



# **EXL Healthcare Payer BPS**

**Vendor Assessment  
Report Abstract**

**January 2016**

**By Panos Filippidis  
Industry Sector Analyst  
NelsonHall**

**11 pages**

**[research.nelson-hall.com](http://research.nelson-hall.com)**





## Who Is This Vendor Assessment For?

NelsonHall's Healthcare Payer BPS profile on EXL is a comprehensive assessment of EXL's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare payer BPS services and identifying vendor suitability for healthcare payer 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's offerings and capabilities in the healthcare payer sector.

EXL was established in Delaware, U.S. in 1999 and opened its first operations center in Noida, India in 2000.

In 2002 EXL's senior management, along with Oak Hill Capital Partners and FT Ventures, acquired EXL from Consec. In 2006, EXL was listed on NASDAQ, and in the subsequent years, it expanded its operations in the Philippines (2008), and Czech Republic and Romania (2009).

EXL's capabilities in the healthcare sector were enhanced by the acquisition of SHPS subsidiary Landacorp, in October 2012, for which EXL paid ~\$38m in cash.

## Scope of the Report

The report provides a comprehensive and objective analysis of EXL's healthcare payer BPO 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.



## Contents

1. Background

---

2. Revenue Summary

---

3. Key Offerings

---

4. Delivery Capability and Partnerships
  - 4.1 Delivery capabilities
  - 4.2 Tools and technology
  - 4.3 Acquisitions and partnerships

---

5. Target Markets
  - 5.1 Client base

---

6. Strategy

---

7. Strengths & Challenges
  - 7.1 Strengths
  - 7.2 Challenges

---

8. Outlook

---

## Report Length

11 pages

## Healthcare Payer BPS Vendor Assessments also available for:

Cognizant, Concentrix, CSC, Dell, Genpact, HGS, HP, Infosys, Xerox