EXELA
TECHNOLOGIES

Discussion Materials

"Building Digital Roads to Repair Broken Processes"

Webinar – Cantor Fitzgerald

December 2021

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Exela at a Glance

Leader in business process management solutions in multiple countries

PROVEN TRACK RECORD

30+
Years of Experience in Business Process Automation

4,000+
Global Customers Across 14 Industry Verticals

60+
Percent of the Fortune® 100 Partners with Exela

GLOBAL FOOTPRINT

50+
Countries

140+
Delivery Centers

1,100+
Facilities Managed

2K+
IT Professionals

~17.5K
Employees

Current and Emerging Solutions

Liquidity Solutions:
- **Procure-to-Pay**
- **Order-to-Cash**
- **Expense management**

Payment Technologies and Services

Human Capital Management

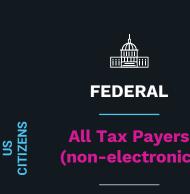**Healthcare Payers and RCM**

Work from Anywhere (WFA) Technologies and Services

Information Management and Communications

Exela's technology and services reach a majority of the US population

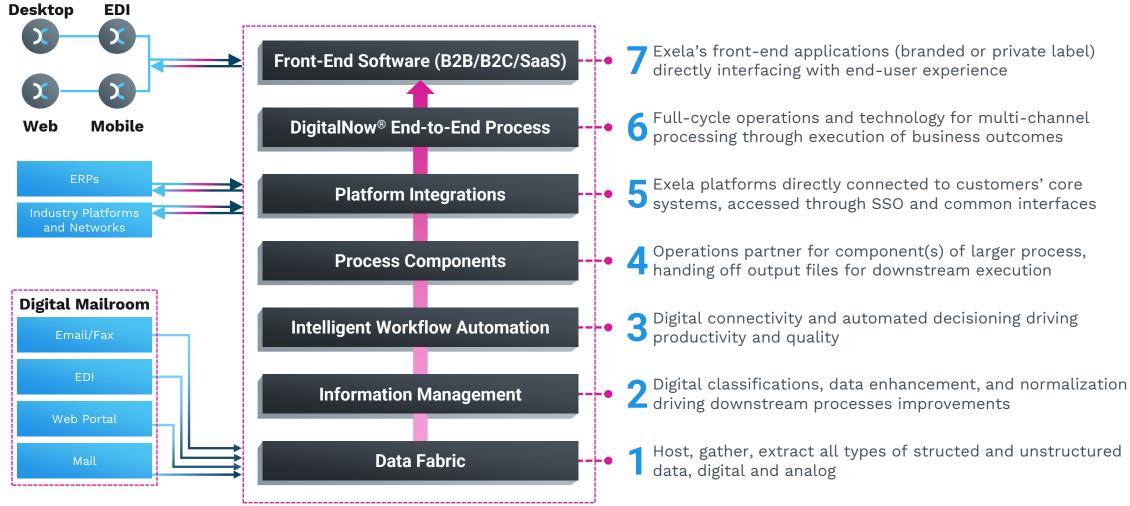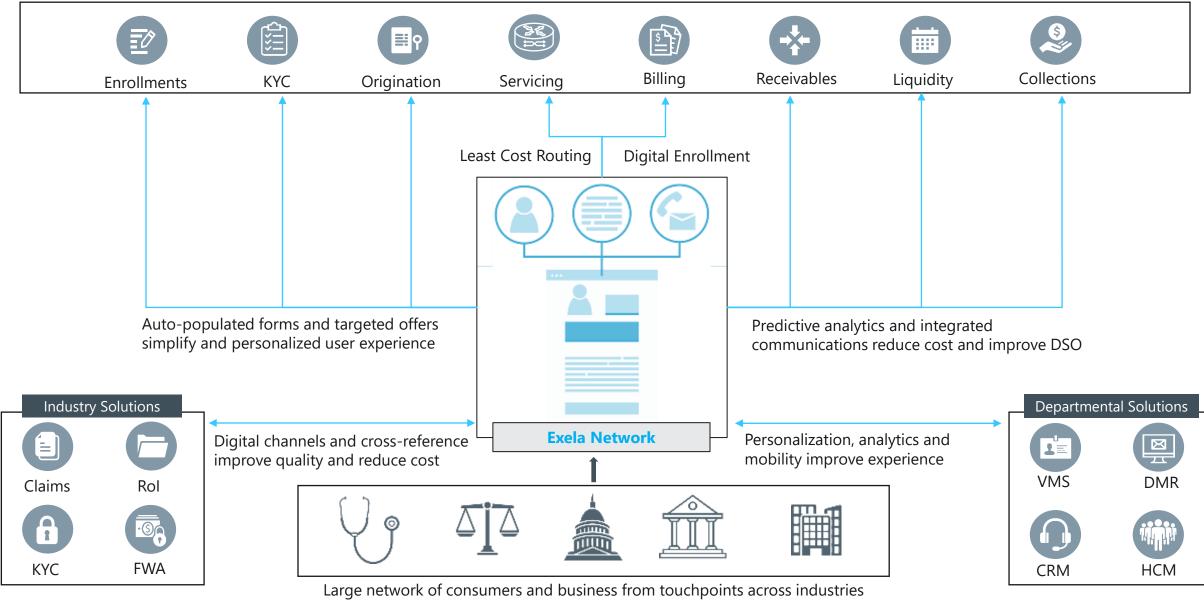|	FEDERAL	STATE	HEALTHCARE	BANKING	LEGAL	COMMERCIAL
US CITIZENS	**All Tax Payers (non-electronic)**	**95+ Million Citizens**	**200M+ Subscribers 20M+ Veterans**	**100M+ Accounts 50% US Deposits**	**10M+ Claimants**	**13M+ Employees**
VOLUMES	**100%** IRS Remittances (lockbox payments)	**30%** US Population in DOR States Serviced	**700,000** Complex Claims Processed Daily	**$1T+** Deposits Processed Annually	**$20B** Funds Distributed	**$600B** bills Processed Annually
