



Press Release

Mumbai, 06 January 2003

Aggressive growth strategy and business expansion drive sees WNS ramp up Pune operations strength to 1000

WNS, a leading global Business Process Outsourcing (BPO) Company and the largest such entity in Maharashtra, today announced the induction of its one-thousandth employee in Pune. This is a reflection of the Company's aggressive growth and expansion strategy, leveraging its significant experience and expertise as well as its best in class operations to provide high quality solutions to its diverse client base across its focus industries and sectors. Responding to growing business opportunity, WNS has ramped up its highly talented and qualified human resources pool in FY 2003 to close to 2500 employees, inducting approximately 100 recruits a month.

Commenting on the announcement, **Neeraj Bhargava, President – Client Relations and Business Development**, WNS said: "The past year has seen WNS transform to one of the largest and best leveraged global business process outsourcing firms from being a largely captive operation. We have enhanced our management team, made key acquisitions, expanded our vertical and horizontal offerings, invested in top of the line technology and employee development. All these initiatives are directed towards offering high quality cost efficient services in both the voice and data segments to our expanding client base."

Added **Head of Pune Operations, Sr. Vice President, WNS, Sulakshana Patankar**: "The expansion of our Pune team demonstrates the commitment to our belief in the high potential both in terms of people and infrastructure that the region offers. A majority of our business presently comes from recently engaged clients and our teams have been continuously developing high quality solutions for them. To address growing opportunity, we are constantly looking to enhance our talent pool".

WNS delivers exceptional bottom-line impact to its clients globally by offering a comprehensive range of offshore BPO services in areas such as finance and accounting, customer relationship management, business administration (e.g. claims processing or refunds process management), marketing program management, HR and benefits administration. The Company has an established presence in these segments and is geared to augment its service offerings.



WNS has a stated objective of becoming the "employer of choice" within the ITES sector. The Company believes in attracting and retaining "best of breed" talent that is essential to achieve sustained growth in line with its strategic direction. Its work ethos is based on the platforms of an employee friendly approach, open and encouraging atmosphere, operational transparency and a promotion on merit policy. With a highly efficient and flexible shift system that allocates a maximum of just six night shifts per employee per month, WNS maintains 24 x 7 coverage at all times with 100% resource utilisation, achieving one of the highest employee productivity levels in the industry.

About WNS

WNS is a leading global Business Process Outsourcing (BPO) company with proven expertise in delivering exceptional bottom-line impact to its clients globally. WNS, with offshore locations in Mumbai and Pune in India and client service and transition location offices North America and the UK, has a talent pool of close to 2500 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 global BPO companies.

Operating as a leading player in the BPO sector, 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 banking, insurance, financial services, telecom 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.

- Ends -

For further information on WNS log on to our website at www.wnsgroup.net or contact:

Ishan Singh
VP, Head of Marketing WNS
Tel: + 91 22 5597 6400
Fax: + 91 22 5518 8960
e-mail: ishan.singh@wnsgroup.net

Gavin Desa
Citigate Dewe Rogerson
Tel: + 91 22 22842728
Fax: + 91 22 2284 4561
e-mail: gavin@cdr-india.com