

## FACT SHEET

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. We combine our deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 400 clients across various industries. The industries include 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. We deliver an entire spectrum of BPM solutions including industry-specific offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. We have delivery centers worldwide including in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom and the United States.

## CORPORATE INFORMATION

Established 1996	Stock Symbol NYSE - WNS	Employees 44,000+
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## DIFFERENTIATORS

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

## FINANCIAL STRENGTH (Year ending March 31, 2019)

Net Revenue (Revenue Less Repair Payments - Non-GAAP): USD 794 Million

## MAJOR CLIENTS

### Over 400 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

- 'Market Leader' in ISG's Provider Lens™ Digital Insurance BPO Services U.S. - 'Leader' in Property & Casualty Insurance and Life & Annuity TPA Services
- Honored with a Gold Award as Stevie Executive of the Year 2019
- 'Leader' in 2019's NelsonHall's Vendor Evaluation and Assessment Tool (NEAT) for Advanced Analytics Business Process Service
- 'Leader' and a 'Star Performer' in Everest Group's 2019 PEAK Matrix assessment for Property and Casualty Insurance BPO
- 'Leader' in 2019's NelsonHall's NEAT Vendor Evaluation for overall Customer Experience in Energy and Utilities

### Technology and Quality Leadership

- Stevie International Business Awards in 2019
  - Cloud-based Insurance Solution
  - Corporate Social Responsibility Program of the Year
  - Artificial Intelligence / Machine Learning-led solution
- CFONEXTI00 Award for Treasury Management and Corporate Governance in 2018
- The Golden Peacock Award in the Risk Management category in 2018
- WNS proclaimed as PeopleSoft Innovator by Oracle in 2018

### BPM Leadership

- Stevie International Business Awards in 2019
  - Business or Competitive Intelligence-led solution
  - Business Technology Solutions
  - Customer Service Team of the Year
- WNS Denali listed on 50 Providers to Know in 2019 by Spend Matters
- The WNS-Insurance Australia Group (IAG) partnership won the 'Excellence' award at the ISG Paragon Awards in 2019
- Awarded at International ICT Awards - Philippines for being the best company providing services for Finance and Accounting in 2018

## 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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Americas	Europe		Africa, Asia Pacific and Middle East	
Costa Rica	France	Spain	Australia	Singapore
U.S.	Germany	Turkey	China	South Africa
	Poland	U.K.	India	Sri Lanka
	Romania		the Philippines	UAE

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Our network of 60 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

**Keshav R. Muruges**  
Group Chief Executive Officer

**Gautam Barai**  
Chief Operating Officer

**Sanjay Puria**  
Chief Financial Officer

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**R. Swaminathan**  
Chief People Officer

**Deepak Gupta**  
Chief Business Officer

**Sanjay Jain**  
Chief Business  
Transformation Officer

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**Pervez Workingboxwalla**  
Chief Risk Officer

**Gopi Krishnan**  
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

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**Akhilesh Ayer**  
Head, Research &  
Analytics

**Alpar Kamber**  
Head, Procurement  
Services

**Archana Raghuram**  
Head, Marketing &  
Communications

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**Cherrill Farnsworth**  
Non-Executive Chairman,  
WNS-HealthHelp & Head  
of Strategy, Healthcare

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

**Danielle Head**  
Head, WNS Assistance

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**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

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

**Jitender Mohan**  
Head, Customer  
Interaction Services

**Pieter Du Preez**  
Managing Director,  
WNS South Africa

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**Kariena Greiten**  
Chief Executive Officer,  
WNS-HealthHelp

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

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

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**Nimesh Akhauri**  
Chief Growth Officer,  
EMEA and APAC

**Suhas Sethi**  
Business Unit Head,  
Insurance

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

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**Yogendra Goyal**  
Chief Growth Officer,  
Americas

#### India

Gate No. 4, Godrej & Boyce Complex  
Pirojshanagar, Vikhroli (West)  
Mumbai 400 079

#### U.S.

15 Exchange Place  
Jersey City,  
New Jersey 07302

#### U.K.

Malta House,  
36-38 Piccadilly,  
London, W1J 0DP

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#### Australia

Suite 13.03, Level 13,  
20 Berry Street, North Sydney,  
NSW 2060

#### The Philippines

1880 Building,  
Eastwood City Cyberpark  
Bagumbayan, Quezon City 1100

#### Sri Lanka

HNB Towers, Level 12  
479, T B Jayah Mawatha  
Colombo 10

#### China

30F, Shun Tak Business Center,  
246 Zhongshan Road 4,  
Guangzhou 510000

#### Poland

Luzycka Office Park  
ul. Luzycka 6D,  
81-537 Gdynia

#### Turkey

Kozyatagi Mahallesi  
Degirmen Sokak NidaKule  
8 /19-B Kat: 10 Kadikoy  
Istanbul

#### Costa Rica

3rd Floor, Building H, Forum I  
Business Park  
Santa Ana, San Jose

#### Romania

Westgate Park, Building H1  
24 Preciziei St.  
Bucharest 062204

#### UAE

3W 113  
Dubai Airport Free Zone,  
P O Box 54378,  
Dubai

#### France

WNS Global Services (UK) Limited  
(Branch) (France),  
40, rue des Blancs Manteaux,  
75004 Paris

#### Singapore

143, Cecil Street,  
#03-02, GB Building  
Singapore 069542

#### South Africa

Knowledge Park 2  
Heron Crescent, Century City  
Cape Town, 8001

#### Germany

VE Value Edge GmbH, a WNS Company,  
Frankfurt, Germany VE Value Edge GmbH,  
Friedrich-Ebert-Anlage 36,  
Frankfurt Am Main-60325

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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)

