

WNS CENTER OF EXCELLENCE FOR CONTRACT RATE LOADING AND ASSOCIATED SERVICES

ENSURING RATE ACCURACY AND
SPEED-TO-MARKET



WNS

Extending Your Enterprise



Rate loading is a key component of revenue management for hotels, Online Travel Agencies (OTAs) and Travel Management Companies (TMCs). With increased competition, a rise in discerning travelers and proliferation of promotions, industry players should ensure that services are free of errors within their rate loading processes.

However, a large number of rates contain discrepancies. This can cause revenue leakages leading to revenue loss, overbookings and customer dissatisfaction. Hence, companies have little room for error when it comes to rate loading.

This is where WNS' Center of Excellence (CoE) framework can help travel companies with their rate loading challenges. The CoE offers proactive solutions leveraging domain expertise, analytics, cutting-edge technologies and industry-specific rate loading capabilities.

WNS' Contract Rate Loading and Associated Services CoE is a comprehensive framework that delivers remarkable impact on the revenue management of hotels, OTAs and TMCs. Featuring extensive solutions and an intelligent maturity diagnostic tool, this framework boosts decision-making, efficiency and process maturity.

Rate loading errors can occur due to:

- Delayed go-live of promos / flash sales due to rates / content not loaded on time
- Incorrect or missing rates / codes
- Wrong allocation / occupancy and other setup errors

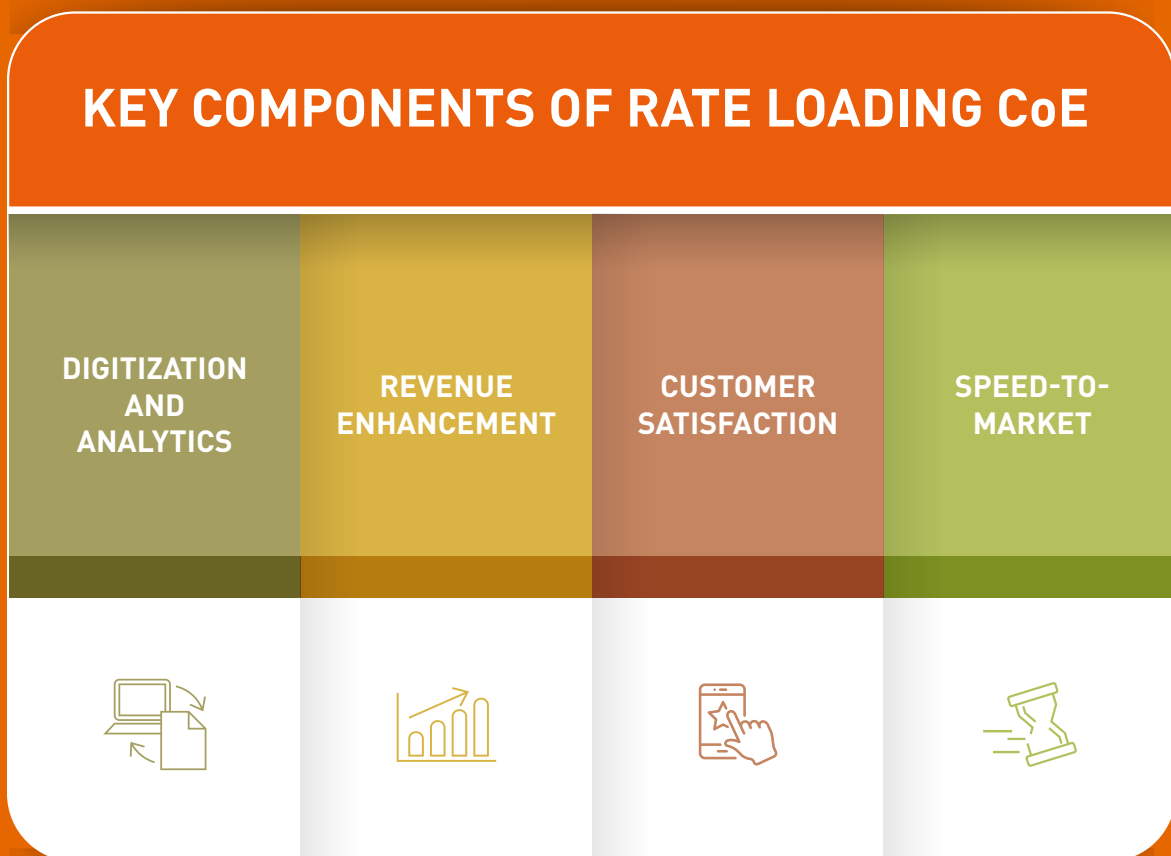
It can lead to:

- Overbooking due to wrong / missed stop-sale processing
- Financial impact
- Customer dissatisfaction

A FUTURE-READY FRAMEWORK

WNS' CoE enables hotels, OTAs and TMCs with end-to-end capabilities to design / set up, deliver, manage, optimize and advance the maturity of their rate loading and associated services.

