



CASE STUDY

HUMAN RESOURCES

A GLOBAL FINANCIAL INFORMATION COMPANY ACHIEVES **40% COST REDUCTION IN HR OPERATIONS**

A global financial information company required an integrated approach to its HR operations. WNS helped the client consolidate, centralize and optimize its fragmented HR operations, reducing cost dramatically, increasing people efficiencies, and more importantly, with minimal impact on business continuity.

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The Challenge — Fragmented HR Operations

A global financial information company had a fragmented HR function with inherent inefficiencies. With 5000 employees and three diversified business units, the client had non-standardized and disparate HR processes across multiple locations in the U.K. This was further complicated with resources who lacked the relevant expertise being deployed for administrative tasks within the HR function.

How WNS Enabled the Company to Optimize its HR Function

WNS partnered with the company to enable consolidation, centralization and optimization of HR operations. Our solution entailed a meticulous approach in line with the client's compliance-oriented environment. The HR operations of the company's different entities were consolidated and centralized at one WNS delivery center, Sri Lanka, with resources that had the relevant expertise. WNS, along with its partners, also implemented a new HR management system.

Thus, WNS enabled the company to:

- Reduce costs by 40 percent
- Reduce the turnaround time to 24 hours since resources with the right skills were deployed for HR operations
- Establish a robust governance structure for process visibility and operational control

The overarching benefit to the organization was the ability to scale-up and achieve 99.5 percent accuracy in HR operations.

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 & consumer packaged goods, telecom and diversified businesses, shipping and logistics, travel and leisure, and utilities. 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.

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