

FOR IMMEDIATE PUBLICATION

WNS 'Verticalizes' to continue rapid Growth

India's No 1 BPO firm sharpens focus on verticals with deep domain expertise

Mumbai, December 21, 2004 – After nearly three years of exceptional growth, WNS Global Services, India's No.1 business process outsourcing (BPO) firm (NASSCOM-ITES rankings 2004), today announced the completion of its business restructuring exercise and formalized a new structure focused on four industry verticals:

- **Airline, Travel & Hospitality (ATH):** includes the operations that WNS runs for British Airways and other airline and travel industry clients
- **Insurance:** including the **WNS Assitance** unit based in the United Kingdom
- **Healthcare:** Operating through a unit called **WNS ClaimsBPO**
- **Professional and Information Services:** Operating through a unit called **WNS Knowledge Services** providing a variety of research and analytics services

In addition, a small group of senior executives are being mandated to develop 1-2 new verticals that will be critical to WNS' growth in the coming years.

With growing competition in the BPO market, WNS believes this verticalization move is vital to sharpen its domain expertise, develop new services and technologies, create superior career paths for talented managers, continue to emphasize entrepreneurship and empowerment and win and retain business by delivering exceptional value to its clients.

Neeraj Bhargava, Group CEO, WNS Global Services says, "We have grown at a rapid clip in the last 3 years by building domain expertise driven businesses. With over USD150 million in revenues looking very likely in the current year, the new vertical structure and the talent behind it prepares us well for accelerated growth in the future."

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Established in 1996, WNS is one of the pioneers in offshore business process outsourcing and is the first India-leveraged BPO firm to cross \$100 million in revenues. WNS today has over 6000 skilled employees primarily located at its delivery centres in India. The new structure will lay greater emphasis on growing the company further while maintaining a strong focus on excellence in managing a world class BPO operation.

About WNS Global Services – www.wnsgs.com

WNS Global Services is a leading Business Process Outsourcing (BPO) company. Backed by its world-class infrastructure and best-of breed-technology, the ISO-9001 compliant WNS has an impressive track record of delivering exceptional bottom line impact to its clients. WNS offers complex customer service, data management functions and industry specific back office transaction processing services to Global 500 companies. WNS' infrastructure can support over 8,500 employees at its strategically located global delivery centres. Its offices in New York (USA) and London (UK) support client transition and ongoing client management.

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