EXL named a Leader in Everest Group Customer Experience Services in Insurance Operations PEAK Matrix® Assessment 2025

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NEW YORK, March 03, 2026 (GLOBE NEWSWIRE) -- EXL [NASDAQ: EXLS], a global data and AI company, has been named a Leader in the Everest Group Customer Experience (CX) Services in Insurance Operations PEAK Matrix® Assessment 2025.

The Everest Group report examined 21 leading CX services in insurance operations providers, including Property and Casualty (P&C) and Life and Annuities (L&A) services. The assessment delivers an objective, comparative lens on provider innovation and maturity, allowing companies to align sourcing strategy with long-term CX transformation goals.

The report cited EXL's deep domain expertise across both the P&C and L&A lines, robust data and AI capabilities and versatile suite of proprietary tools as company-wide strengths.

"EXL brings a consulting-led approach to insurance CX transformation, integrating advisory, engineering and operations through a unified delivery model," says Dinesh Singh Udawat, practice director, Everest Group. "Its data and AI-led investments are enhancing its ability to automate the claims processes, deploy AI agents and redesign digital journeys for customers. Backed by deep P&C and L&A insurance expertise and a strong global delivery footprint, EXL is well positioned to support insurers' end-to-end CX transformation, leading to its position as a Leader on the CX Services in Insurance Operations PEAK Matrix® Assessment 2025."

Everest Group's PEAK Matrix ® is a proprietary framework that measures an organization's impact created within the market and the ability to deliver solutions successfully. Market Impact is evaluated through market adoption, portfolio mix and value delivered. Vision and capability, the measurement for successful solution delivery, is assessed by evaluating each firm's vision and strategy, scope of offered services, innovation and investments, and delivery footprint. The report uses this framework to classify service providers into Leaders, Major Contenders and Aspirants.

"Digital disruptions and rising customer expectations have forced insurance companies to pivot from transactional outsourcing toward data and AI transformational initiatives," said Vivek Jetley, EXL president and head of insurance, healthcare and life sciences. "At EXL, we are working hard to ensure that insurers can continue to provide a seamless, integrated customer experience amid this industry-wide shift, leading to better policy servicing, claims handling, and customer outcomes."

To read more about the Everest Group 2025 report, click here. To learn more about how EXL embeds AI into insurance customer service workflows, click here.

For more information about EXL's insurance solutions, click here.

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About EXL

EXL (NASDAQ: EXLS) is a global data and AI company that offers services and solutions to reinvent client business models, drive better outcomes and unlock growth with speed. EXL harnesses the power of data, AI, and deep industry knowledge to transform businesses, including the world's leading corporations in industries including insurance, healthcare, banking and capital markets, retail, communications and media, and energy and infrastructure, among others. EXL was founded in 1999 with the core values of innovation, collaboration, excellence, integrity and respect. We are headquartered in New York and have approximately 65,000 employees 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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