

# PLAN METICULOUSLY, EXECUTE RIGOROUSLY

COVID-19 has brought the healthcare and life sciences industry under an unprecedented spotlight. Companies have to supply critical medical products and drugs to support hospitals and patients, while also looking into developing new drugs and vaccines. Data security and confidentiality is core to this industry's research and product development. As the strategic partner of a Fortune 500 pharmaceutical company, the COVID-19 lock-down posed a unique challenge for WNS. Historically, a Work-from-Home (WFH) model had never been allowed or attempted, and thus, a contracted business continuity plan was unavailable. At the same time, business continuity could not be compromised across key areas such as research and development, and business intelligence.

Undeterred, we acted swiftly, laid down clear strategies and deployed WFH solutions, overnight. In the true spirit of collaboration, our IT, information security, human resources, administration and operations teams worked together under the direction of WNS' COVID-19 Task Force for quick execution.



WNS introduced staggered shifts to facilitate social distancing, while ensuring the safety and well-being of employees



A unique IT infrastructure was set up in parallel with a closely managed firewall to maintain the uncompromising standards of data security and confidentiality



Our teams worked round-the-clock to configure and deploy systems to enable seamless WFH. Nearly 60 percent of the workforce was operational on Day 1 of the lock-down at the primary delivery center. Within a few days, 85 percent were fully operational



There was 'zero impact' on delivery due to our teams working extended hours to make up for the gaps

We understood the importance of data and analytics to boost capabilities and operational resilience, especially in the current situation for the pharma company. We amplified our commitment to invoke extraordinary action points to exceed the company's expectations.

At WNS, this is our work credo. Our comprehensive healthcare and life sciences solutions leverage new-age technology and domain expertise to drive business recovery and seamless operations in the new normal.