



## FACT SHEET

WNS (Holdings) Limited (NYSE: WNS) is a leading global Business Process Management (BPM) company. WNS offers business value to 350+ 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 and consumer packaged goods, telecommunications and diversified businesses, shipping and logistics, travel and leisure, and utilities and energy. 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 worldwide, including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, U.K. and U.S.

### CORPORATE INFORMATION

Established	Stock Symbol	Employees
1996	NYSE - WNS	38,000+

### DIFFERENTIATORS

- Client-centric Approach
- Technology-enabled BPM
- Vertical Approach

### FINANCIAL STRENGTH (Year ending March 31, 2018)

**Net Revenue** (Revenue Less Repair Payments - Non-GAAP): **USD 741 Million**

### MAJOR CLIENTS

- Over 350 Global Clients**
  - Major U.S. retail bank
  - European airline
  - Leading European travel conglomerate
  - Leading U.S. residential mortgage bank
  - Major North American airline
  - North American travel agency
  - Leading U.K. insurer
  - Global cosmetics company
- Consumer electronics giant
- Global market research company
- Leading U.S. financial advisory firm
- Major U.S. auto insurers
- Two global investment banks
- Leading global CPG brand
- Leading global beverage brand
- Leading logistics company
- Major energy and gas utility company
- Leading hospitality firm
- Major U.S. building supply company
- Global reinsurer
- Global telecom provider
- Leading Australian insurance company

### INDUSTRY RECOGNITION

- Domain Leadership**
  - 'A 'Leader' in NelsonHall's NEAT for Customer Experience Services in Travel, Transport & Hospitality 2018
  - A 'Leader' in Everest Group's Property and Casualty Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015, 2016, 2017, 2018
  - A 'Leader' in NelsonHall's NEAT for Business Process Transformation through Robotic Process Automation and Artificial Intelligence 2018
  - A 'Leader' in IDC's MarketScape for Worldwide Procurement-as-a-Service 2018 and Finance and Accounting BPO Services 2017
  - A 'Winner's Circle' player in HfS Research's Blueprint Report on Travel and Hospitality Customer Engagement Services 2017
- Technology and Quality Leadership**
  - Stevie International Business Awards:
    - Best New Product or Service of the Year - Software:
    - Insurance Solution
    - Social Business Solution
    - Supply Chain Management
    - Big Data Solution
    - Business or Competitive Intelligence
  - PeopleSoft Innovator – Oracle 2018
  - CFO 100 Roll of Honor in the 'Mergers and Acquisitions' Category 2018
- BPM Leadership**
  - Stevie Sales and Customer Service Award for Customer Service Success – Other Service Industries 2018
  - Stevie Sales and Customer Service Award for Business Intelligence Solution 2018
  - International ICT Awards Philippines for Best Company of the Year Providing Services for Finance & Accounting 2018
  - WNS-Denali Named a Provider to Know in 2018 by Spend Matters
  - Asia Pacific Customer Engagement Forum & Awards (ACEF) for Events and Promotion – Successful Use of CSR Activities (Gold Award) 2018
  - Shared Services & Outsourcing Network (SSON) Australasia Excellence Awards – Best in class shared services team

## INDUSTRY-FOCUSED SOLUTIONS

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### Banking and Financial Services

#### Banking Operations

- Check processing
- Lock-box processing
- ACH processing
- Adjustments and record retrievals
- New account setup and maintenance
- Credit card operations
- SAR and fraud operations

#### Lending Services

- Loan origination and processing
- Loan underwriting
- Loan closing and funding
- Post closing and due-diligence
- Loan servicing

#### Asset Management and Brokerage Services

- Account setup and maintenance
- Broker and advisor support services
- Customer service
- Transfer agency related processing
- Portfolio administration
- Investment research

#### Investment Banking

- Pitch books, company profiles and financial analysis
- Financial models, forecasts and updates
- Research reports preparation and authoring
- Business intelligence and analysis

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### Consulting and Professional Services

#### Finance & Accounting

- Transaction accounting
- Finance optimization services
- Corporate finance and accounting
- Risk management and Compliance
- Strategic initiatives

#### Legal Services

- Residential conveyancing
- Bid management
- Vendor contract management
- Secretarial and regulatory services
- Employment contract management and litigation support

#### Customer Interaction Services

- Customer service
- Technical helpdesk
- Collections
- Sales / up-sell / cross-sell
- Customer retention
- Credit management

