



WNS Solutions for the
Energy and Utilities Industry



WNS
Extending Your Enterprise

About WNS

- WNS (Holdings) Limited (NYSE:WNS) is a leading global business process solutions provider
- Offering business value to 200+ global clients
- Service offerings across key verticals, including Utilities, Travel & Leisure, Insurance, Banking & Financial Services, Manufacturing, Retail & Consumer Packaged Goods, Shipping & Logistics, Healthcare and key horizontals, including Finance and Accounting, Contact Center, Transformation Solutions and Research & Analytics
- Over 25,000 professionals across 30 delivery centers world-wide, including Costa Rica, India, the Philippines, Poland, Romania, Sri Lanka, South Africa, UK and US

Our Key Differentiators

- **Client-centric Approach**
Built around WNS's 'Client First' value and committed to client success
- **Technology-enabled BPO**
Outcome-based transformational solutions supported by proprietary frameworks, process excellence, technology and cutting-edge analytics
- **Vertical Approach**
Solutions mapping with the needs and challenges of the industries we cater to



Industry Recognition

BPO Leadership

- Leaders in UK – Best 20 in IAOP 2012 Global Outsourcing 100 rankings
- WNS in Top 25 of IAOP 2012 Global Outsourcing 100 rankings
- WNS Wins the Prestigious Golden Peacock Global Award for Corporate Social Responsibility 2012
- WNS Wins “Global CSR Award” 2012 at World CSR Day
- WNS Receives Dual Recognition at the ‘BPO Excellence Awards 2010-11’
- Recipient of Best New Outsourced Services Delivery (2010) by Shared Services & Outsourcing Network (SSON)
- Recipient of Best New BPO Locator Of The Year (2010) by Business Process Association of Philippines (BPAP)
- WNS ranked among Top 3 BPO companies in India by NASSCOM for 6 consecutive years

Domain Leadership

- Industry-specific multi-year winner – Top 20 of IAOP 2012 Global Outsourcing 100 rankings
- Best 5 companies by Industry focus: Utilities – IAOP 2012 Global Outsourcing 100
- Best 20 Leaders by Industry focus: Financial Management – IAOP 2012 Global Outsourcing 100
- WNS ranked among top 100 in the 6th Annual GS100 list in three categories: Top Global Mid-Tier BPO Vendors; Top FAO Vendors and Top Industry-Specific BPO Vendors
- Positioned as An Industry Leader in Magic Quadrant* for Comprehensive Finance and Accounting (F&A) BPO by Gartner (June 2011 and 2012)
- Recognized as top five FAO Market Star Performer for the second consecutive year by Everest Group

Quality and Technology Leadership

- WNS recognized with the CISO 100 Awards 2012
- WNS in CISO Power List 2012
- Recipient of the Golden Peacock Innovative Product / Service Award (2011) for WNS Analytics Decision Engine (WADE)
- WNS Recognized at the ‘Global Process Excellence Awards 2011’ by IQPC for ‘Best Process Improvement Program’
- Recipient of the Golden Peacock National Quality Award for Overall Business Excellence and Quality Standards (2011)
- Recipient of the IDG Media CIO 100 Special Category Award in recognition of WNS’s Infosec architecture and implementations (2010)
- Recipient of the NetApp Enterprise Innovation Award (2010)

* Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner’s research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.



WNS in Utilities

Driving impact across the process spectrum in the utilities industry

- More than 1,500 resources working on utilities-related processes
- Transitioned more than 400 work threads, within a year, across simple and complex processes within utilities
- Over GBP 10 Million billing exceptions processed till date
- Improved NPS scores (indicator of customer satisfaction) significantly
- Correspondence team processing more than 400,000 e-mails and 500,000 letters annually
- Significant investment in learning infrastructure and processes to train resources on the utilities industry by establishing a 'Domain University'
- Recovered more than GBP 15 Million in debt and supplier interest

Experienced and successful team serving clients in the utilities industry, including subject matter experts, process trainers, business process experts, Six Sigma Black Belts, process-mapping and analytics experts



Our Differentiators in Utilities

A global leader in BPO with a reputation for complex, multi-process delivery

- Managing over 600 processes across 160 countries, including customers for leading utilities, and delivering complex processes like treasury and IFRS compliance
- End-to-end process, technology and analytics capabilities across the utilities value chain with proven expertise

