



WE DID NOT MISS A BEAT AS WE HELPED CLOSE THE YEAR ON A HIGH NOTE

A pandemic — with devastating outcomes.

A year-end — the busiest time for any Finance and Accounting (F&A) function.

A lock-down — to disrupt operations.

In all, it was the perfect storm for our client, a leading Media and Entertainment (M&E) company.

As a strategic partner for more than a decade, WNS supported all the finance operations of the M&E company — a footprint that spanned three continents and 21 countries. From payables, receivables and general ledger to content protection, royalty and global digital businesses, our support, from delivery centers across two continents, covered complex operations, sub-processes and hundreds of systems.

The lock-downs were announced three days before the year-end process began. But we were determined to not let the crisis come in the way of delivering a successful year-end close for the M&E company. Our teams swung into action. We set the wheels of our Business Continuity Planning (BCP) in motion, while focusing on the safety of our employees.



We identified crucial resources who could operate from their homes on priority. **Work-from-Home (WFH) solutions** were deployed swiftly. This included setting up systems in employees' homes, hardware testing, adhering to stringent information security norms and enabling access to **virtual desktop infrastructure**



Within one working day, the entire team required for the year-end process was fully operational. Collaborative dashboards enabled **real-time forecasts for intelligent and accurate reporting**



Content protection, an important activity, though not time-critical, was up and running in record time. **This was beyond the M&E company's expectations**

The year-end was one of the most successful ones for the M&E company — a feat that led to the highest-ever customer satisfaction scores.

We did not stop here. As automation and digitalization efforts accelerated around the globe, we buckled down and made sure there was no delay in setting up an 'innovation council' for the M&E company, remotely. The core objective of this council is to brainstorm developments in automation, blockchain and analytics, and identify joint objectives. At present, various new initiatives are being analyzed and some are already in the execution stage.

At WNS, we re-imagine the outcomes for our clients. We co-create differentiation in finance operations to ensure cost-efficiency and drive transformative value across the organization.

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



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