#### Transformation Solutions

- Consulting services
- Program management
- Process re-engineering
- Quality and Six Sigma services
- Technology services

#### Research and Analytics

- Market research
- Business research
- Financial research
- CRM analytics
- Data solutions and management

**Healthcare**

**Providers**

- Revenue cycle management
- Medical coding
- Bill preparation
- Receivables management
- Payment posting
- Debt analysis

**Pharmaceutical and Consumer Health**

- Competitive Intelligence
- Pipeline Analysis
- Product Profiling
- KPI Reporting
- Epidemiology Analysis
- Market Opportunity Assessment
- Social Media Analysis

**Payer**

- Claims administration
- Member and provider services
- Clinical support
- Overpayment recovery
- Fraud detection and investigation

**Enterprise Shared Services**

- Finance and accounting
- Workflow / platforms
- Research and analytics (KPO)
- Technology solutions
- Front end / mailroom
- Contact center

**DME Manufacturers**

- Order management
- Billing and submissions
- Fulfillment support
- Collections
- Patient services
- Collection analytics

**Insurance**

**Agency Services**

- Correspondence
- Renewals
- Terminations
- Commissions
- Special compensation

**Policy Administration**

- Policy benefits
- Policy reinstatements and quotes
- Policy changes
- Inbound customer service
- Endorsements
- Renewals
- Pre-renewals / expiry premium
- Lapses
- Indexing and logging
- Specialist line (marine, engineering, high net worth)
- Mid-term changes (specific to healthcare)
- Motor insurance database updation

**Investment Management**

- Trade compliance
- Performance measurement
- Credit research
- Data management
- Real estate

**New Business Support**

- Sales
- Conversion
- Quote acceptance
- Cross-selling and up-selling
- Customer enquiries
- Actuarial services
- Exposure assessment
- New business data entry
- Rules-based underwriting
- Policy issuance

**Premium Administration**

- Fund applications
- Refunds
- Billing
- Premium mode changes
- Bank information changes
- Account reconciliation

**U.K. Motor Accident Management Provision**

- First notification of loss (24/7 provision)
- Repair management and engineering
- Liability handling
- Third-party capture
- Subrogation
- Non-fault claims management
- Claims handling process technology

**Claims**

- Claim setup
- Examination
- Review
- Settlement
- Correspondence
- Tax compliance
- First notification of loss
- Policyholder and broker claim enquiries
- Claim notification processing adjustments, endorsements and renewals
- Claim assessment
- Negotiations and litigation
- Recovery check processing
- Third-party claims
- Subrogation
- Supplier payments
- Claims progression
- Bodily injury claims
- Delegated authority payments
- Claims bill payment
- Claims adjudication
- Manual claims intervention
- Transfers and withdrawals
- Loss adjusting transcription

**Manufacturing**

**Supply Chain Management**

- Supplier management and analysis
- Sourcing support
- Market intelligence
- Spend analytics

**Logistics**

- Logistics management
- Scheduling and planning analytics
- Market intelligence
- MIS and reporting

**Sales, Marketing and Customer Care**

- Service delivery
- Customer feedback management
- Tele-marketing
- Customer order support
- Market research
- Acquisition analytics
- Retention analytics
- Marketing effectiveness

**Operations**

- Fault management
- Change management
- Chronic and RCA reporting
- Sales performance reports
- Store planning
- Market intelligence
- eMarketing

**Shared Services**

- Billing queries
- Marketing analytics support
- Billing support
- Debt collection

**Retail and Consumer Packaged Goods**

**Smart Strategy Solutions**

- Market entry strategy, balancing portfolio investments
- Consumer and market insights, innovation strategies
- Power brand strategy, marketing spends optimization

**Revenue Management Solution**

- Transaction and interaction-based campaign strategies
- Loyalty management
- Credit control and collections

**Supply Chain Solutions**

- Retailer-supplier collaboration for demand-driven supply chain and retail execution management window
- Supply intelligence, supplier performance and risk monitoring, contract management (partners and suppliers)
- Supply chain orchestration – global trade shared services, trading partner helpdesks, logistics

**One Global Back-office Solution**

- Simplified, shared global self-service organization model with local business partners for Finance & Accounting, Human Resource, Information Technology, Indirect Procurement
- End-to-end low cost shared services for transaction processes and virtual Centers of Excellence (COEs) for specialized services (tax, internal audit, IT architecture)

