



FACT SHEET

WNS (Holdings) Limited (NYSE: WNS) is a leading global Business Process Management (BPM) company. WNS offers business value to 200+ global clients by combining operational excellence with deep domain expertise in key industry verticals, including banking and financial services, consulting and professional services, healthcare, insurance, manufacturing, media and entertainment, retail and consumer packaged goods, telecommunications and diversified businesses, shipping and logistics, travel and leisure, and utilities and energy. WNS delivers an entire spectrum of business process management services such as customer care, finance and accounting, human resource solutions, research and analytics, technology solutions, and industry-specific back-office and front-office processes. WNS has delivery centers world-wide, including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, UK and US.

CORPORATE INFORMATION

Established	Stock Symbol	Employees
1996	NYSE - WNS	30,000+

DIFFERENTIATORS

<ul style="list-style-type: none"> Client-centric Approach 	<ul style="list-style-type: none"> Technology-enabled BPM 	<ul style="list-style-type: none"> Vertical Approach
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FINANCIAL STRENGTH (Year ending March 31, 2016)

Net Revenue (Revenue Less Repair Payments - Non-GAAP): USD 531 Million
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MAJOR CLIENTS

<p>Over 200 Global Clients</p> <ul style="list-style-type: none"> Major U.S. retail bank European airline Leading European travel conglomerate Leading U.S. residential mortgage bank Major North American airline North American travel agency Leading U.K. insurer 	<ul style="list-style-type: none"> Global cosmetics company Consumer electronics giant Global market research company Leading U.S. financial advisory firm Major U.S. auto insurers Two global investment banks Leading global CPG brand Leading global beverage brand 	<ul style="list-style-type: none"> Leading logistics company Major energy and gas utility company Leading hospitality firm Major U.S. building supply company Global reinsurer Global telecom provider Leading Australian insurance company
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INDUSTRY RECOGNITION

<p>Domain Leadership</p> <ul style="list-style-type: none"> A 'Leader' in Gartner Magic Quadrant for Finance and Accounting BPO* (2011, 2012, 2013, 2014, 2015) A 'Leader' in IDC MarketScape: Worldwide Finance and Accounting BPO Services 2015 Vendor Assessment A 'Leader' in 2015 Global Outsourcing 100 List A 'Leader' in NelsonHall NEAT Evaluation for Mortgage and Loan BPO for the overall market segment A 'Leader' in NelsonHall Marketing BPS NEAT Rankings for the Overall segment and Marketing BPS Analytics 	<p>Technology and Quality Leadership</p> <ul style="list-style-type: none"> Golden Peacock National Quality Award 2015 First in National Case Study Competition - Service Track in IndiZEN 2015 organized by Kaizen Institute India CIO 100 Award in 'Business Transformation Category' 2015 Silver EDGE Award for Best Use of IT by Information Week EMC Transformers Award 2013, 2014 	<p>BPM Leadership</p> <ul style="list-style-type: none"> Golden Peacock Global Award for Corporate Social Responsibility (2012, 2013, 2014) AON Hewitt - AON Best Employer India 2016 Award 2015 BPeSA Business Process Outsourcing (BPO) Regional Awards Gold in three categories at the 2015 Stevie Awards <ul style="list-style-type: none"> Corporate Social Responsibility Program of the Year for WNS Cares Foundation (WCF) Best New Product or Service of the Year - Software (Other) for Verifare PlusSM Best New Product or Service of the Year - Software - Integration Solution for RePAXSM
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INDUSTRY-FOCUSED SOLUTIONS

Banking and Financial Services

Banking Operations

- Check processing
- Lock-box processing
- ACH processing
- Adjustments and record retrievals
- New account setup and maintenance
- Credit card operations
- SAR and fraud operations

Lending Services

- Loan origination and processing
- Loan underwriting
- Loan closing and funding
- Post closing and due-diligence
- Loan servicing

Asset Management and Brokerage Services

- Account setup and maintenance
- Broker and advisor support services
- Customer service
- Transfer agency related processing
- Portfolio administration
- Investment research

Investment Banking

- Pitch books, company profiles and financial analysis
 - Financial models, forecasts and updates
 - Research reports preparation and authoring
 - Business intelligence and analysis
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Consulting and Professional Services

Finance & Accounting

- Transaction accounting
- Finance optimization services
- Corporate finance and accounting
- Risk management and Compliance
- Strategic initiatives

Legal Services

- Residential conveyancing
- Bid management
- Vendor contract management
- Secretarial and regulatory services
- Employment contract management and litigation support

