

# LIVING THE BRAND PROMISE, EVEN IN A CRISIS



A global leader in life and pensions, and general insurance was determined to support the interests of its customers, especially those who were vulnerable, during the COVID-19 crisis. This meant helping in funding and payment activities that rely heavily on Finance and Accounting (F&A) operations.

As the insurer's strategic partner in F&A, we focused on enabling this goal by ensuring the swift transition of our employees to a Work-from-Home (WFH) model. Speed and ownership took over as we moved computers to employees' homes in record time, while ensuring remote connectivity to the insurer's systems. Agile thinking and rapid digital deployment ensured adherence to service levels by delivering significant outcomes to the insurer.



Successful quarter-end and half-yearly close in March 2020 and July 2020, respectively, across multiple businesses ensuring **timely compliance of statutory and regulatory reporting**



**Timely submission** of quarterly regulatory returns in July 2020



**No delays in payments** to policyholders, suppliers, employees and regulators



**Full recovery** in three countries across procurement, accounts payable, treasury, general ledger, financial planning and analysis, performance management, financial reporting, regulatory reporting and actuarial analysis



**No disruption** in business continuity during the transition to WFH

Across our delivery centers in Asia and Europe, our speed and dexterity enabled the insurer's F&A operations to fulfil commitments to customers, and earn the appreciation of its leaders. All along, we were cognizant of, and dedicated to the physical and emotional safety of our employees — so that they could give their best with confidence.

WNS' digital-led F&A offerings enable insurers to drive cost optimization and mitigate risks in finance operations.

Read more success stories at:  
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