**Next-Gen Customer Service Solution**

- Moving from customer relationship management to trans-channel enhanced customer experience, multi-channel commerce initiatives

**Shipping and Logistics**

**Air Express / Shipping / Rail and Road / Terminals**

**Sales / Trade Management**

- Tariff update
- Rate quotes
- Global tender management
- Sales reports and analytics
- Freight bookings
- Yield analysis
- Service contract / rate agreement maintenance

**Customer Interaction Services**

- Customer helpdesk
- eCommerce registration
- Service / rate enquiries
- Pre-advice and arrival notifications
- Cargo claims
- Booking desk
- Contact center
- Customer and data file administration

**Documentation**

- Bill of lading and airway bill management
- Freight corrections and reporting
- Billing and invoicing
- Freight audit
- Data transmission
- Advance manifest information
- Customs and port compliances

**Operations**

- PO creation
- Driver logs and fuel tickets
- Global tracking
- Equipment control
- Terminal operations
- Transshipment and cross-docking

**Finance**

- Accounts payable
- Accounts receivable
- Credit and collections
- Vendor helpdesk
- Detention and demurrage reporting
- Cost reporting, audit and vendor reconciliation
- General ledger / bank reconciliation
- Management reporting

**Schedule maintenance**

- Routing – creation and maintenance
- Stowage planning
- Hazardous cargo approvals

**Telecommunications**

**Customer Acquisition**

- Order entry
- Order fulfillment
- Contract management
- Lead generation
- Outbound sales
- Sales analytics
- Cross-selling and up-selling analytics

**Sales and Contracts Administration**

- Telemarketing
- Inside sales
- Pricing and contract preparation
- Sales order taking
- Ordering support
- Inbound contact center

**Operations and CRM**

- Inbound contact center
- Logging and monitoring service requests
- Directory publishing
- Churn analysis and support
- Usage analytics
- CRM analytics
- Collection analytics
- Traffic routing planning
- Web correspondence
- Network utilization reporting and analytics

**Order Provisioning and Order Management**

- New product and services, service delivery process creation
- Order provisioning
- Technical validation and support
- Rejected order tracking
- Multi-vendor tracking
- Order tracking
- Proactive order management
- Test delivery conformance
- Billing
- Data management (forms, administrations)

**Travel and Leisure**

**Sales and Customer Interaction Services**

- Customer service
- Sales and reservations
- Loyalty program management
- Customer relations
- Lost baggage tracing and customer support
- Website navigation
- Specialty helpdesk

**Operations**

- Fare filing and loading
- Revenue management
- Fares and ticketing
- Queue processing
- PNR servicing
- Cargo operations support

**Shared Services**

- Passenger / cargo revenue accounting and auditing services
- Corporate finance and accounting
- Transactional accounting
- Human resource management
- Fraud prevention and control
- Analytics and MIS

**Platform-based Service Offerings**

- Passenger revenue accounting solution
- Verifare Plus<sup>SM</sup> - Automated Web-based fare audit solution
- SmartPro<sup>SM</sup> - Automated Pro-ration engine
- RePAX<sup>SM</sup> - Automated flight disruption management solution
- Qbay<sup>SM</sup> - Back-office productivity and workflow management

**Utilities and Energy**

**Sales Management**

- Campaign management
- Sales management
- Account and contact management
- Integrated sales planning and analysis

**Customer Financial Management**

- Receivables and collections management
- Reconciliation
- Bill disputes and client queries

**Meter Operations and Billing**

- Customer billing
- Management of prepaid accounts
- Billing of unmetered services

**Supply Chain and Distribution Management**

- Order provisioning and order management
- Sales and contract administration
- Technical support helpdesk
- Import and export documentation management
- Freight bill auditing services
- Procurement support services

**Customer Service Management**

- Service order management
- Service contract
- Complaints and requests management
- Electronic customer services
- Account management
- Contract management

**CROSS-INDUSTRY SOLUTIONS**

**Customer Interaction Services**

**Services**

- Customer service
- Customer complaint resolution
- Sales (cross-sell / up-sell)
- Loyalty program management
- B2B and B2C collection
- HR support
- Computer-aided Telephonic Interviews (CATI) Technical helpdesk
- Specialty helpdesk
- Customer care analytics

