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## **EXL Expands Operations in Manila**

### **Company Launches New Center to Meet Rapidly Growing Demand for Highly Complex Outsourcing Services**

NEW YORK and MANILA, Philippines, Jan. 11, 2012 /PRNewswire/ -- ExlService Holdings, Inc., a leading global provider of Outsourcing and Transformation services based in New York, today announced the launch of an additional facility to support its growth in the Philippines, to deliver highly-complex operations in insurance and healthcare, customer service, finance and accounting, and legal support services.

His Excellency, Benigno S. Aquino III, President of the Republic of the Philippines, and Rohit Kapoor, President and CEO of EXL, inaugurated the new center along with key officials from the government and BPO sectors. With the new site, EXL is positioned as a new frontrunner in the local industry, as the region continues to expand its outsourcing services and solidify its position as one of the world's top BPO destinations. The facility is expected to create 1,000 high-level jobs in the rapidly growing BPO industry. EXL's pioneer site in the Philippines currently employs more than 1,500 professionals performing complex, client-centric work.

"While BPO in the Philippines has long been associated with the contact center space, EXL is a next-generation provider delivering complex, industry-focused work to our clients," said Kapoor. "Our business focus and world-class facilities create viable, challenging and rewarding opportunities for Filipino professionals. Here, employees with nursing and medical degrees, finance backgrounds, and other specialized skills can fully apply their knowledge and expertise. These individuals provide the high-value services that our global clients increasingly demand."

In the new facility, EXL plans a strong focus on the delivery of insurance and healthcare services, its fastest-growing sectors, as well as financial services, travel and transportation.

"The Philippines has established itself as a center of excellence for unscripted voice work, clinical management, customer service, legal services and finance and accounting," said Rembert de Villa, EXL's Chief Strategy Officer and Executive Sponsor of its Philippine operations. "Our Manila expansion allows us to tailor services to meet the increasingly sophisticated needs of our Fortune 1000 clients today and scale our offerings to support their changing business process requirements and deliver true business impact. This supports our strategy of competing on the basis of value."

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

ExlService Holdings, Inc. (Nasdaq: EXLS) is a leading provider of outsourcing and transformation services. EXL primarily serves the needs of Fortune 1000 companies from global delivery centers in the insurance, 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, risk and financial management and operations and process excellence services. Find additional information about EXL at [www.exlservice.com](http://www.exlservice.com)

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