



Life, Annuities, and Pension: Operation Transformation

EXL Service

Report Abstract

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10 pages

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Who is This Vendor Assessment For?

NelsonHall's life, annuities, and pension operation transformation profile on EXL is a comprehensive assessment of EXL's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and life, annuities and pension operation transformation services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the life, annuities, and pension operation transformation sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes EXL's offerings and capabilities in life, annuities, and pension operation transformation services.

EXL offers data-led digital operations management and advisory services for life, annuities, and pension carriers in new business setup and underwriting, actuarial, marketing and acquisition, policy servicing, customer service administration, life claims administration, distribution management, benefit management, and funds management.

EXL is advancing new segments using digital solutions, including EXL Xtrakto.AI™ for implementing AI at scale and Exelia.AI for contact center transformation through conversational AI. These solutions are built on modern no code/ low code platform tech-stacks that are AI-powered, analytics-driven, and cloud-native, including new business acquisition-as-a-service, AI-powered claims experience, billing-as-a-service, low touch enrollment and onboarding, digital TPA ecosystem, actuarial and finance COE, and data-driven underwriting.

Scope of the Report

The report provides a comprehensive and objective analysis of EXL's life, annuities and pension operation transformation services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, 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.

Healthcare Payer BPS Managing Effectiveness Services Vendor Assessments also Available for:

- Atos
- DXC
- Infosys
- Kane
- Se2
- TCS
- WNS

About The Author

Ashley is a market analyst with global responsibility for NelsonHall's Healthcare Payer and Insurance BPS research programs.

Ashley supports both buyers and sellers of healthcare payer and insurance BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Ashley joined NelsonHall in 2020, bringing over 5 years' experience with healthcare service providers and healthcare payers. Previously, Ashley was responsible for the market research and plan design of Medicare Advantage plans for a health payer.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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