Customer Interaction Services

- Customer service
- Technical help desk
- Collections
- Sales / up-sell / cross-sell
- Customer retention
- Credit management

Transformation Solutions

- Consulting services
- Program management
- Process re-engineering
- Quality and Six Sigma services
- Technology services

Research and Analytics

- Market research
 - Business research
 - Financial research
 - CRM analytics
 - Data solutions and management
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Healthcare

Payers and TPA

- Front-end processing
- Claims adjudication and exception management
- Care management support
- Bill review and re-pricing

Providers

- Medical billing and collection
- Medical coding
- Research support and administrative support

Insurance

Agency Services

- Correspondence
- Renewals
- Terminations
- Commissions
- Special compensation

Policy Administration

- Policy benefits
- Policy reinstatements and quotes
- Policy changes
- Inbound customer service
- Endorsements
- Renewals
- Pre-renewals / expiry premium
- Lapses
- Indexing and logging
- Specialist line (marine, engineering, high net worth)
- Mid-term changes (specific to healthcare)
- Motor insurance database updation

Investment Management

- Trade compliance
- Performance measurement
- Credit research
- Data management
- Real estate

New Business Support

- Sales
- Conversion
- Quote acceptance
- Cross-selling and up-selling
- Customer enquiries
- Actuarial services
- Exposure assessment
- New business data entry
- Rules-based underwriting
- Policy issuance

Premium Administration

- Fund applications
- Refunds
- Billing
- Premium mode changes
- Bank information changes
- Account reconciliation

U.K. Motor Accident Management Provision

- First notification of loss (24/7 provision)
- Repair management and engineering
- Liability handling
- Third-party capture
- Subrogation
- Non-fault claims management
- Claims handling process technology

Claims

- Claim setup
- Examination
- Review
- Settlement
- Correspondence
- Tax compliance
- First notification of loss
- Policyholder and broker claim enquiries
- Claim notification processing adjustments, endorsements and renewals
- Claim assessment
- Negotiations and litigation
- Recovery check processing
- Third-party claims
- Subrogation
- Supplier payments
- Claims progression
- Bodily injury claims
- Delegated authority payments
- Claims bill payment
- Claims adjudication
- Manual claims intervention
- Transfers and withdrawals
- Loss adjusting transcription

Manufacturing

Supply Chain Management

- Supplier management and analysis
- Sourcing support
- Market intelligence
- Spend analytics

Logistics

- Logistics management
- Scheduling and planning analytics
- Market intelligence
- MIS and reporting

Sales, Marketing and Customer Care

- Service delivery
- Customer feedback management
- Tele-marketing
- Customer order support
- Market research
- Acquisition analytics
- Retention analytics
- Marketing effectiveness

Operations

- Fault management
- Change management
- Chronic and RCA reporting
- Sales performance reports
- Store planning
- Market intelligence
- eMarketing

Shared Services

- Billing queries
- Marketing analytics support
- Billing support
- Debt collection

Retail and Consumer Packaged Goods

Smart Strategy Solutions

- Market entry strategy, balancing portfolio investments
- Consumer and market insights, innovation strategies
- Power brand strategy, marketing spends optimization

Revenue Management Solution

- Transaction and interaction-based campaign strategies
- Loyalty management
- Credit control and collections

Supply Chain Solutions

- Retailer-supplier collaboration for demand-driven supply chain and retail execution management window
- Supply intelligence, supplier performance and risk monitoring, contract management (partners and suppliers)
- Supply chain orchestration – global trade shared services, trading partner helpdesks, logistics

One Global Back-office Solution

- Simplified, shared global self-service organization model with local business partners for Finance & Accounting, Human Resource, Information Technology, Indirect Procurement
- End-to-end low cost shared services for transaction processes and virtual Centers of Excellence (COEs) for specialized services (tax, internal audit, IT architecture)

Next Gen Customer Service Solution

- Moving from customer relationship management to trans-channel enhanced customer experience, multi-channel commerce initiatives

Shipping and Logistics

Air Express / Shipping / Rail and Road / Terminals

Sales / Trade Management

- Tariff update
- Rate quotes
- Global tender management
- Sales reports and analytics
- Freight bookings
- Yield analysis
- Service contract / rate agreement maintenance

Customer Interaction Services

- Customer help desk
- eCommerce registration
- Service / rate enquiries
- Pre-advice and arrival notifications
- Cargo claims
- Booking desk
- Contact center
- Customer and data file administration