Investing in areas critical to the success of utilities in the future

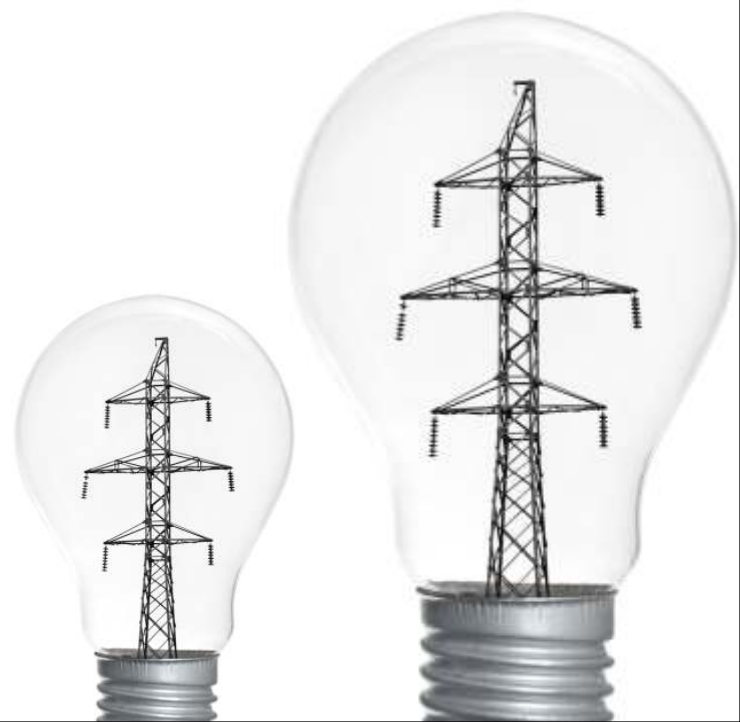
- CIS platform, which is cost-effective, flexible and comprehensive
- Delivery models, which give more options to utilities like Hosted and BPaaS
- BI and analytical platforms, which focus on optimizing operating performance
- Global Delivery Locations: onshore, nearshore and offshore

Repository of frameworks, best practices, tools to improve utility profitability along with high customer satisfaction

- Enterprise-value approach to improve working capital
- Diagnostics, consulting, transition and transformation framework and methodologies
- Bolt-on tools to improve financial performance

Ability to deliver superior business value by combining analytics, technology optimization, domain and process expertise

- Leveraging a team of 1,500 utilities, 1,500 analytics, 1,100 technology and 600 quality process professionals
- Analytical capabilities span business research, financial and investment research, market research and domain-based analytics and data services

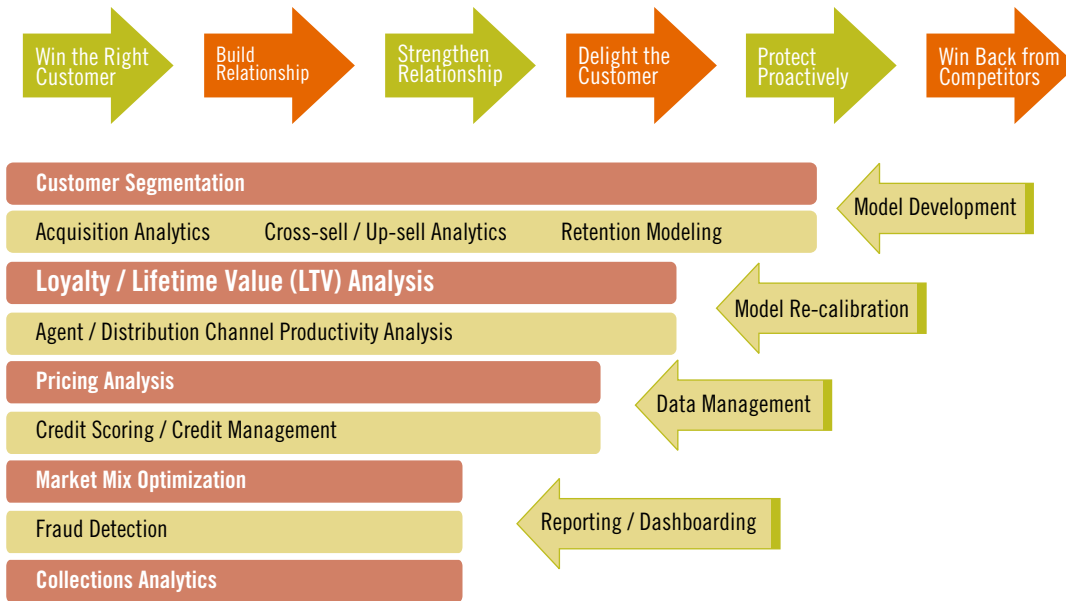


Decision-support, Utilities-specific Processes and Domain Expertise, Shared Services

