



OUR CLIENT'S BRAND PROMISE WAS CONNECTED SYSTEMS, IT WAS OURS TOO!

When the crippling effects of COVID-19 were felt across the travel industry, pausing operations was not an option for our client, a leading technology provider for the air transport industry. The company's promise of connected systems at all times had to be fulfilled — irrespective of lock-downs and restrictions.

Our client's promise was our commitment. WNS took proactive measures to empower the technology provider across application support, project management, supply chain, quality, revenue protection, sales, collections, IT and network planning, and customer service. Without missing a beat, to keep the engines running, we got to work.



Our first priority, as always, was in ensuring the safety of our employees and keeping them emotionally motivated



Simulation testing for every process and tool was completed, and remote access to Virtual Private Networks (VPNs) was initiated. With due client approvals, we were prepared to move to a work-from-home model even before the lock-downs began



Hundreds of desktops / laptops were set up in employee homes along with Internet connections across multiple global locations, and virtual communication tools were activated to enable all resources to work and be trained remotely

On Day 1 of the lock-downs, our teams were fully operational across all processes, with zero impact on the performance standards. We extracted the full potential of our digital and technology expertise to manage high volumes on an ad hoc basis, while maintaining comprehensive data security and complying with stringent information security measures.

This is our client-centric, people-focused approach. Our deep domain knowledge, digital, technology and analytics expertise, combined with operational excellence, deliver the right outcomes at all times for our clients in the travel industry.

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