens™ is a practitioner-led service provider comparison, powered by ISG's advisory experience and data-driven research. ISG's Research reports provide independent vendor evaluations and enterprise buying behavior segmentation. Provider positioning is based on a neutral and independent research, such as quantitative data that includes provider surveys, product testing and customer interviews.

"EXL continues to separate itself with cutting edge solutions and a deep understanding of each client's individual goals and challenges," said Ashish Jhajharia, lead analyst and co-author of the ISG Provider Lens™ Insurance Services 2023 report. "As EXL continues to hone its AI-leveraged forecasting and data-informed decision making, they will be well-positioned to help their customers navigate whatever comes in 2024."

To read more about the report and to see how EXL compares to its competition, click here. For more information about EXL's solutions for the insurance industry, click [here](#).

About EXL

EXL (NASDAQ: EXLS) is a leading data analytics and digital operations and solutions company that partners with clients to improve business outcomes and unlock growth. By bringing together deep domain expertise with robust data, powerful analytics, cloud, artificial intelligence ("AI") and machine learning ("ML"), we create agile, scalable solutions and execute complex operations for the world's leading corporations in industries including insurance, healthcare, banking and financial services, media, and retail, among others. Focused on driving faster decision-making and transforming operating models, EXL was founded on the core values of innovation, collaboration, excellence, integrity and respect. Headquartered in New York, our team is over 50,000 strong, with more than 50 offices spanning six continents. For more information, visit www.exlservice.com.

Cautionary Statement Regarding Forward-Looking Statements

This press release contains forward-looking statements within the meaning of the United States Private Securities Litigation Reform Act of 1995. You should not place undue reliance on those statements because they are subject to numerous uncertainties and factors relating to EXL's operations and business environment, all of which are difficult to predict and many of which are beyond EXL's control. Forward-looking statements include information concerning EXL's possible or assumed future results of operations, including descriptions of its business strategy. These statements may include words such as "may," "will," "should," "believe," "expect," "anticipate," "intend," "plan," "estimate" or similar expressions. These statements are based on assumptions that we have made in light of management's experience in the industry as well as its perceptions of historical trends, current conditions, expected future developments and other factors it believes are appropriate under the circumstances. You should understand that these statements are not guarantees of performance or results. They involve known and unknown risks, uncertainties and assumptions. Although EXL believes that these forward-looking statements are based on reasonable assumptions, you should be aware that many factors could affect EXL's actual financial results or results of operations and could cause actual results to differ materially from those in the forward-looking statements. These factors, which include our ability to maintain and grow client demand, our ability to hire and retain sufficiently trained employees, and our ability to accurately estimate and/or manage costs, rising interest rates, rising inflation and recessionary economic trends, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Annual Report on Form 10-K. You should keep in mind that any forward-looking statement made herein, or elsewhere, speaks only as of the date on which it is made. New risks and uncertainties come up from time to time, and it is impossible to predict these events or how they may affect EXL. EXL has no obligation to update any forward-looking statements after the date hereof, except as required by federal securities laws.

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