



# F&A Business Process Transformation 2021–2022 RadarView

## Service Provider Profile

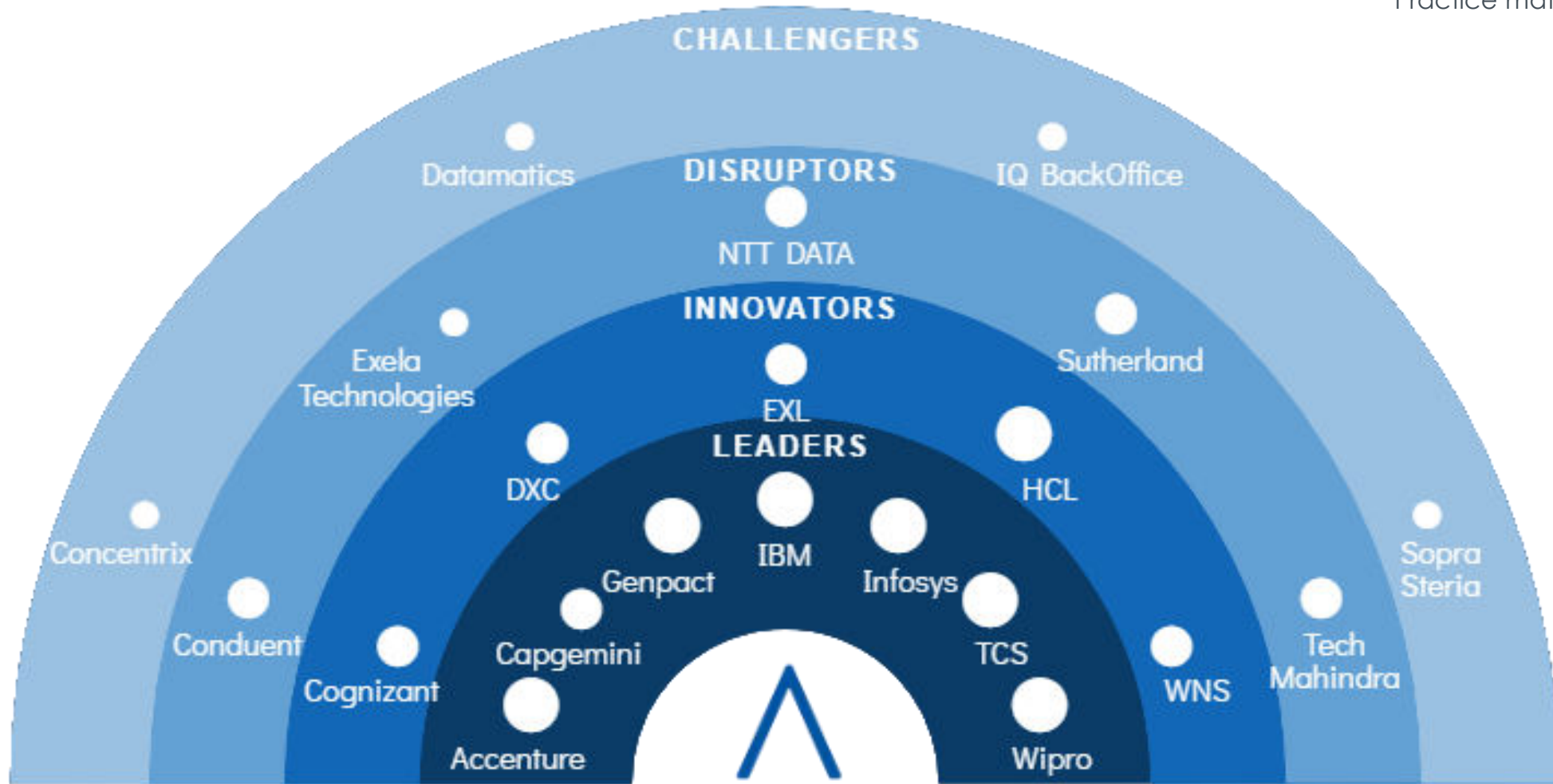
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# F&A Business Process Transformation 2021-2022 RadarView



Practice maturity ○ ○ ○



# Exela Technologies: RadarView profile



- Practice maturity ★★★★★
- Domain ecosystem ★★★★★
- Investments and innovation ★★★★★

Strong set of in-house solutions and products in the enterprise software, payments, and BPS space. Delivers end-to-end F&A services.