CUSTOMERS	• **DHS | DOJ | FBI** • **IRS** • **USPS** • **House of Reps** • **Dept. of Interior** • **Dept. of Agriculture**	• **25 State DORs** • **Dept. of Economic Security** • **DoT / DMV** • **Police Departments** • **Dept. of Water**	• **Department of VA** • **Top 5 Payers** • **200+ HC Facilities** • **Medicaid** • **6/15 Top Pharma**	• **Top 10 US Banks** • **120 Global Banks**	• **98% AM Law 100** • **OCC Mortgage** • **National Mortgage** • **Microsoft Antitrust** • **Target Data Breach** • **VW Emission**	• **60% Fortune® 100** • **Top 5 Telecom** • **8/10 Top Retail** • **50+ Insurance** • **40+ Utility**
CRITICALITY	• Tax Processing • Immigration Processing • Mailroom, Data and Document Mgmt.	• Tax Processing • Court Records • Benefit Administration • Data & Document Mgmt.	• VA Medical Records • Revenue Cycle Mgmt. • Claims Processing • Insurance Enrollment	• Remittance Processing • Loan Origination • Interbank Clearing • KYC/AML	• Claims Administration • Labor & Employment • Anti-trust, Securities & Consumer Finance • Financial Remediation	• Order-to-Cash • Procure-to-Pay • Master Data Mgmt. • Workflow Automation • Human Capital Management

Exela's digital foundation enables easier process integration

All 2021 revenue delivered by fully operational 7-layer stack

Desktop   **EDI**

Web   **Mobile**

ERPs

Industry Platforms and Networks

Digital Mailroom

Email/Fax

EDI

Web Portal

Mail

Front-End Software (B2B/B2C/SaaS)

