EXL recognized for the second consecutive year as a Top, “Horizon 3” Provider in HFS Research Customer Experience Service Providers Report

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NEW YORK, Nov. 16, 2026 (GLOBE NEWSWIRE) -- EXL [NASDAQ: EXLS], a global data and AI company, announced that it has been recognized as a “Horizon 3” provider in the HFS Research Horizons Customer Experience Service Providers 2026 report.

The report ranks 33 leading service providers on value proposition, execution and innovation, go-to-market strategy, and market impact. EXL earned Horizon 3, the report’s highest distinction, for combining AI, data, ecosystem partnerships, and outcome-led transformation to help clients unlock new business value and achieve measurable outcomes.

“EXL's strength is its continuity of offerings, spanning data engineering, decision intelligence, and customer experience (CX) execution,” said Melissa Fersht, executive research leader at HFS Research. “The combination of domain-led consulting, agentic AI, and proprietary IP, delivered through CX transformation programs with measurable gains, positions EXL as a leading CX ecosystem orchestrator.”

EXL earned this recognition for its ability to transform its clients' customer experience operations with data-driven, outcome-aligned processes and insights. The report highlights EXL’s proprietary CX Maturity Assessment Framework, which assesses clients’ current CX practices across data, analytics, AI, tech, and operations parameters to identify gaps in their current strategy and build executable roadmaps that help them move up the maturity curve.

“Customer experience is shifting toward agentic, AI-native, outcome-led delivery, making timely, mission-critical business insights more important than ever,” said Shashank Verma, senior vice president and global head of customer service transformation at EXL. “We’re proud to draw on our vast domain expertise to help our clients scale AI solutions to optimize their CX interactions and deliver real results.”

HFS highlighted EXL's AI-native CX transformation approach, which is grounded in data, domain expertise, and outcome-led delivery as well as its ability to integrate domain operations, data governance, AI engineering, and platform implementation across regulated industries. The report cited a large-scale healthcare transformation that generated substantial cost savings, increased containment, and improved customer experience metrics, which illustrates how EXL delivers measurable results in complex, highly regulated environments.

Read the report to see why EXL is best positioned to lead CX transformation. For more information about EXL’s solutions for customer experience, click here.

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 propels enterprises to go beyond AI ambition to impact by combining the power of data, AI, and deep industry context with trusted execution. Our clients include the world's leading corporations across 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 over 74,000 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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