



# WHEN DIGITAL ACCELERATION MEETS DOMAIN EXCELLENCE, NOTHING SEEMS LIKE A CRISIS

Real-time visibility into logistics networks even during normal times is a challenge. Imagine the extent to which it could get compounded with the pandemic.

However, it was imperative that our client, a global shipping and logistics player, was not constrained by the COVID-19 crisis.

As a strategic partner, WNS early-on, and well ahead of the crunch, secured the logistics company's buy-in, and reached out to its IT teams to brainstorm the quickest recovery solution. The result was a swift and seamless shift to Work-from-Home (WFH) model that delivered multi-dimensional excellence.



**More than 80 percent operations** were up and running in less than 48 hours



Online reporting sheets were deployed and made accessible for **efficient inventory monitoring and tracking**



**Real-time** summary reports and multi-process dashboards were created

From the start, our commitment to our employees' safety and emotional well-being was unflinching. The extent of camaraderie and collaboration that we achieved at our delivery centers, where sometimes even the families rolled up their sleeves to set up WFH solutions was unprecedented and much appreciated by the client.

At WNS, we are driven by client-centricity to co-create outperformance. Our solutions and services drive excellence for the shipping and logistics industry – across ocean shipping, rail, trucking, freight forwarding and third-party logistics.

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