The deployment of the Rate Loading CoE lays out a clear and measurable value proposition for hotels, OTAs and TMCs. There are four components of our solution which are mapped to the key asks and evolving disruptions of the industry.



Digitization and Analytics

Backed by our technology suite — Travel TRAC™ — and analytics offerings, the WNS Commercial Planning Suite adopts an integrated approach to the business imperatives of hotels, OTAs and TMCs to drive higher revenues and efficiency. The solution aims to create a unified view across key commercial areas, enabling trend analysis, root cause analysis and actionable insights. It leverages an array of decision-support solutions, data visualization and analytics tools, built on the foundation of a data infrastructure platform.

Key features:

- Analyzes Key Performance Indicators (KPIs) across hotels and OTAs, and other ancillary revenue streams
- Analyzes segment-mix and its implications on revenue generation
- Delivers insights into the distribution channel mix and provides opportunities to optimize the same
- Provides insights into the product mix and its overall impact on the revenues
- Quickly helps identify sales efforts on a daily, weekly and monthly basis

Revenue Enhancement

A Process Solution Playbook that encompasses WNS' yield management approach ensures increased profit percentage for clients through reduction in supplier cost. Solutions such as comprehensive price check analysis ensure adherence to minimum discount thresholds, enabling companies to gain a competitive edge, ensuring high sales conversions and assured listing on popular websites / deals.

Customer Satisfaction

Digitized Customer Satisfaction (CSAT) tools ensure that customer needs are always met. Our proprietary analytics platform SocioSEER™ provides a unified index, 100 percent online coverage, a benchmark vs. industry-based road map, and clear causality with customer feedback. Our InTouch tool leverages advanced analytics and customer service platforms to deliver automated and customized audience engagement across social media channels, blogs and forums.

Customers get recommendations for alternate hotels in case of overbooking. This component ensures that customers are always given enough time to choose and decide.

Speed-to-Market

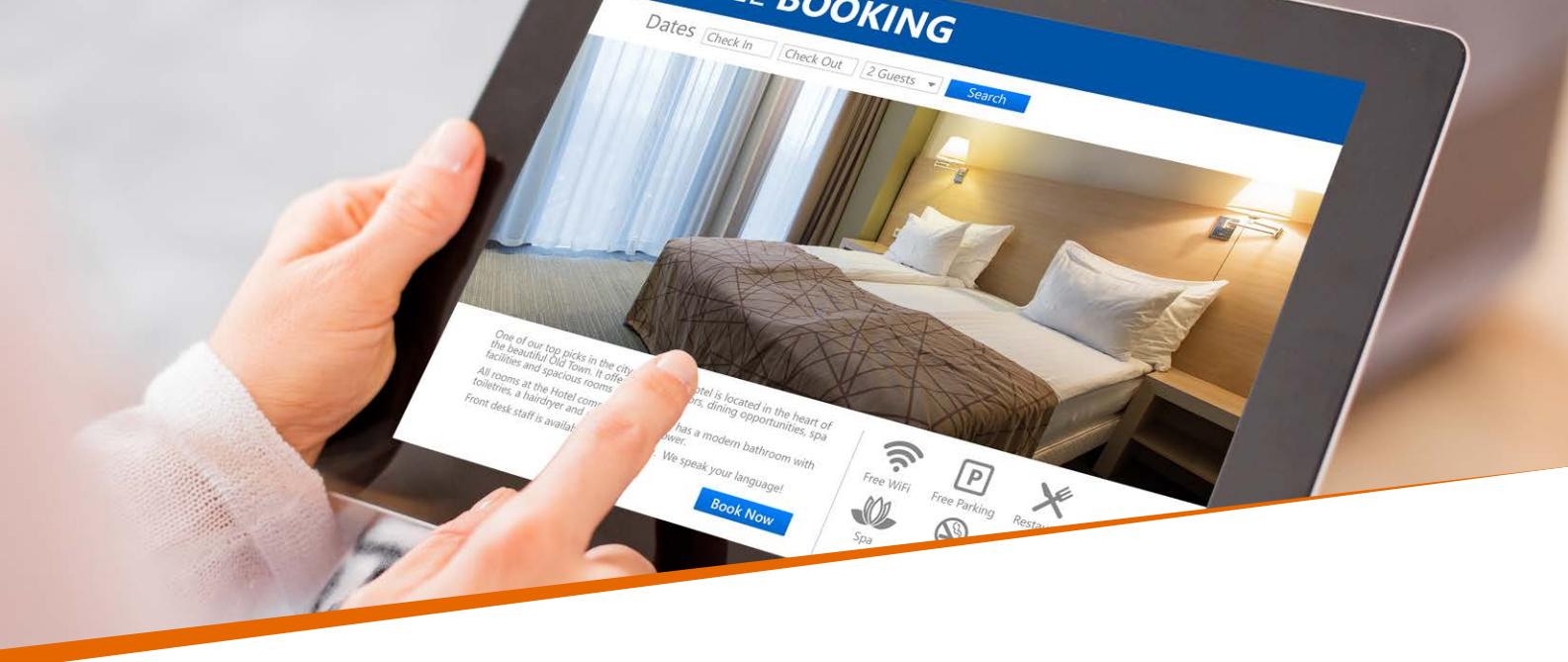
Our 'notes creation' experts improve speed-to-market for hotels and OTAs by simplifying processes and reducing handovers. Our subject matter expertise in rate loading and stop-sale inventory management ensures 100 percent clearance on a daily basis. Thoroughly reviewed contracts of sale, promotions or flash sales, and smart checklists ensure that our team is always better aligned with customer expectations.

