



TUNING THE DIGITAL CHORD FOR A 'SOUND' PERFORMANCE

A global medical device manufacturer did not want COVID-19 to hamper the timely closing of books in its mammoth Finance and Accounting (F&A) operations. As the company's trusted and strategic partner for F&A services, WNS manages crucial processes across accounts payable, accounts receivable and general ledger.

WNS is responsible for the closing of books of accounts and integrating financial reports from diverse Enterprise Resource Planning (ERP) platforms spanning 80+ entities. Our in-house COVID-19 task force ensured we were thoroughly ready when lock-downs were announced — just a few days before quarter-end closing. Our focus was on ensuring business continuity without compromising on the health and well-being of our employees.

Agility and experience came together as we deployed a Work-from-Home (WFH) model and moved desktops to the homes of employees at trailblazing speed. With strict adherence to data security, we ensured access to the client's system to deliver excellence.



95 percent of our employees were operational on Day 1 of the lock-down



In less than four days, **all operations were restored to business-as-usual mode**



100 percent timely payment was ensured for all suppliers



Successful **month-end, quarter-end and full-year close** achieved, remotely



Zero disruption in business continuity during the transition to WFH

We accelerated our efforts to deliver on all our commitments under extraordinary circumstances and ensured all crucial deliverables were met. Across multiple global delivery centers, our speed and dexterity enabled the medical device manufacturer to fulfil its commitments to suppliers and customers. 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.

This is the WNS DNA of client-centric excellence. Through strategic processes, transformation frameworks, intelligent technologies and global delivery models, we build robust, insight-driven, future-ready finance functions for our clients.

Read more success stories at:

<https://www.wns.com/insights/case-studies>