**Channels**

- Voice (inbound / outbound)
- E-mail
- White mail
- Chat
- Social Media

**Languages**

- Arabic
- Dutch
- English
- French
- German
- Italian
- Nordic
- Portuguese
- Spanish

**Finance and Accounting**

**Procure-to-Pay**

- Accounts payable
- Expense reports
- Payment processing

**Record-to-Report**

- General accounting
- Fixed assets
- Tax filing and reporting
- Cost accounting
- Inter-company accounting
- Statutory reporting
- Month-end reporting and consolidation

**Order-to-Cash**

- Accounts receivable
- Billing and cash application
- Order management
- Credit control
- Collections

**Corporate Functions**

- Treasury
- Cash management
- Financial planning and analysis
- Tax and compliance
- Decision support
- Management accounting

**Supply Chain Finance**

- Product costing
- Inventory accounting
- Manufacturing accounting

**Industry-specific Accounting**

- Passenger revenue accounting
- Revenue audit and recovery
- Claims management
- Loan account maintenance
- Royalty accounting
- Fiduciary accounting

**Human Resource Solutions**

**HR Analytics**

- Recruitment Process
- Payroll

**Travel Services**

- Employee Data Management (Workforce Management)

**Compensation and Benefits**

- Learning and Performance Management

**Performance Engagement Platform - WNS TalentTurf™**

**Legal Services**

**Property Law**

- Freehold and leasehold conveyancing
- Mortgage re-financing legal processing
- Title checking services
- HIP back-office

**Law Firm Back-office**

- Digital dictation transcription
- Accounts payable and general ledger
- Employee data management and payroll

**Corporate Legal Support**

- Contract management
- Legal research
- Litigation support

**Personal Injury Claims**

- New claims processing
- Medical evidence evaluation
- Claims settling and closing

**Transformation Solutions**

**Consulting and Program Management Services**

- Transformation strategy definition and planning
- Global, multi-domain solution definition / development
- Transformation roadmap and business case development
- Program and change management
- Business case realization and validation

**Process and Quality Services**

- Quality program strategy and establishment
- Problem definition and root cause analysis
- Performance enhancement, benchmarking and metric definition
- Process re-engineering (Six Sigma, Lean)
- Program and change management

**Technology Services**

- Enterprise solution / ERP optimization
- Application development, maintenance and support
- Business process management
- Business intelligence and analytical solutions
- Infrastructure and network services

**Research and Analytics**

**Analytics Consulting**

- Big Data consulting
- Analytics maturity consulting
- Data maturity consulting
- Visualization needs assessment

**Operations Analytics**

- Contact center analytics
- CSAT / NPS analytics
- Spend analytics
- Demand and inventory analytics
- Sales and operations planning
- Sourcing and procurement analytics
- Supplier capability profiling

**Marketing Analytics**

- Customer analytics
  - Acquisition / retention
  - Cross-sell / Up-sell (CLTV / Segmentation)
- Campaign management and analytics
- Loyalty management
- Sales analytics
- Market / Media mix modeling
- Market research analytics
- Pricing analytics

**Financial Analytics**

- Risk analytics
- Capital asset pricing modeling
- Actuarial analytics
- Collections analytics
- Budgeting and forecasting
- Balance sheet analytics
- Working capital analytics

**HR Analytics**

- Smarter workforce solution
- Employee satisfaction analytics
- Attrition analytics

**Domain-based Analytics**

- Insurance analytics (Claims / Fraud / Distribution)
- Banking and capital market analytics
- Retail analytics
- Market basket analytics
- Category analytics
- Category evolution model
- CPG domain analytics - Segmentation and portfolio strategy
- Pharmaceutical commercial analytics
- Travel revenue analytics
- Asset management analytics

**Digital Analytics**

- Social media analytics
- Web analytics
- Text mining

**Data and Visualization Services**

- Data cleansing and aggregation
- Data stitching and analysis
- Reports and dashboards
- Visualization tools

**Research**

- Business Research
  - Strategic market intelligence
  - Competitive research
- Financial Research
  - Credit research
  - Equity research
  - M&A research
  - Fixed income research
- Market Research
  - Survey programming
  - Telephone (CATI) and web surveys
  - Data processing

**Procurement**

**Category Management**

- Category management governance
- Category management methodology and tools
- Category manager training and competency development
- Category strategy / plan development
- Stakeholder management
- Market intelligence and spend analytics
- Category knowledge