Practice overview		Client case studies		
<ul style="list-style-type: none"> <li>Practice size: 3,880+</li> <li>Active clients: NA</li> <li>Delivery highlights: Delivery centers located in 10 countries with a versatile service delivery model</li> </ul>		<ul style="list-style-type: none"> <li>Enhanced and oversaw the LockBox operations across six locations for a financial institution and put a business continuity plan in place. The solution, valued at \$100M, saved \$40M, achieved 99% of the goals, and improved operational efficiency and customer satisfaction.</li> <li>Designed the remittance processes for a global conglomerate to reduce TCO. Exela helped the client migrate to its TMS remittance platform. This led to processing of 30M payments annually, a 20% decrease in TCO, and an improvement in process TAT by approximately 43%.</li> <li>Automated the remittance processing solution for an animal welfare organization by leveraging intelligent scanning and data capture. The digitized workflows reduced payment processing time by 60%, saved time and cost, and enhanced regulatory compliance.</li> <li>Transformed the payments processing functions for a bank by digitizing over 170M annual transactions. The \$100M solution was put in place in six locations and leveraged Intelliscan XDS and TMS, delivering value over 25+ years processing more than USD 1 Tn annually.</li> </ul>		
~ \$500M F&A revenue (2020–2021)	Two Acquisitions (2018–2021)			
Key IP and assets		Key partnerships	Sample clients	Industry coverage
<ul style="list-style-type: none"> <li>Exela P2P: A tool with P2P end-to-end solutions</li> <li>TMS (O2C): A tool that optimizes process and cash</li> <li>Exela Bill Pay (O2C): A tool that optimizes billing and payment</li> <li>Dispute management: A tool to resolve invoice disputes</li> <li>Integrated receivables: A tool that automates AR processes</li> <li>Financial reporting and analytics (R2R): Tools for financial analysis and visualization</li> </ul>		<b>Technology partners</b> 	<ul style="list-style-type: none"> <li>An American financial institution</li> <li>A Fortune 500 provider of global procurement, payment, and travel services</li> <li>A not-for profit animal welfare organization</li> <li>A bank</li> <li>A healthcare payer</li> </ul>	<ul style="list-style-type: none"> <li>Banking</li> <li>Financial services</li> <li>Government</li> <li>Healthcare &amp; life sciences</li> <li>High-tech</li> <li>Insurance</li> <li>Manufacturing</li> <li>Nonprofits</li> <li>Retail &amp; CPG</li> <li>Telecom, media &amp; entertainment</li> <li>Travel &amp; transportation</li> <li>Utilities &amp; resources</li> </ul>

Darker color indicates higher industry concentration: ●●●●●

## Analyst insights

### Practice maturity



- Exela Technologies offers end-to-end F&A services, focusing on the in-house solutions that cover the full gamut of the P2P, R2R, and O2C value chain. The F&A services division generated a revenue of more than \$500M, with the majority coming from the P2P and O2C processes. It has delivery centers in 19 countries with additional partner locations in 13 countries. Exela provides multiple pricing models, such as hub only, spoke only, outsourcing, on-premises, and facilities management, depending on what it is providing in terms of staff, site, software, and hosting requirements.
- Its all-in-one P2P platform comprises offerings such as AP automation, travel and expense management, invoice processing, vendor network management, reporting, and payment solutions to provide end-to-end solutions to its clients.
- Its O2C solutions include Exela assets such as its Integrated Receivables management platform, which makes use of RPA and its customized modular design to optimize cash management and enhance visibility and fraud detection. Exela's collections management platform offers core collection services along with analytics, predictive modeling, and reporting, enabling better collection performance for its clients.

### Domain ecosystem



- Exela Technologies offers end-to-end F&A services and has in-house solutions that cover all aspects of the value chain. Exela therefore has a limited number of partnerships with companies/technologies. It partners with MasterCard for Remote Payment and Presentation Service (RPPS) and with Microsoft Azure for cloud deployment.
- It helped Alabama's Department of Revenue save \$2M–\$4M annually through fraud detection and prevention. It also processed 3.1M mails and 1M checks during the course of the year and achieved processing accuracy rates of 99.5%. It also reduced the turnaround time of average tax returns from 14 days to 24–28 hours.

### Investments and innovation



- In 2018, Exela Technologies acquired Orone, an IT service company, to expand its footprint in the BPO services sector in France and Belgium. The acquisition enabled Exela to better cater to European customers in the banking and insurance services, administrative, and retail markets.
- It has a thought leadership and news magazine called PluggedIN where it publishes content related to the latest technologies and trends in the market and how Exela plans to incorporate them in its current offerings.
- It has 17 patents, one of which is Digital Mail Room, an end-to-end paper mail and check management solution.

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