



# **EXL**

## **F&A BPO in Financial Services**

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for EXL is a comprehensive assessment of EXL's Finance & Accounting BPO offerings and capabilities in the financial services sector. This report is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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 analyses EXL's F&A BPO offerings and capabilities in the financial services sector. EXL is one of a number of F&A outsourcing services companies analysed as part of NelsonHall's comprehensive industry-analysis programs.

EXLService (EXL) is a BPO and consulting services provider headquartered in New York. EXL employed ~22k FTEs as of December 31, 2013, and generated revenues of \$478.5m.

Key industries served by EXL are the insurance, healthcare, utilities, banking and financial services, and travel and logistics sectors. EXL predominately provides finance and accounting outsourcing services offshore, with five delivery centers in India, two in North America and two in Europe. In terms of target geographies, the majority of EXL's clients are U.S. based. Approximately 75% of FAO revenues in the FS sector are generated with North American headquartered customers, ~20% are generated with European clients and the remaining 5% in APAC.

## Scope of the Report

This report provides a comprehensive and objective analysis of EXL's F&A BPO offerings, capabilities, and market and financial strength with regard to the FS sector, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Profile and analysis of the company's customer base, including its targeting strategy
- Analysis of the company's strengths, weaknesses and outlook.



## Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capability and Partnerships	
5.	Target Markets	
6.	Strategy	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

## Report Length

9 pages

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## F&A BPO in Financial Services Vendor Assessments Also Available for:

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HCL

IGATE

Infosys

TCS

Wipro

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