**Sourcing Services**

- Strategic sourcing
- RFX execution and management
- Auction execution and management
- Opportunity assessments and sourcing wave plans
- Category cards and playbooks
- Tail spend management

**Contracting Services**

- Contract strategy and management
- Contract authoring
- Contract negotiation (simple to strategic)
- Contract administration, approvals and archive
- Contract compliance monitoring, auditing and expiration analysis
- Legal terms playbooks

**Supplier Management**

- Overall strategy and supplier management framework development
- Supplier onboarding and segmentation
- Risk management strategy and execution
- Supplier development and performance management
- Supplier relationship management and collaboration
- Innovation channel management and continuous improvement

**Procure-to-Pay Services**

- Transactional procurement
  - Requisition to PO management
  - Spot buy / tactical buy
  - Catalogue development and management
  - Master data management
  - Centralized procurement service desk
- Accounts payable services
  - Invoice and payment processing
  - Exception handling
  - AP helpdesk
  - T&E processing
  - Vendor statement reconciliation

**GLOBAL PRESENCE**

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<b>Americas</b>	<b>Europe</b>		<b>Africa, Asia Pacific and Middle East</b>	
Costa Rica	France	Romania	Australia	Singapore
U.S.	Germany	Turkey	China	South Africa
	Poland	U.K.	India	Sri Lanka
			The Philippines	UAE

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Our network of 57 global delivery centers respond to needs for language, cultural alignment, redundancy and 24/7 operations.

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**MANAGEMENT TEAM**

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**Corporate  
Management Team**

<b>Keshav R. Murugesh</b> Group Chief Executive Officer	<b>Ron Gillette</b> Chief Operating Officer	<b>Sanjay Puria</b> Chief Financial Officer
<b>R. Swaminathan</b> Chief People Officer	<b>Gautam Barai</b> Chief Business Officer	<b>Deepak Gupta</b> Business Head, Travel, Shipping & Logistics, Utilities
<b>Sanjay Jain</b> Chief Business Transformation Officer	<b>Pervez Workingboxwalla</b> Chief Risk Officer	<b>Gopi Krishnan</b> General Counsel

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## MANAGEMENT TEAM

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### Leadership Team

**Suhrid Brahma**  
Chief Technology Officer

**Krishnan Raghunathan**  
Head, Finance &  
Accounting Services

**Adrian McKnight**  
Head, Transformation  
& Quality

**Akhilesh Ayer**  
Head, Research &  
Analytics

**Alpar Kamber**  
Head, Procurement  
Services

**Archana Raghuram**  
Head, Marketing &  
Communications

**Cherrill Farnsworth**  
Chief Executive Officer,  
WNS-HealthHelp

**Dan Sullivan**  
Business Unit Head,  
Energy & Utilities

**Danielle Head**  
Head, WNS Assistance

**Dr. Gauri Puri**  
Business Unit Head –  
Life Sciences &  
Healthcare Administration

**Himanshu Bhardwaj**  
Business Unit Head,  
Diversified Business,  
Manufacturing, Retail,  
CPG & Telecom

**Jay Venkateshwaran**  
Business Unit Head,  
Banking & Financial  
Services, Consulting &  
Professional Services

**Jaison Augustine**  
Business Unit Head,  
Shipping & Logistics

**Jitender Mohan**  
Head, Customer  
Interaction Services

**Johann Kunz**  
Managing Director,  
WNS South Africa

**Manish Vora**  
Executive Vice President  
& Head of Sales  
(Horizontal Offerings)

**Manoj Chacko**  
Business Unit Head,  
Travel and Hospitality

**Nimesh Akhauri**  
Executive Vice  
President & Head of  
Sales, Europe

**Suhas Sethi**  
Business Unit Head,  
Insurance

**Tarun Tandon**  
Head of Sales, Asia  
Pacific

**Yogendra Goyal**  
Executive Vice President  
& Head of Sales, North  
America

**India**

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**The Philippines**

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**Sri Lanka**

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**China**

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**Poland**

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Istanbul

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**UAE**

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**Germany**

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**South Africa**

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For a complete listing of all offices, please visit <http://www.wns.com/about-wns/global-presence>

For more information, please write to us at [marketing@wns.com](mailto:marketing@wns.com)