



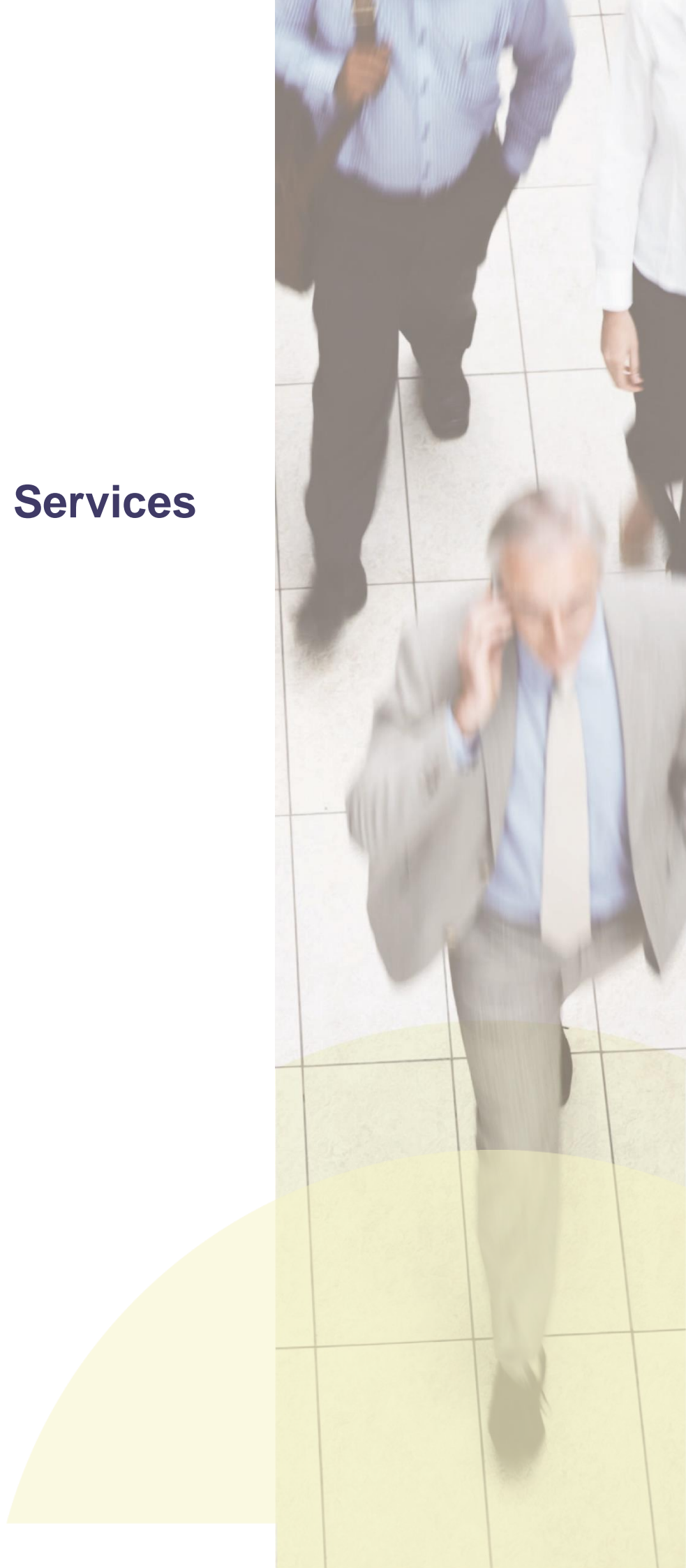
# **EXL**

## **Digital Banking Services**

**Vendor Assessment  
Report Abstract**

**May 2018**

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Director  
NelsonHall  
7 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Digital Banking Services Vendor Assessment for EXL is a comprehensive assessment of EXL's Digital Banking Services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking services RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



## Key Findings & Highlights

This NelsonHall assessment analyzes EXL's offerings and capabilities in Digital Banking services. EXL is one of a number of banking operations services companies analyzed in NelsonHall's comprehensive industry analysis programs.

EXL began developing its digital banking service components in the early 2000s. Early initiatives began when it acquired AI capabilities with the mid-2006 acquisition of Inductis, a consulting and analytics company which had been engaged in artificial intelligence consulting since 2000. EXL began developing its RPA capabilities in 2010. In RPA, EXL has chosen to focus on data aggregation services such as Dodd-Frank remediation, FATCA, and KYC. In March 2015, EXL acquired RPM which analyzes large consumer data sets, segments populations, and creates lifetime marketing plans and campaigns.

Over the past two years, EXL has begun to formalize its digital banking services around three client challenges:

- Customer experience
- Risk management and compliance
- Operations processing efficiency (primarily mortgage and loan processing).

EXL has brought its digital offerings to market in response to client business challenges.

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## Scope of the Report

The report provides a comprehensive and objective analysis of EXL's Digital Banking services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## Report Length

7 pages

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## Digital Banking Services Vendor Assessments Also Available for:

Atos  
Avaloq  
Capco  
Capgemini  
DXC  
EXL Services  
Genpact  
Infosys  
Mphasis  
NIIT Tech  
Syntel  
Tata BSS  
Tech Mahindra  
Tieto  
TCS  
Virtusa  
Wipro