



Powering the future of customer experience for utilities at the speed of innovation

Our AI-powered & analytics driven digital solutions help energy and water utilities quickly gain insights, adapt to changes and increase customer lifecycle value which allows you to focus on your core business

EXL CONNEC^x

Deliver excellent customer experience in a digitally connected future

EXL Exelia.AI

Facilitate intelligent tailored AI interactions with customers across any channel

EXL MIA

Move away from operational siloes and get a real time view of customer journey

EXL PayMentor

Create a unified and personalised debt/invoice collections journey

Key results for our clients are:

+35 – 40

Increase in NPS

30 – 35%

Reduction in cost

Improved

Compliance

15 – 20%

Increase in **Customer Lifetime Value** benefits each year

10 – 15%

Increase in sales conversion

EXL's partnership with a large, U.K.-based energy and home services provider for a major digital transformation project has been recognized as a "stand out" case study in both "United Kingdom & Ireland" and "Energy and Utilities".



Together we can drive your business forward.
To learn more visit www.exlservice.com/utilities
or email us at exl.utilities@exlservice.com