DigitalNow® End-to-End Process

Platform Integrations

Process Components

Intelligent Workflow Automation

Information Management

Data Fabric

7 Exela's front-end applications (branded or private label) directly interfacing with end-user experience

6 Full-cycle operations and technology for multi-channel processing through execution of business outcomes

5 Exela platforms directly connected to customers' core systems, accessed through SSO and common interfaces

4 Operations partner for component(s) of larger process, handing off output files for downstream execution

3 Digital connectivity and automated decisioning driving productivity and quality

2 Digital classifications, data enhancement, and normalization driving downstream processes improvements

1 Host, gather, extract all types of structed and unstructured data, digital and analog

Exela Order-to-Cash Solutions

Enrollments   KYC   Origination   Servicing   Billing   Receivables   Liquidity   Collections

Least Cost Routing   Digital Enrollment

Auto-populated forms and targeted offers simplify and personalized user experience

Predictive analytics and integrated communications reduce cost and improve DSO

Exela Network

Industry Solutions

Claims   RoI

KYC   FWA

Digital channels and cross-reference improve quality and reduce cost

Personalization, analytics and mobility improve experience

Departmental Solutions

VMS   DMR

CRM   HCM

Large network of consumers and business from touchpoints across industries

Order-to-Cash — Retained Vs. Outsourced Process Model

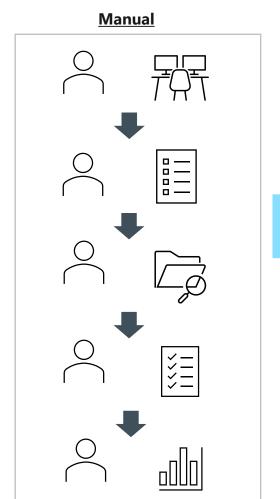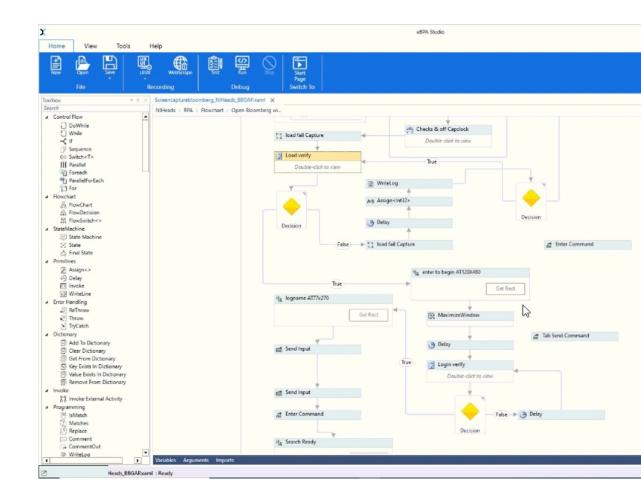| Master Data Maintenance	Customer Contract & Order Management	Billing Management	Credit Management	Collections Management	Cash Applications	Deductions Management	Reporting
Define Terms & Conditions	Define Sales Terms & Conditions. Revenue Recognition Policy	Billing Policy Creation and Update	CREDIT Policy Creation and Update	Collections Policy	AR Policy Creation and Update	Deductions Policy Creation and Update	Operational Metrics Reporting
Master Data Creation & Maintenance	Customer Contracts Creation & Maintenance	Processing Billing Requests	Perform Credit Assessment [New & Existing customers]	Define Collections Strategy	Receive & Deposit Customer Payments	Receive & validate Customer Deductions/Disputes	Analytics – Predictive Collections
Creation & Maintenance of Product Master	Contract / Order Validation	Bill / Rebates / Credits Preparation Posting	Monitor Credit Hold List	Correspondences: - Standard auto emails - Proactive Calls	Remittance Processing (Wire/EDI/LockBox)	Deductions Coding, Routing & Escalation	Analytics on Cash Application
Creation & Maintenance of Price Master	Execution of Contracts, Order releases	Print & Distribute Customer Bills	Service / Product Suspension	Dunning Activity	Write-off AR balance within Tolerance limit	Deduction RCA & Resolution	Analytics on Dispute Management
Market Segmentation	Cancellation & Closure of Contracts & Orders	Billing Inquiries & Manual Billing	Perform Credit Exceptions	Achieve Payment Commitments & RCA on broken commit'	Creation of Deduction item for further RCA	Credit Note Approval	
Approvals	Customer Care Handling	Posting Receivables Entries & Record Revenue	Litigation Support	Document, Investigate and Escalate - Disputes & Deductions	Follow-up with Customers for Unapplied Cash	Credit Note Processing	
	Customer EDI Maintenance	Management Reporting		Assist Legal Team as required	RCA & Resolution on Unidentified Cash	Audit Assistance	