Documentation

- Bill of lading and airway bill management
- Freight corrections and reporting
- Billing and invoicing
- Freight audit
- Data transmission
- Advance manifest information
- Customs and port compliances

Operations

- PO creation
- Driver logs and fuel tickets
- Global tracking
- Equipment control
- Terminal operations
- Transshipment and cross-docking

Finance

- Accounts payable
- Accounts receivable
- Credit and collections
- Vendor help desk
- Detention and demurrage reporting
- Cost reporting, audit and vendor reconciliation
- General ledger / bank reconciliation
- Management reporting

- Schedule maintenance
- Routing – creation and maintenance
- Stowage planning
- Hazardous cargo approvals

Telecommunications

Customer Acquisition

- Order entry
- Order fulfillment
- Contract management
- Lead generation
- Outbound sales
- Sales analytics
- Cross-selling and up-selling analytics

Sales and Contracts Administration

- Telemarketing
- Inside sales
- Pricing and contract preparation
- Sales order taking
- Ordering support
- Inbound contact center

Operations and CRM

- Inbound contact center
- Logging and monitoring service requests
- Directory publishing
- Churn analysis and support
- Usage analytics
- CRM analytics
- Collection analytics
- Traffic routing planning
- Web correspondence
- Network utilization reporting and analytics

Order Provisioning and Order Management

- New product and services, service delivery process creation
- Order provisioning
- Technical validation and support
- Rejected order tracking
- Multi-vendor tracking
- Order tracking
- Proactive order management
- Test delivery conformance
- Billing
- Data management (forms, administrations)

Travel and Leisure

Sales and Customer Interaction Services

- Customer service
- Sales and reservations
- Loyalty program management
- Customer relations
- Lost baggage tracing and customer support
- Website navigation
- Specialty help desk

Operations

- Fare filing and loading
- Revenue management
- Fares and ticketing
- Queue processing
- PNR servicing
- Cargo operations support

Platform-based Service Offerings

- JADE - Passenger revenue accounting solution
- Verifare PlusSM - Automated Web-based fare audit solution

- SmartProSM - Automated Pro-ration engine
- RePAXSM - Automated flight disruption management solution

Shared Services

- Passenger / cargo revenue accounting and auditing services
- Corporate finance and accounting
- Transactional accounting
- Human resource management
- Fraud prevention and control
- Analytics and MIS

Utilities and Energy

Sales Management

- Campaign management
- Sales management
- Account and contact management
- Integrated sales planning and analysis

Customer Financial Management

- Receivables and collections management
- Reconciliation
- Bill disputes and client queries

Meter Operations and Billing

- Customer billing
- Management of prepaid accounts
- Billing of unmetered services

Supply Chain and Distribution Management

- Order provisioning and order management
- Sales and contract administration
- Technical support help desk
- Import and export documentation management
- Freight bill auditing services
- Procurement support services

Customer Service Management

- Service order management
- Service contract
- Complaints and requests management
- Electronic customer services
- Account management
- Contract management

CROSS-INDUSTRY SOLUTIONS

Customer Interaction Services

Services

- Customer service
- Customer complaint resolution
- Sales (cross-sell / up-sell)
- Loyalty program management
- B2B and B2C collection
- HR support
- Computer-aided Telephonic Interviews (CATI)
- Technical help desk
- Specialty help desk
- Customer care analytics

Channels

- Voice (inbound / outbound)
- E-mail
- White mail
- Chat
- Social Media

Languages

- Arabic
- Dutch
- English
- French
- German
- Italian
- Nordic
- Portuguese
- Spanish

Finance and Accounting

Procure-to-Pay

- Accounts payable
- Expense reports
- Payment processing

Record-to-Report

- General accounting
- Fixed assets
- Tax filing and reporting
- Cost accounting
- Inter-company accounting
- Statutory reporting
- Month-end reporting and consolidation

Order-to-Cash

- Accounts receivable
- Billing and cash application
- Order management
- Credit control
- Collections

Corporate Functions

- Treasury
- Cash management
- Financial planning and analysis
- Tax and compliance
- Decision support
- Management accounting

Supply Chain Finance

- Product costing
- Inventory accounting
- Manufacturing accounting

Industry-specific Accounting

- Passenger revenue accounting
- Revenue audit and recovery
- Claims management
- Loan account maintenance
- Royalty accounting
- Fiduciary accounting

Human Resource Solutions

HR Analytics

- Recruitment Process
- Payroll

Travel Services

- Employee Data Management (Workforce Management)

