



EXL Service Life Insurance BPO

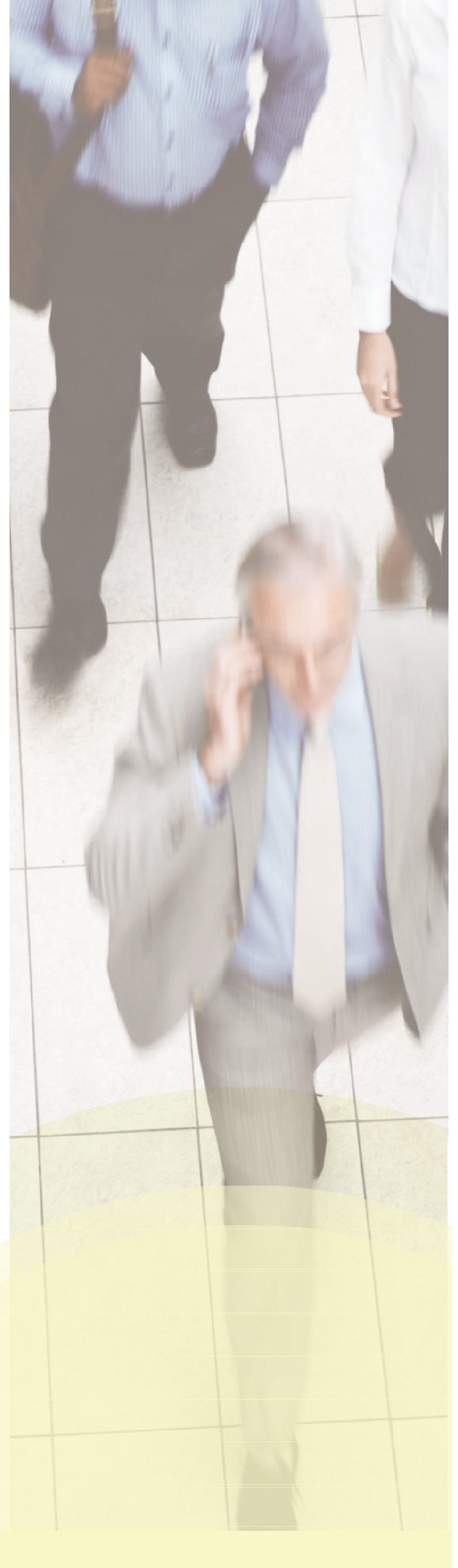
**Vendor Assessment
Report Abstract**

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15 pages

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Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for EXL Service ('EXL') is a comprehensive assessment of EXL's life insurance offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities, investments and pensions services and identifying vendor suitability within this space
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes EXL offerings and capabilities in life insurance BPO. EXL is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

EXL is a U.S. headquartered outsourcing provider, serving L&A BPO clients globally. Offerings include: retail life, employee benefits, annuities, distribution services and retirement services. In addition to which, EXL also offers analytics services to life insurers, including distribution marketing and customer segmentation. Services are delivered out of the U.S., India and the Philippines from EXL's in-house policy administration platform, LifePro, which is able to support life, health and annuity products.

EXL is targeting to become a major player in insurance, in particular it is looking for growth from TPA services, rather than 'lift and shift' activities. EXL is targeting both platform and "lift and shift" L&A BPO across both the Top 30 life & annuities companies and mid-sized life companies across combinations of open and closed blocks.

Scope of the Report

The report provides a comprehensive and objective analysis of EXL's life insurance BPO offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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Report Length

15 pages

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Life Insurance BPO Vendor Assessments:

Forthcoming: Steria, Serco, Capita and TCS.