

NAVIGATING THE NEW CONTOURS OF BUSINESS WITH AN AGILE PARTNER



A global specialty insurer was seeking to stabilize its business while tackling a mammoth increase in underwriting volumes during COVID-19. Serving as a true strategic partner, WNS acted with foresight.

The focus was clear — protect revenue, deliver on commitments and outmaneuver uncertainty. Anticipating impending lock-downs across geographies, WNS took proactive steps under the steer of our in-house COVID-19 Task Force.



Working with a **digital-led approach**, we continuously re-assessed and upgraded our collaborative working tools by deploying multiple security layers, including two-factor authentication and Virtual Private Network login



We carried out **detailed risk assessment** in conjunction with IT, security and business teams



Proactive conversations with the insurer enabled necessary work-from-home approvals ahead of time; **50 percent of the team was operational within 24 hours and 100 percent within 2 weeks of the lock-down**



A **virtual command center** was established for robust governance; measures included quality monitoring and compliance, employee training, setting up a communications plan and rigorous reporting



WNS set up daily COVID-19 response plan meetings; crucial metrics as well as people and technology updates were shared with the insurer to ensure **uninterrupted service delivery**



Predicting a massive surge in underwriting volumes, **we hired additional resources across onshore and offshore locations** to support back-office functions

Our extensive experience coupled with agile operations and digital prowess enabled the insurance company to not just cope with the challenges from the immediate crisis, but also step-up for roadblocks ahead.

At WNS, our insurance offerings enable clients to accelerate their digital transformation, leveraging domain knowledge, smart automation and analytics to drive intelligent and resilient operations.

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

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