EXL

Increase speed to value

Operationalize data, analytics, AI and cloud with EXL

Digital has changed the way organizations compete

71%

of CXOs say digital customer experience capabilities impact competitiveness.

Today, nearly every customer interaction has shifted to digital channels. Organizations across industries are striving to reimagine end-to-end digital business models that consistently deliver the customized experience today's consumers expect.

Speed is the most powerful differentiator in the new digital economy. How quickly you incorporate real-time feedback into decision making to deliver new products, onboard a customer, or adjudicate a claim—rapidly, and at scale—will set you apart from your competition.

Digital transformations require data excellence

Many digital projects under-deliver because they are based on poor-quality data. Without a sound data foundation, companies can find themselves moving quickly—but in the wrong direction. Moving the needle requires an accurate and holistic view of your organization and your customers. At EXL, we help organizations accelerate their digital transformation with data-driven technologies like AI, analytics, and cloud at scale—and we can help you, too.

Together, we can:

Accelerate business growth
Improve decision - making and agility in response to market trends

Deliver exceptional experiences
Provide customized journeys that delight your customers.

Improve workflow and operations
Automate repetitive tasks so employees can focus on higher value work

Manage risk and compliance
Minimize threats and the potential for error with secure, modular AI solutions

See what we do

Accelerate your digital transformation

Our three-pronged modular approach allows you to easily integrate just what you need into your existing transformation roadmap. From implementing a turnkey solution in 90 days to reimagining how your work gets done through an end-to-end solution, we're there for you.

Digital AI solutions

Drive faster outcomes with turnkey solutions

Our suite of AI-driven solutions, tailored to specific industries and functions, are designed with reusable components that allow for rapid deployment across your enterprise.

Customer experience assistant

Service customers quickly and efficiently with conversational AI

Content extraction

Eliminate manual processing of unstructured text & images

Automated audit

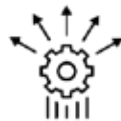Drive regulatory compliance and reduce revenue leakage

Debt collection

Create a unified, personalized journey for debtors

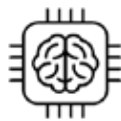## Digital centers of excellence (CoEs)

Reimagine how work gets done across your business

Our Digital Centers of Excellence provide the domain and technical expertise to assess your business, identify opportunities, and design future solutions that deliver faster value through improved customer experiences and business outcomes. We also offer program management and governance to ensure every digital CoE opportunity includes specific benefits and milestones agreed to by all business owners.

Hyper-automation CoE

Orchestrate multiple technologies and tools to deliver business transformation

Artificial Intelligence CoE

Reimagine experiences and design futurestate operating models

Cloud CoE

Improve agility and resilience with a modern data platform

Digitally enabled operations

Embed intelligence at the point of decision

If your organization struggles to operationalize data-driven technologies like AI, analytics, automation and cloud, due to legacy technologies, EXL can help.

Our AI operating system architecture EXL AI:OS™ uses data to inform optimal processes and decision-making throughout the enterprise. We'll work with you to redesign workflows and deploy AI upstream from legacy systems to ensure data cleanliness and the ability to leverage that data to deploy trusted automation and machine learning solutions downstream.

See how we do it

Personalized solutions to drive your business forward

We love a good challenge. Let us help you succeed by discovering data-driven technologies like AI, analytics, and cloud that will propel your business forward quickly and cost-effectively. outcomes and outcomes into sustainable business advantage.

Human ingenuity

Integrate and augment data-driven technology

Data-led businesses aren't entirely autonomous; where data provides the insights needed to make smart decisions, human expertise is necessary to put those insights into action.

Last-mile execution can be fully automated or have a human in the loop to complete the execution or to coach the AI models

AI and analytics

Redesign workflows supported by the scalability of the cloud

When intelligence is applied early in the decision-making process, it can guide that process—from start to finish—to help deliver ideal outcomes.

We'll integrate AI and analytics upstream from your existing processes and legacy systems to ensure insights are applied when they matter most. This ultimately enables automated cognitive and decision processes.

Domain expertise

Rearchitect digital workflows

The journey of digital transformation is not one-size-fits-all, so we approach the process of rebuilding workflows digitally with care and expertise.

As your strategic partner, the EXL team brings extensive operations, domain and process-specific expertise to shape and customize new digital workflows that fit within the context of your business and can be redesigned by code.

Cloud engineering

Produce solutions at scale

Fine-tuned cloud solutions often require resource-intensive custom builds. But you know the pivotal role cloud plays in your business, especially given its speed, scale, reach and flexibility. It remains a principal enabler of business transformation.

Cloud engineering offers the ability to tap into data and gain key business insights thanks to advanced analytics and machine learning. It also allows you to organize unstructured and hard-to-use-data, supported by the ability to scale accordingly.

See our Solutions in action

Explore our global success stories

With more than 750 clients spanning insurance, financial services, retail, media, healthcare, and more, the proof is in our partnerships.

Leading UK-based global bank experiences digital transformation through intelligent automation

EXL delivers $30M+ in benefits by transforming several processes across Commercial and Investment Banking using our proprietary toolkit and EXLerator™

~80%
Straight through processing rate (STP)

$30M+
Saved through capacity creation

<1% defect rate
Improved accuracy and quality

Integrated operations in cloud receiving center drive improvements for leading mortgage title processor

Operating model redesign for remittance leads to faster revenue recognition and reduced human effort

180 days
Faster revenue recognition by over 180 days

25%
reduction in human effort

Leading U.S.-based manufacturing company sees month-over-month improvements

Using EXL Paymentor℠, this U.S. manufacturing company increased total amount collected and improved outstanding days for open invoices

$5.1M
Total amount collected increased by $5.1M month-over-month

4 Days
Average outstanding days for open invoices improved by 4 days month-over-month

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A global footprint to meet client needs

- Arizona
- Colorado
- Connecticut
- Florida
- Indiana
- Missouri
- New Jersey
- New York
- Pennsylvania
- South Carolina
- Texas
- Utah

- Ahmedabad
- Bangalore
- Chennai
- Gurgaon
- Hyderabad
- Jaipur
- Kochi
- Noida
- Pune

- Alabang
- Cebu
- Ilo-Ilo
- Manila
- Quezon City

Distributed operations

- 50+ Global delivery centers
- 25+ Languages supported
- WFA Work from anywhere flexibility

Global talent

- 39,000+ Professionals
- 6,200+ Data scientists & analytics professionals
- 1,000 Digital experts
- 1,600+ Clinicians
- 1,100+ Lean Six Sigma experts
- 400+ Actuarial experts
- 10,000 Financial and legal services professionals

Driving business forward, together

Data and analytics fuel insight, but expert partnership sets that insight in motion. Connect with our experts to learn how we work together to define your most critical outcomes and bring them to life.

Let's connect

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