Offerings	Solution Summary Description (How WNS Will Provide Value)
Integrated Process Management	Automate and optimize organizational business processes, deliver continuous operational improvements, realize new efficiencies and ensure consistency
Interactive Customer Service	Using multiple interactive customer service / multi-communication channels, provide online self-service functionalities and process automation
Optimized Program Management	Optimize scheme / program management capabilities that deliver process automation, integration and monitoring across key functions of the corporation
Supply and Demand Management	Provide supply and demand management within the key domains of profiling, consumption patterns, time-of-use pricing models and supply balancing
Integrated Work Management	Integrate work management capabilities to capture and assess all “Work Types” and create a consolidated view of total planned maintenance, capital planning, Project Portfolio Management (PPM) and unplanned asset workload
Business Insight / Knowledge Management	Aggregate and leverage all classes of available customer, operational and financial information sources, effective reporting and decision-support capabilities to minimize dependence upon experienced resources to acquire knowledge
Visual Intelligence	Provide visual intelligence toolset with a rich convergence of transactional and knowledge-based data sources with graphical / spatial data repositories
Asset Optimization	Enable asset optimization across all asset classes and through the “Whole Life Asset Management Life Cycle” (Acquisition, Operations, Maintenance, Cost / Risk Profiling and Capital Asset Deployment)

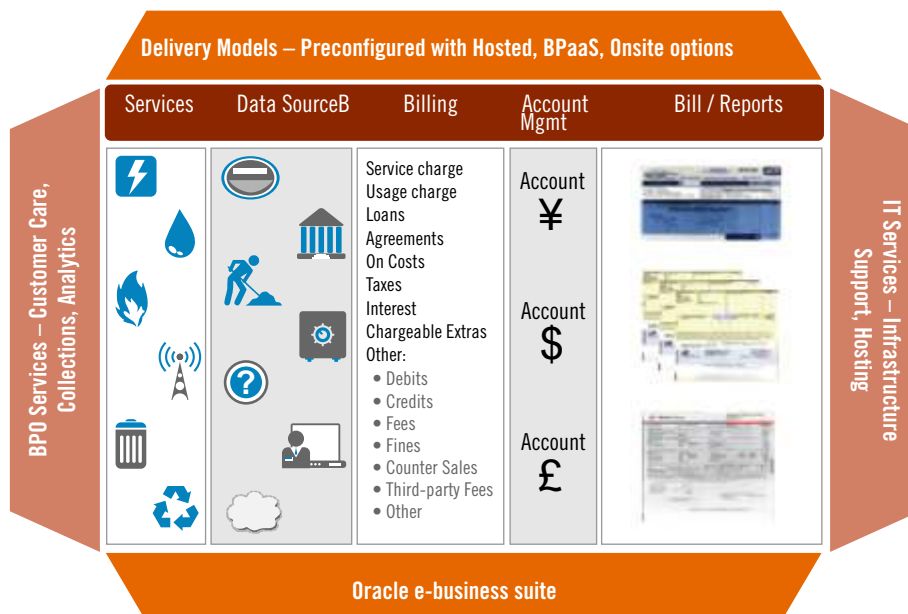
WNS Solution Sets To Address Utility Needs

Customer Management Services	<ul style="list-style-type: none"> Customer acquisition, customer retention, cross-sell / up-sell, cost-to-serve Customer analytics – segmentation, lifetime value analysis, NPS analysis Customer care – queries, exception handling, correspondence (for example, IVR, chat, mail, social media)
Meter-to-Cash	<ul style="list-style-type: none"> CIS platform (with varying delivery models - Hosted, BPaaS) Account management, billing, collections, exception management
Operational Business Intelligence	<ul style="list-style-type: none"> Gather, integrate and analyze operational data / metrics Build dashboards, reports and online portals for better transparency and monitoring Pilferage management, work and asset management, outage management, meter data management
Advisory Services	<ul style="list-style-type: none"> Customer journey management Design programs to improve customer satisfaction and reduce cost-to-serve Design operating model for new business models like pay-as-you-go
Shared Services	<ul style="list-style-type: none"> Finance & accounting, collections, procurement HR administration, legal services Research & analytics



Meter-to-Cash

- Our integrated Meter-to-Cash solution is available as a turnkey, fully hosted, managed services solution, which combines CIS platform capabilities with various customer services like account management, billing support, exceptions handling, collections and analytics
- Our CIS platform is designed to minimize upfront investments and implementation time while increasing flexibility to adapt to market / regulatory changes
- It incorporates more than 80 utilities best practices, is flexible and supports multiple delivery models like onsite, hosted, pre-configured and SaaS
- Our offerings for Meter-to-Cash services include customer care services like billing, payment, helpdesk, exception handling, credit and collections and analytics-based services (for example: debt analytics, fraud analytics)



