



*Press Release*

*Mumbai, 08 May 2002*

## **WNS' strengthens top management team to spearhead its growth initiatives**

**David Tibble to be Executive Chairman**

**Neeraj Bhargava joins as President – Client Relations & Business Development**

WNS, a leading offshore Business Process Outsourcing (BPO) company, today announced the appointment of David Tibble as the company's Executive Chairman and Neeraj Bhargava as President – Client Relations and Business Development. They join the existing leadership team of Steve Dunning, Roy Marshall and Peter Hinstridge. With its Senior Management team in place, WNS, which enjoys the support of Warburg Pincus and British Airways as key investors, plans to significantly enhance its world-wide presence while simultaneously increasing its customer base.

David Tibble's mandate at WNS will be to drive organizational growth by imparting overall strategic direction and through the enhancement of existing business areas and development of potential opportunities. David brings with him a global management perspective, deep understanding of the BPO sector and widespread knowledge of the UK and European markets which will assist WNS in expanding its reach and achieving significant growth in the long term.

David has a proven track record for building organisations, designing corporate strategy and leading operational management. Prior to joining WNS, he was the Group Finance Director of Hays PLC – one of Europe's leading outsourcing companies - a £2 billion enterprise. He was also the founder & Head of Hays' BPO division in 1998, a division of 6000 people in UK, France, Poland, Holland, India & Sri Lanka-covering contact centres, database management, billing & off-shore processing.

In his new role as President- Client Relations & Business Development, Neeraj Bhargava will lead the sales, business development activities and marketing efforts for WNS with strong emphasis on developing and maintaining strong client relationships, as this is of paramount importance to the success of WNS' business in the long term.

Neeraj's primary charter will be to develop new business opportunities for WNS beyond the airlines BPO segment, particularly targeting insurance and retail financial services. An immediate priority of Neeraj is to kick-start WNS' business in the US, which is the world's largest BPO market. This is in line with the company's future strategy of becoming a broad-based BPO player. Neeraj will also be responsible for securing global recognition for the WNS brand and for establishing the company as a leading offshore BPO player.

Prior to joining WNS, Neeraj was a Principal at McKinsey & Company and the CEO of eVentures India, an India-based venture fund developing businesses in offshore services. He was one of the co-authors of the influential 1999 McKinsey-NASSCOM report, which catalysed the rapid growth of the offshore BPO industry in India.

**Commenting on the appointments Steve Dunning, CEO of WNS said,** *"I have great pleasure in welcoming David and Neeraj to WNS' core management team which is now complete. Both bring with them extensive experience of and expertise in the BPO sector which naturally complements WNS' business model and will serve as an invaluable asset to the growth and development of the company in the future. My colleagues, Roy Marshall and Peter Hinstridge and I look forward to working together with David and Neeraj to build WNS into the leading offshore BPO company".*

**Commenting on his appointment as Executive Chairman, David Tibble said,** *"WNS is clearly a company on a high growth path. Our strong foothold in the UK market and increasing presence in the US coupled with our well-established delivery base in India has enabled WNS to achieve a leadership position in the BPO sector. The Company has a highly talented management team on board and I am very confident of delivering to my role of establishing WNS as one of the clear leaders in the global offshore space and creating sustainable returns in the long term."*

**Commenting on his appointment as President – Client Relations & Business Development, Neeraj Bhargava said, “ The market opportunity for WNS is enormous. We have a proven track record in delivering significant value to our airline and a growing number of non-airline clients. With an unparalleled new team coming in place, true domain expertise and a relentless focus on building high impact client relationships, I am very excited about my new role and making WNS the leading offshore BPO player.”**

## **About WNS**

WNS is a leading offshore Business Process Outsourcing (BPO) company with proven expertise in delivering exceptional bottom-line impact to its clients globally. WNS, based in India with offices in Mumbai and Pune, has a talent pool of over 1500 highly qualified and trained professionals. Backed by its world-class infrastructure and best-of breed-technology, the ISO-9001 compliant WNS is one of the largest and most well regarded BPO companies in India.

Operating as a leading player in an emerging sector that has high growth potential, WNS offers a comprehensive range of value-added offshore services to leading global companies. The company’s largest client is British Airways but it also provides offshore services to other leading airlines worldwide and companies from the Insurance, Pharmaceutical and Market Research sectors.

With a professional management team that has an independent charter for the growth and development of its business, an established delivery model and proven capabilities, and with support from Warburg Pincus and British Airways as key investors, the company plans to significantly enhance its operations by extending both the range of its services and worldwide presence while maintaining its track record of exceptional quality and reliable service.

For further information on WNS log on to our website at [www.wnsgroup.net](http://www.wnsgroup.net)

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