



EXL Service Transforming Life & Annuities BPS with End-to-End Digitalization

**Vendor Assessment
Report Abstract**

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13 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of EXL Service's (EXL) life and annuities (L&A) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of business process outsourcing 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 support services sector.



Key Findings & Highlights

EXL offers business process services (BPS) to life and annuities (L&A) insurance carriers, primarily in the United States. EXL offers these services through its Insurance industry vertical as well as through two horizontal business units, Consulting and Analytics.

In 2001, EXL acquired its TPA licenses to serve U.S. life and annuity (L&A) insurance clients. In 2018, EXL separated its L&A business from its other business so that it could manage a P&L independently, hire independently, and staff client projects independently. At the same time, EXL has separated "digital" capabilities related to new client acquisition and operational transformation from other legacy practices, and these digital capabilities now report directly to EXL's CEO.

In July 2019, EXL announced it would partner with U.K. mutual insurer British Friendly to develop an end-to-end customer onboarding, underwriting, and policy administration platform.

Revenues

NelsonHall estimates that EXL's CY 2019 revenue from L&A BPS at:

- Open book: 65%
- Closed book: 35%

Total revenues: \$141m

Strategy

For open and closed block business EXL is investing in

- End-to-end solutions:
 - Contact-center-in-a-box (including direct channel customer acquisition and customer service)
 - Digital endorsements
 - Digital quality audits
- Existing solutions
 - TPA
 - Digital mail intake and extraction

- New solutions
 - Data-driven underwriting
 - Claims payment

EXL continues to leverage the prominent position of its LifePRO platform in BPS contracts, especially in policy administration. The platform has won industry plaudits and continues to receive investment including:

- Updating the UI to provide a more modern, configurable user experience
- Providing a more up-to-date and modular architecture
- Facilitating improved integration via web services/SOA.
- General ledger, reinsurance accounting and STAT/GAAP reporting, and blue book capabilities
- Closed block conversion remains a strategic focus for EXL, and EXL expects to continue to invest in technologies that automate data extraction from legacy documents.

EXL's consulting and analytics practices are intended to support L&A BPS offerings. This includes engagements that analyze and improve the customer journey or optimize digital channel offerings. RDM database support for U.S. clients may be extended for European clients in the future.

Scope of the Report

The report comprehensively analyzes the company's L&A BPS practice:

- Strategy, emphases and new developments
- Strengths, weaknesses and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of L&A BPS specific revenue and delivery resources.

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