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EXL Wins Four Aecus Innovation Awards for Analytics and Automation

NEW YORK, Sept. 14, 2015 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS), a leading business process solutions company, today announced it has won four innovation awards from sourcing research and advisory firm Aecus. EXL received the awards for operations management solutions that combined analytics, automation and process transformation for clients in the insurance, utilities and travel industries.

Aecus' Innovation in Outsourcing Awards were established in 2014 to celebrate the best examples of innovation within the outsourcing industry and to highlight how providers and clients work together in new ways to create value.

"EXL is one of the stand-out stars at this year's Aecus Innovation in Outsourcing Awards," said Paul Morrison, partner and head of the BPO and Shared Services Practice at Aecus. "With four winning cases, EXL has shown that it can innovate for clients again and again. Through all these run common themes: improving a key part of a client's business; investing time and expertise to develop a solution, a mix of tools and technologies, and close collaboration between client and supplier. Each resulted in a range of beneficial outcomes—not just operational savings and efficiency, but also speed, quality and user satisfaction."

EXL Vice Chairman and Chief Executive Officer Rohit Kapoor said, "We are excited to be recognized by Aecus. We harness innovation to deliver greater value for our clients. Our business is founded on the art and science of architecting and managing business operations, the power of analytics to improve decision making and our expertise in the industries we serve. We're evolving our delivery model for the as-a-service economy, transforming how clients leverage data and supporting client efforts to further automate business processes."

Multiple winning engagements leveraged EXL's proprietary Business EXLerator Framework™, a service delivery model that integrates analytics, automation, benchmarking, Lean Six Sigma, technology and other tools into client business operations. EXL received Aecus Innovation Awards for the following client partnerships:

- Transforming contract profiling operations for American Express - Global Business Travel with analytics and process automation to reduce cycle times, improve billing accuracy and minimize revenue leakage for a complex and time consuming process;
- Improving customer-centric operations for British Gas, delivering nearly \$10 million in value through on-time, accurate billing and faster straight-through processing;
- Helping The Hanover Insurance Group, Inc. to transform business processes with analytics, proprietary automation tools, and end-to-end process reviews;
- Improving new business application processes in the competitive group insurance space for The Guardian Life Insurance Company of America with proprietary applications and the Business EXLerator Framework™ to reduce cancellations by 47% and increase NPS by 200bps.

Established in 2002 and formerly part of advisory firm Alsbridge, Aecus is an award-winning European consulting firm that supports clients in outsourcing, offshoring and shared services decisions.

About EXL

EXL (NASDAQ:EXLS) is a leading business process solutions company that looks deeper to drive business impact through integrated services and industry knowledge. EXL provides operations management, decision analytics and technology platforms to organizations in insurance, healthcare, banking and financial services, utilities, travel, and transportation and logistics, among others. We work as a strategic partner to help our clients streamline business operations, improve corporate finance, manage compliance, create new channels for growth and better adapt to change. Headquartered in New York and in business since 1999, EXL has approximately 23,000 professionals in locations throughout the U.S., Europe and Asia. For more information, visit www.exlservice.com.

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