

## **EXL Partnering with PharmaCord to improve biopharmaceutical patient support programs through advanced analytics**

**NEW YORK, November 13, 2018** — EXL (NASDAQ: EXLS), a leading operations management and analytics company, today announced that it is pursuing a go-to-market strategy with PharmaCord, LLC, a rapidly growing patient services company that provides customized solutions to the life sciences industry, to develop advanced analytics solutions that accelerate the effectiveness of patient support programs on behalf of biopharmaceutical manufacturers.

“Patients continue to experience significant challenges in accessing therapies critical to their treatment plan and quality of life,” said Rohit Kapoor, Vice Chairman and Chief Executive Officer, EXL. “Through our relationship with PharmaCord, we can collectively create a differentiated patient environment in which predictive analytics and intelligent patient segmentation can help to identify these barriers before they occur, resulting in better health outcomes.”

The companies are exploring a joint go-to-market strategy for the combined product and service offering. EXL expects to support PharmaCord in its efforts to develop further innovation to its proprietary, AI-powered CORscend platform, as well as provide other solutions that allow PharmaCord to create additional differentiation in its patient support programs for pharmaceutical clients.

“This partnership will leverage our organizations’ respective strengths to bring new innovative solutions and insights to our biopharmaceutical clients,” said Nitin Sahney, Founder and Chief Executive Officer, PharmaCord. “Combining EXL’s market-leading analytics capabilities and longitudinal datasets with our proprietary CORscend technology platform will enable us to provide targeted and timely clinical programs that enhance the patient experience on therapy.”

CORscend was designed to create a new model for biopharmaceutical patient access and support service delivery by addressing common challenges, including inefficient patient support processes, siloed and rigid systems, and lack of actionable data. Mr. Sahney is a member of EXL’s Board of Directors. The terms of the relationship with PharmaCord are expected to be at least as favorable to EXL as those EXL would be able to secure with unaffiliated parties.

### **About EXL**

EXL (NASDAQ:EXLS) is a leading operations management and analytics company that designs and enables agile, customer-centric operating models to help clients improve their revenue growth and profitability. Our delivery model provides market-leading business outcomes using EXL’s proprietary Business EXLerator Framework®, cutting-edge analytics, digital transformation and domain expertise. At EXL, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, New York, EXL has more than 28,000 professionals in locations throughout the United States, Europe, Asia (primarily India and Philippines), Colombia, Australia and South Africa. For more information, visit [www.exlservice.com](http://www.exlservice.com).

### **About PharmaCord**

PharmaCord is the connector between manufacturers, patients, physicians, and payors. It provides patient support services to increase accessibility, clinical oversight and market acceptance of prescription therapy. Independently owned and organically built, PharmaCord is free from any competing priorities, enabling the company to design and

implement patient access programs that align with the objectives of its biopharmaceutical clients. PharmaCord's experienced team coupled with its proprietary technology platform optimizes workflow to deliver improved program execution, more rapid therapy initiation and increased patient engagement. To learn more about how PharmaCord improves commercial outcomes for manufacturers by providing the right connections, visit [pharmacord.com](http://pharmacord.com).

**Continuing Statement Regarding Forward-Looking Statements** *This press release contains forward-looking statements. You should not place undue reliance on those statements because they are subject to numerous uncertainties and factors relating to EXL's operations and business environment, all of which are difficult to predict and many of which are beyond EXL's control. Forward-looking statements include information concerning EXL's possible or assumed future results of operations, including descriptions of its business strategy. These statements may include words such as "may," "will," "should," "believe," "expect," "anticipate," "intend," "plan," "estimate" or similar expressions. These statements are based on assumptions that we have made in light of management's experience in the industry as well as its perceptions of historical trends, current conditions, expected future developments and other factors it believes are appropriate under the circumstances. You should understand that these statements are not guarantees of performance or results. They involve known and unknown risks, uncertainties and assumptions. Although EXL believes that these forward-looking statements are based on reasonable assumptions, you should be aware that many factors could affect EXL's actual financial results or results of operations and could cause actual results to differ materially from those in the forward-looking statements. These factors, which include our ability to successfully enter into and benefit from strategic relationships, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Annual Report on Form 10-K. These risks could cause actual results to differ materially from those implied by forward-looking statements in this release. You should keep in mind that any forward-looking statement made herein, or elsewhere, speaks only as of the date on which it is made. New risks and uncertainties come up from time to time, and it is impossible to predict these events or how they may affect EXL. EXL has no obligation to update any forward-looking statements after the date hereof, except as required by federal securities laws.*

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