Operational Business Intelligence

- We provide an integrated and comprehensive Operational Business Intelligence (OBI) solution spanning from identifying business issues to fixing them. This involves process assessments / diagnostics based on BI output to identify business issues; deliver process and technology-related services to fix the business issues and improve operational performance (for example, business process re-engineering, technology platforms and analytics)
- We help architect a Master Data Management (MDM) environment, which is free from “vendor lock” and gives utilities the flexibility to use whatever systems / tools they desire. We also help utilities roll out the solutions they decide upon and make sure they are prepared to support the system internally
- As an extension of our MDM solution, we deliver “best-of-breed” report packages, “drillable” dashboards and customized business intelligence visuals. We can help create and automate the client’s information visuals, regardless of toolset or platform. This can be complemented with custom-built reporting packages based on our understanding of the utilities industry
- Our BI tool is platform-agnostic, can process data across all systems (for example, ERP, Legacy, custom-built apps) and formats, and help enterprises define their own way of setting up processes / custom reports, which are not dependent on any tool or vendor

Advisory Services

Our Advisory services draw on our understanding of the utilities industry and tools required to optimize / transform processes. These services help you address pain points across the value chain. Some of these services include:

- Analyze and optimize customers’ journeys to improve operational efficiencies
- Design and implement CIS system to attend to your requirements
- Manage and optimize energy and efficiency portfolio
- Deliver services through new operating models – Hosted, BPaaS
- Design processes to support new business models like Pay-As-You-Go
- Re-engineer processes to reduce cycle time, increase cash flow and improve customer satisfaction
- Improve business outcomes through benchmarking processes with industry best practices



Shared Services

- Most CFOs share a common objective – build a best-in-class and future-ready finance organization, one that is effective and efficient at the same time. Our solutions for CFO organizations include Source-to-Pay, Order-to-Cash, Record-to-Report, Treasury and Decision Support (like management reporting, analytics) services. These services are delivered through a combination of process rigor, technology bolt-ons and powerful analytical tools. We have more than 7,000 process experts across Americas, Europe and Asia delivering these services to more than 55 clients across the world
- Our customer care solution is one of the most comprehensive and effective in the industry. We extensively leverage our industry and process expertise through more than 8,000 associates to manage 23 Million calls / 3 Million e-mails and white mails (annually) for our clients across Americas, Europe and Asia. Some of the services delivered include helpdesk, collections, sales, retention programs and credit management
- Our research & analytics solution comprises domain-based analytics, business and financial research, data services and market research. The team has more than 1,500 associates with more than 70 percent having advanced degrees (for example, MBA, Statistician, CA, PhD). We service more than 50 clients across the globe and have delivered significant competitive advantage to our clients by building Analytics Center of Excellence
- Our technology solutions are designed to build a future-ready IT and business process architecture. These solutions include process optimization tools (for example, SAP / Oracle-enabled bolt-on tools for CFO suite), IT infrastructure services (for example, hosting), completely managed and hosted solutions for business process management, supporting ERP and business applications



Case Study

Business Area: Migrating from legacy applications to ERP platforms

The Client's Challenge:

A leading utility company chose to migrate from legacy systems to SAP for managing customers involving account management, metering, billing and collections. Key customer-centric processes were clubbed together based on process flows ('journey') for example customer acquisition to the generation of first bill. These process flows had business logic / validation controls built in to complete processing of requests. However, when validations fail, exceptions are generated, which need to be acted upon for the process flow to be complete. Apart from validation failures, there are other process anomalies in pre-paid consumer accounts, which result in errors; for example, mis-directed payments due to incorrect setup of meters and during home move. The client chose WNS to manage these exceptions and provide related customer services to its end customers in the UK.

The WNS Solution

- Leveraged internal operational SAP expertise to help review business rules for better process management
- Delivered effective and flexible resourcing solution (for example hiring, training and cross-skilling people with various skill sets) to manage 130 percent increase in exceptions volumes in eight months
- Implemented Six Sigma and LEAN projects throughout the project life cycle; performed root cause analysis of exceptions to identify problems, executed pilots to do impact analysis and applied work-around and fixes for device exceptions and re-assessing and changing tolerance limits for meters to impact IMR volumes

Enabling Outperformance by Extending the Enterprise

- Implausible meter reads reduced by 1 Million in less than six months
- Outstanding debt on devices reduced by GBP 3.4 Million in six months
- Thirty percent reduction in device exceptions volume in less than five months
- Fixed the error and appropriated 87 percent of mis-directed payments in one year



About WNS

WNS is a leading global business process solutions company. WNS offers business value to 200+ global clients by combining operational excellence with deep domain expertise in key industry verticals, including Travel, Insurance, Banking and Financial Services, Manufacturing, Retail and Consumer Packaged Goods, Shipping and Logistics, Healthcare and Utilities. WNS delivers an entire spectrum of business process outsourcing services such as finance and accounting, customer care, technology solutions, research and analytics and industry-specific back-office and front-office processes. WNS has delivery centers world-wide, including Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, UK and US.

To learn more, write to us at marketing@wns.com or visit www.wns.com