



March 15, 2016

EXL Healthcare Identified as a "Leader" in NelsonHall's NEAT Vendor Evaluation for Healthcare Payer BPS

NEW YORK, March 15, 2016 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS) a leading Operations Management and Analytics company, today announced that its healthcare business unit was identified as a "Leader" in NelsonHall's vendor evaluation for Healthcare Payer BPS.

In this report, NelsonHall evaluates vendors on two key dimensions: the ability to deliver immediate benefits to their healthcare payer clients and the ability to meet these clients' future requirements. The report identifies EXL Healthcare as a "Leader" for the healthcare payer sector within the overall market segment. NelsonHall predicts the healthcare payer BPS market will grow to nearly 35% to \$12.66 billion in 2019 from \$9.4 billion last year.

"EXL Healthcare addresses industry needs with a holistic approach to population health management and improved quality of care provided by widening its offerings to include more consumer-centric services," said Panos Filippidis, research analyst at NelsonHall. "Focusing predominantly on enhancing member experience and engagement through its care management platforms, EXL will also continue to leverage its clinical analytics capabilities to generate value."

In its related profile of EXL in Healthcare Payer BPS, NelsonHall cited several strengths, including:

- | Rounded capability across claims management, member enrollment, disability and claims review services, clinical services and analytics;
- | Strong healthcare analytics capabilities to support the industry's need for improved HEDIS ratings;
- | Continued strategic investments in talent, capabilities and acquisitions to strengthen its healthcare payer services;
- | Proprietary care management platform CareRadius®;
- | Investments in robotics processing capabilities;
- | Strong Philippine delivery, with U.S. registered nurses; and
- | Specialist healthcare marketing analytics capabilities.

"EXL is honored to be identified as a 'Leader' in providing BPS for the healthcare industry, which is a strategic focus area for our company," said Rembert de Villa, Executive Vice President and Head of EXL Healthcare. "Our rapidly growing practice is focused on developing and delivering innovative, integrated solutions that help our clients manage the health status of their members, improve member experience, and reduce cost, fraud, waste and abuse."

EXL Healthcare's service offerings for payers include: Total Population Health Management, Payment Integrity, Customer Experience, Revenue Cycle Management and Revenue Optimization. These solution sets are underpinned by leading-edge analytics, deep operations management and execution expertise, and cutting edge technology, including Care Radius®, EXL's cloud-based total population health platform.

About EXL

EXL (NASDAQ:EXLS) is a leading operations management and analytics company that helps businesses enhance growth and profitability in the face of relentless competition and continuous disruption. Using our proprietary, award-winning Business EXLerator Framework™, which integrates analytics, automation, benchmarking, BPO, consulting, industry best practices and technology platforms, 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 24,000 professionals in locations throughout the United States, Europe, Asia (primarily India and Philippines), Latin America, Australia and South Africa. For more information, visit www.exlservice.com.

About NelsonHall

NelsonHall is the leading BPS and IT services research firm, with analysts in the U.S., U.K., and Continental Europe. The company takes a global approach to analysis of vendors and outsourcing markets and is widely respected for the quality and depth of its research. With its "Speed-to-Source" initiative, including NEAT vendor evaluations, NelsonHall helps buy-

side organizations significantly reduce the time and cost associated with BPS and ITS sourcing projects.

Media contact:

Michael Sherrill

VP, Marketing

michael.sherrill@exlservice.com

646-419-0778

Source: ExlService Holdings, Inc.

News Provided by Acquire Media