



RACING ON THE DIGITAL HIGHWAY TO TOTAL RECOVERY

The COVID-19 lock-down posed a formidable challenge to our client, a leading Media and Entertainment (M&E) company. With all its distributed satellite and business offices in Asia adversely impacted by lock-downs, could the company hope to achieve timely, global quarter-end close in its Finance and Accounting (F&A) operations?

As the company's strategic partner, WNS moved into overdrive immediately. Assimilating the lessons from the M&E company's operations in certain geographies that were affected early on, we were ready to pivot with our new delivery model as soon as lock-downs were imposed. The right-skilled people and machines were moved to Work-from-Home (WFH) with speed, and the necessary infrastructure requirements set in place, thereby restoring 75 percent of operations on Day 1 of the lock-downs. Within a week, we had recovered 100 percent of the operations. In addition, we successfully transitioned and digitally onboarded employees for new roles across delivery centers.

All along, we demonstrated an unflinching commitment to the physical safety and emotional well-being of our employees. With the commitment of our leadership team and the deployment of a special task force, we brought together agile thinking and digital excellence to achieve:



100 percent WFH capacity and efficiency in one week— by activating a combination of WNS and client systems, and Bring Your Own Devices (BYOD) approach



On-time, global quarter-end close as per the guidelines and timelines despite the M&E company's offices being temporarily non-operational



Total, smooth and seamless transition from work-from-office to WFH



Stable customer satisfaction scores with seamless delivery

Our workforce across the globe (Latin America, Europe and Asia) demonstrated amazing resilience, ownership and client-centric collaboration to make this possible. The appreciation of the M&E company's leadership team is a testament to these efforts. Today, we are ready to amplify our performance.

This is who we are — we take pride in our clients' success. Our innovative digital solutions in F&A enable M&E companies to drive significant cost efficiencies in their finance operations.

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