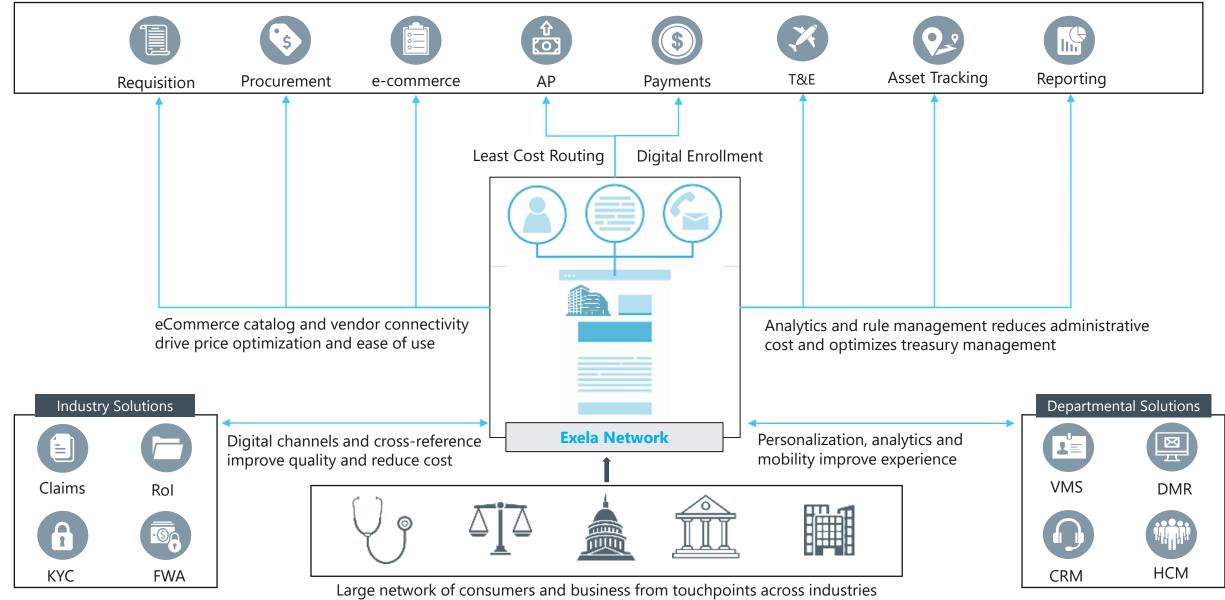LEGEND : Retained Activity | Joint Management | Exela Capability

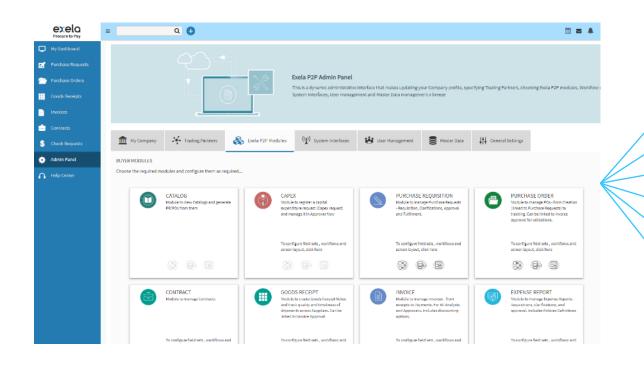# Exela EON – Robotic Process Automation as a Service

Manual

EON

Exela Procure-to-Pay Solutions

Requisition Procurement e-commerce AP Payments T&E Asset Tracking Reporting

Least Cost Routing   Digital Enrollment

eCommerce catalog and vendor connectivity drive price optimization and ease of use

