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## **EXL Recognized as Insurance BPO Leader by Everest Group**

### **2012 PEAK Matrix highlights EXL's success in the Insurance BPO market**

NEW YORK, Jan. 22, 2013 /PRNewswire/ -- ExlService Holdings, Inc. (NASDAQ: EXLS), a leading provider of outsourcing and transformation services, today announced it is recognized as a Leader in the market report, "[A PEAK into the Leaders, Major Contenders, and Emerging Players of Insurance BPO.](#)" published by global consulting and research firm Everest Group.

Everest Group evaluated 10 insurance BPO providers on market success, scale, service scope, technology capability, and global delivery footprint. Everest Group's Performance, Experience, Ability, Knowledge (PEAK) Matrix provides an objective, data-driven, and comparative assessment of providers, and positions service providers as Leaders, Major Contenders or Emerging Players. Based on its top quartile performance, Everest Group identified EXL as a Leader for insurance BPO.

"EXL's global insurance BPO business has emerged as a 'Leader' in our research due to its market success and delivery strengths," said Rajesh Ranjan, Vice President, Everest Group,. "EXL is the biggest player in the U.S. insurance BPO market today. Their capability to provide comprehensive solutions across product development and new business functions, including actuarial data process, analysis and review, pre- and post-underwriting and analytics support, positions EXL well for future success in the insurance industry."

The report specifically noted that EXL has the highest market share in the U.S. BPO market for insurance and the most full time employees dedicated to the space.

"We are thrilled to be recognized by Everest Group as a 'Leader' in the global insurance BPO market," said Rembert de Villa, Executive Vice President and Head of Insurance and Healthcare, EXL. "With a strong track record of service delivery, EXL is very focused on enabling insurers to make operations efficient and effective, improve customer service and launch new products successfully. EXL combines operations management, analytics, and technology platforms to to solve complex business problems."

EXL supports property and casualty, life and annuities, and health insurers, enabling them to meet growing cost and talent and regulatory challenges while managing risk more effectively. Technology platforms such as LifePRO, Trumbull Systems and EXL Landa allow insurers to optimize their investment in technology. The full Everest report can be accessed at <https://research.everestgrp.com/Product/11946>.

#### **About ExlService Holdings, Inc.**

ExlService Holdings, Inc. (Nasdaq:EXLS) is a leading provider of outsourcing and transformation services. EXL primarily serves the needs of Global 1000 companies from global delivery centers in the insurance, healthcare, utilities, banking and financial services, transportation and logistics, and travel sectors. EXL's outsourcing services include a full spectrum of business process management services such as transaction processing and finance and accounting services. Transformation services enable continuous improvement of client processes by bringing together EXL's capabilities in decision analytics, finance transformation, and operations and process excellence services. For more information, visit [www.exlservice.com](http://www.exlservice.com).

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