Digitized Diagnostic Tool to Assess Maturity Level

WNS Rate Loading CoE's digitized diagnostic tool brings together the best of our expertise across rate loading and associated services. The tool enables hotels, OTAs and TMCs to gauge the maturity level of their rate loading process (depending on the scope of services) against benchmarks across four categories:

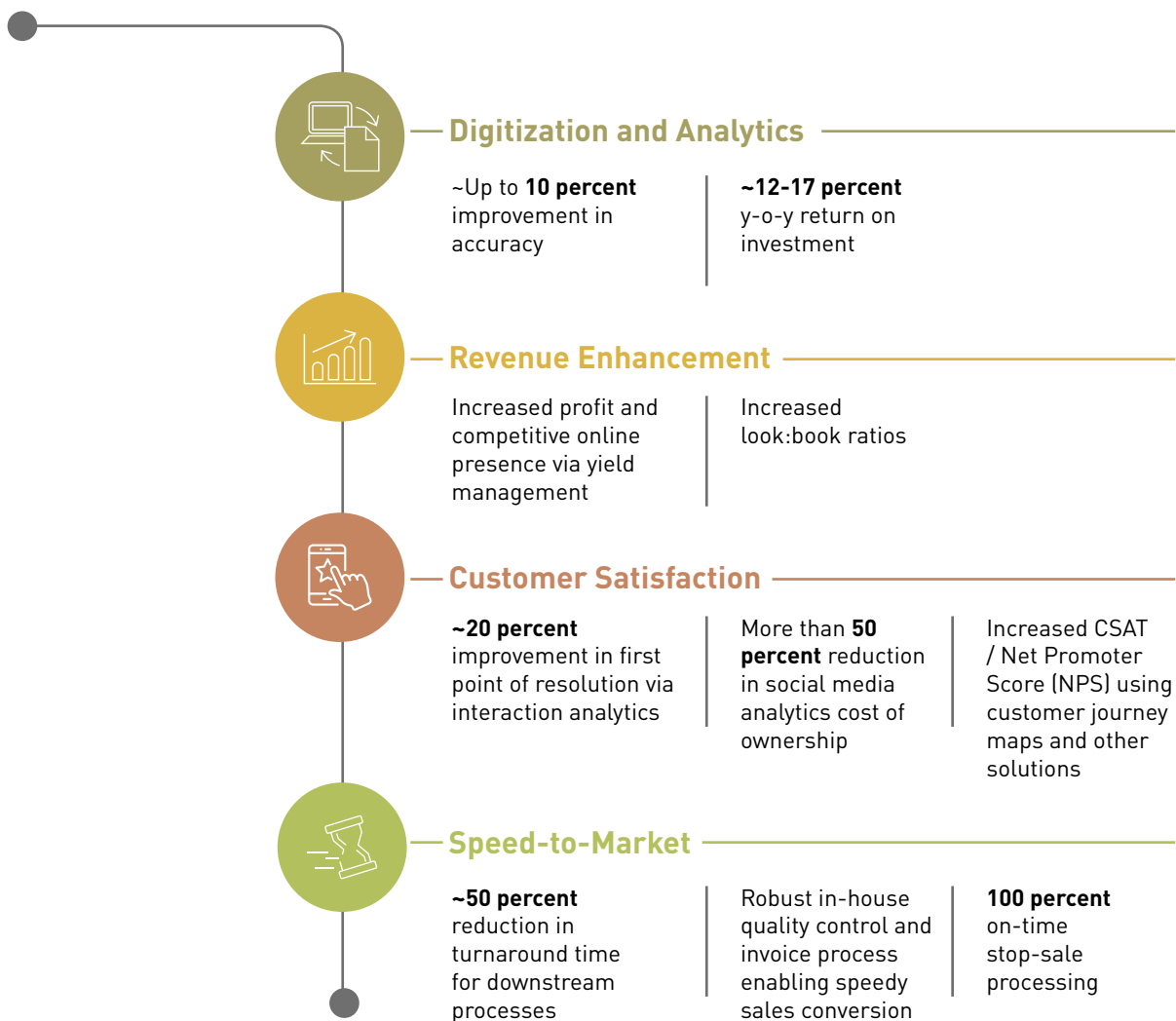
- Product and Analytics
- People
- Process and Governance
- Technology

It crafts a customized road map with clear steps and actionable insights to achieve higher maturity.



BENEFITS OF RATE LOADING CoE: GAIN THE COMPETITIVE EDGE

WNS' rate loading experts, services and capabilities provide specific and direct benefits that correlate directly to the four components mentioned above.



About WNS

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.

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