Analytics and rule management reduces administrative cost and optimizes treasury management

Exela Network

Industry Solutions

Claims   RoI

KYC   FWA

Digital channels and cross-reference improve quality and reduce cost

Personalization, analytics and mobility improve experience

Departmental Solutions

VMS   DMR

CRM   HCM

Large network of consumers and business from touchpoints across industries

Exela Procure-to-Pay (P2P)

Information management, automation, and payment portals that streamline operations

Interoperable Modular Solutions

Full Data Integration

Transactions & Exceptions

Procurement, Billing, and Payments

Integrated Communication Tools

Enhanced Visibility & Reporting

nQUBE: AI workflow builder

Delivering rapid implementation of AI and Deep Learning frameworks
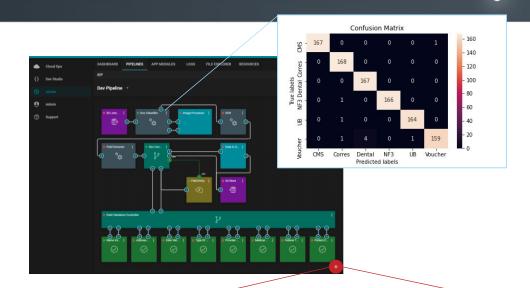
AI development studio with robust model library

- Advanced AI support for all user types: from business analysts / non-programmers through expert data scientists
- Rapidly build, train, test and deploy neural networks along with other advanced machine learning models via the IDE
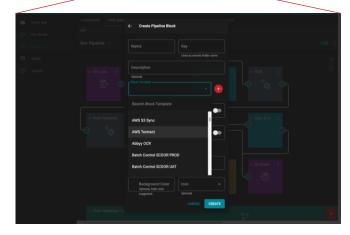- Tools for Champion/Challenger model optimization

Interactive workflow creation and visualization

- Quickly connect reusable modules to assemble complex AI-powered workflows
- Pre-built connectors to standard data stores
    - AWS, GCP, Azure
- Pre-trained library of AI models and best-in-class ML services
    - Computer Vision, NLP, OCR, as well as Deep Learning-based classification models for object detection, form recognition, and forecasting
- Explore unique operational insights and extract critical feedback from production data pipelines

Scalable microservices

- Parallelize any model or microservice to meet the computational needs of any custom workflow

Industry Recognized Business Process Automation Platforms
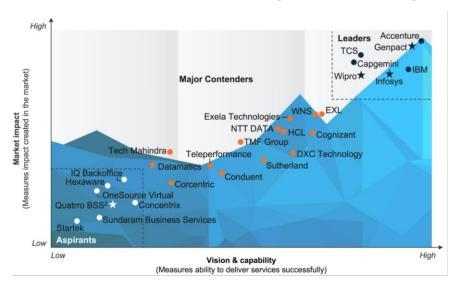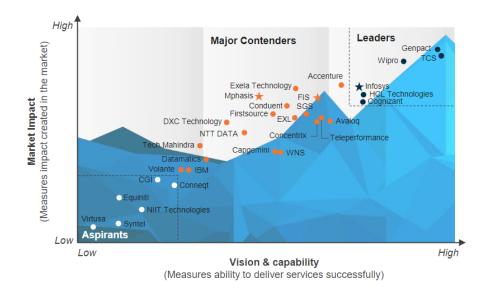
Intelligent Automation in Healthcare

Revenue Cycle Management Operations

Everest Group
PEAK
MATRIX®

Banking BPS

Finance & Accounting Outsourcing

Exela Key Differentiators

- ✅ **Decades of Customer & Industry Experience**

- ✅ **Bills & Payments Specialization**

- ✅ **Mission Critical Technology**

- ✅ **Automation IP Portfolio**

- ✅ **Modular 7-layer stack**

- ✅ **Ability to Handle Analog + Digital**

- ✅ **Hybrid Cloud and Onsite/Offsite Deployment Models**

- ✅ **Technology + Global Operations**

Q&A

THANK YOU

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