



EXL Service Order to Cash

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's F&A outsourcing profile on EXL Service is a comprehensive assessment of EXL Service's O2C outsourcing offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of O2C outsourcing services and identifying vendor suitability for O2C outsourcing 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 vendor assessment analyzes EXL Service's offerings and capabilities in O2C outsourcing services. EXL Service is one of a number of O2C outsourcing service companies analyzed in NelsonHall's comprehensive industry analysis programs.

EXL provides industry specific and F&A BPO services across five verticals; Insurance & healthcare, utilities, banking and financial services,

EXL's O2C services are offered across these same five sectors, with first party collections (both inbound and outbound) making up the largest service component.

O2C is offered as a standalone service but the company will also continue to pursue multi-process F&A BPO opportunities as a means of growing its O2C revenues.

Scope of the Report

The report provides a comprehensive and objective analysis of EXL Service's O2C outsourcing offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- 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
- Key client examples
- Analysis of the company's delivery organization including the location of delivery locations



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Report Length

9 pages

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F&A Outsourcing Vendor Assessments:

Accenture
Capgemini
Firstsource
Genpact
IBM
Steria
Sutherland
WNS
Xerox