Compensation and Benefits

- Learning and Performance Management

Legal Services

Property Law

- Freehold and leasehold conveyancing
- Mortgage re-financing legal processing
- Title checking services
- HIP back-office

Law Firm Back-office

- Digital dictation transcription
- Accounts payable and general ledger
- Employee data management and payroll

Corporate Legal Support

- Contract management
- Legal research
- Litigation support

Personal Injury Claims

- New claims processing
- Medical evidence evaluation
- Claims settling and closing

Research and Analytics

For Banking and Financial Services

- Customer lifecycle analytics
- Campaign and channel management
- Risk monitoring and scoring
- Fraud and collections analytics
- Network planning
- Contact center analytics
- Measurement and reporting

For Utilities and Healthcare

- Market and business research
- Demand forecasting
- Customer lifecycle analytics
- Customer risk scoring
- Loss management modeling
- Measurement and reporting

For Retail and Consumer Packaged Goods

- Strategy support
- Decision support
- Custom analytics and data services
- Management information tools

For Insurance

- Customer lifecycle analytics
- Campaign and channel management
- Actuarial analytics
- Underwriting analytics
- Claims analytics
- Measurement and reporting

For Travel and Leisure

- Customer lifecycle analytics
- Campaign and channel management
- Contact center workforce analytics
- Web analytics
- Revenue management and pricing
- Measurement and reporting

Data Services

- Data aggregation and consolidation
- Data cleansing
- Trend analysis and report generation
- Executive dashboards

Market Research (Primary Research)

- Research design
- Data collection
- Data processing
- Analysis and presentation

Business Research (Secondary Research)

- Company research
- Industry research
- Business intelligence
- Library services

Financial Research

- Corporate finance
- Equity research
- M&A research
- Analytical support

Procurement Analytics

- Spend data analysis
- Market intelligence
- Supplier management and analysis
- Sourcing support

Shared Services

- PowerPoint charts
- MIS reporting
- Finance and accounting
- Data management

WNS Analytics Decision Engine (WADE)SM
- Award-winning Solution for Driving Strategic Insights to the C-Suite

Transformation Solutions

Consulting and Program Management Services

- Transformation strategy definition and planning
- Global, multi-domain solution definition / development
- Transformation roadmap and business case development
- Program and change management
- Business case realization and validation

Process and Quality Services

- Quality program strategy and establishment
- Problem definition and root cause analysis
- Performance enhancement, benchmarking and metric definition
- Process re-engineering (Six Sigma, Lean)
- Program and change management

Technology Services

- Enterprise solution / ERP optimization
- Application development, maintenance and support
- Business process management
- Business intelligence and analytical solutions
- Infrastructure and network services

GLOBAL PRESENCE

Americas	Europe	Africa, Asia Pacific and Middle East	
Costa Rica	Poland	Australia	Singapore
USA	Romania	China	South Africa
	Turkey	India	Sri Lanka
	UK	The Philippines	UAE

Our network of 45 global delivery centers respond to needs for language, cultural alignment, redundancy and 24/7 operations.

MANAGEMENT TEAM

Corporate Management Team

Keshav R. Murugesh Chief Executive Officer WNS Group	Sanjay Puria Chief Financial Officer WNS Group	R. Swaminathan Chief People Officer WNS Group
Ronald Gillette Chief Operating Officer	Sanjay Jain Chief Business Transformation Officer	Vikas Saggi Chief Strategy Officer
Krishnan Raghunathan Chief Capability Officer	Suhrid Brahma Chief Technology Officer	Manish Vora Head of Sales, Asia Pacific and Middle East region

Business Unit Management Team

Gautam Barai Business Unit Leader, Banking and Financial Services, Healthcare, and Insurance	Sulakshana Patankar Business Unit Leader, Utilities, Retail, Manufacturing, Telecom, Diversified Businesses and India Business	Deepak Gupta Business Unit Leader, Travel, Shipping & Logistics Services; Head, International Delivery Locations; Capability Practice Leader, Contact Center Operations
Arun Kharbanda Business Unit Leader, Consulting and Professional Services	Akhilesh Ayer Head, Research & Analytics Unit; Head of Marketing	Edwin Harrell Chief Executive Officer, WNS Assistance

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Business Park
Santa Ana, San Jose

The Philippines

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Eastwood City Cyberpark
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For a complete listing of all offices, please visit <http://www.wns.com/about-wns/global-presence>

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WNS
Extending Your Enterprise