



BETTING BIG ON AGILITY & ACCURACY

COVID-19 and the resulting economic repercussions put the financial services market through the wringer, especially in the areas of Mergers and Acquisitions (M&A), and debt and equity capital markets. For our client, a leading financial services company, this was crunch time. As a strategic partner supporting the company's confidential M&A pitches and client relationship management database, WNS had previously never considered Work-from-Home (WFH) as an option.

But extraordinary times called for extraordinary measures. Business continuity was critical though contractually a Business Continuity Plan (BCP) plan did not exist. WNS acted swiftly.



We deployed **technology solutions and infrastructure** for data security to kick-start WFH



Our teams moved systems at lightning speed to the homes of employees to ensure **business-as-usual despite lock-downs and restrictions**



We created an **uncompromising secure environment** – through Virtual Private Network



We continuously coordinated between IT, administration and operations teams for **real-time support to all stakeholders and ensured flawless execution**

At all times, employee safety and their emotional well-being were high on priority. Our teams, in turn, made the financial services company's success their commitment, and ensured there was zero impact on delivery. Our productivity touched 100 percent in merely eight days of lock-downs being announced at the locations of our delivery centers. We achieved 100 percent adherence to service-level agreements while constantly updating the financial services company on the progress.

At WNS, our people-focus is synonymous with value-creation for clients. For banking and financial services companies, our deep domain knowledge, underpinned by analytics, technology and process expertise, drive outperformance in a dynamic landscape.

Read more success stories at:
<https://www.wns.com/insights/case-studies>