



Press Release

Mumbai, 18 September 2002

## **WNS strengthens senior management team to accelerate growth initiatives**

### **Multiple appointments made within the main operational areas of the company**

- Key executives added to drive the company's strategic and operational priorities thereby strengthening WNS leadership position within the global offshore BPO sector
- Senior executives with vast experience in their respective fields appointed to lead WNS' growth initiatives
- Appointments made across the globe within WNS' target markets - US and UK – and its offshore base in India

### Tahir Adam appointed as Commercial Director to strengthen the WNS Group's financial position

Tahir will be based in the UK and will be responsible for handling all financial and commercial aspects of the Group and to support WNS' growth and expansion initiatives. Prior to joining WNS, Tahir worked with Venture Capital backed companies in Europe in the telecom, BPO and pharma sectors.

### Shilpa Vernerkar to head the HR function as the organisation rapidly expands

Shilpa's role as Vice President (HR) will be to maintain the high standard of human resources management as the organisation grows. Shilpa has significant experience of HR management having worked with Paisapower.com and Citicorp Securities and Investments in her previous assignments.

### Anup Gupta strengthens Client Relations and Transition team

As Senior Vice President, Anup will be a part of the core team that is responsible for establishing and maintaining high impact client relationships, and managing large transitions from the client to offshore site, which is the most critical aspect of migrating work offshore successfully. Anup will also develop new services to extend WNS' offerings to other industry verticals like banking, financial services, telecom, etc. Prior to joining WNS, Anup worked as a management consultant with Booz Allen Hamilton where he worked with clients in India, Asia and Europe. He also was a Principal at eVentures India, where he focussed on developing businesses in offshore services.

### Ambreesh Mahajan appointed as Senior Vice President (Operations), Mumbai

Ambreesh will be responsible for the smooth and uninterrupted flow of operations at WNS to support the company's growth plans. As part of his rich and varied experience, Ambreesh has set up and established contact centres and been responsible for new projects and strategic planning in the airline and travel and tourism sectors.



Anish Nanavaty to drive WNS' business in the high potential US market

As Senior Executive Vice President, WNS North America, Anish is charged with the overall responsibility for leading WNS' sales and marketing activities in North America. Anish has significant experience of the outsourcing industry and has worked with Fortune 50 clients across numerous industries including Insurance, Financial Services, and Consumer Goods on a global basis.

Shilpa Kulkarni to lead business development activities in North American market

As Vice President- Business Development, WNS North America, Shilpa will focus on securing incremental business for WNS both through the enhancement of existing business areas and through the development of potential opportunities. Shilpa brings with her extensive financial and US market experience having worked in the US with companies such as eVentures and Chase H&Q.

Sumer Shankardass to spearhead WNS' business in the high potential insurance segment

As Senior Vice President [Insurance], Sumer will spearhead WNS' Insurance business and play a key role in establishing the company as a leading player in the global insurance sector. Sumer brings with him vast experience and knowledge of the insurance industry; having worked in a key position at Trinity, the captive Indian back office operations of leading global insurance broking firm Willis.

WNS (Holdings) Ltd., a leading offshore Business Process Outsourcing (BPO) company, which has British Airways and leading private equity investor Warburg Pincus as its key shareholders and business supporters, has recently made key additions to its senior management team. This team's mandate will be to drive the company's growth through a number of initiatives that will strengthen WNS' leadership position in the offshore BPO space.

**Commenting on the new additions to WNS' senior management team, Neeraj Bhargava, President Client Relations and Business Development said,** *"WNS is currently witnessing exciting and challenging times as the company is growing at a very rapid pace. In order to capture the immense market opportunity available to us and continue to deliver significant value to our customers, we are strengthening our core management team to include highly talented individuals who have vast experience and expertise in their respective areas. With an unparalleled team in place, proven capabilities in building high impact client relationships and an increasing presence worldwide, WNS is confident of realising its growth objectives and becoming a leading offshore BPO player."*

- Ends -



## Details of the appointments

### **Corporate office expanded to drive organisational growth**

#### Tahir Adam appointed as Commercial Director

WNS has appointed Tahir Adam as Commercial Director, WNS Group. Tahir will be based in the UK and will be responsible for handling all financial and commercial aspects of the Group and to support WNS' growth and expansion initiatives. An immediate priority of Tahir is to integrate WNS and Town & Country Assistance post the company's recent acquisition of T&C by negotiating commercial contracts, overseeing the business development activities of the combined entity and identifying and reaping synergies between both companies.

Prior to joining WNS, Tahir worked with Venture Capital backed companies in Europe in the telecom, BPO and pharma sectors. In his most recent post with Tracmail, Tahir was responsible for leading the company's foray into the European market and establishing a leadership position. Tahir is a chartered accountant by profession.

#### Shilpa Vernerkar joins as Vice President – Human Resources

Shilpa Vernerkar has been selected by WNS to head the HR function of the organisation. WNS currently enjoys one of the highest employee productivity, satisfaction and retention rates in the industry. Shilpa's role will be to maintain the high standard of human resources management as the organisation grows. WNS plans to rapidly increase its staff strength from 1700 to 3500 people over the next few months and is confident of building the company into a 10,000 people organization within four to five years.

Shilpa has significant experience of HR management. In her previous assignments, Shilpa worked with Paisapower.com, a Chennai based finance portal where she single handedly set up and headed the company's HR department, and with Citicorp Securities and Investments.

#### Anup Gupta to strengthen Client Relations and Transition Team

Anup Gupta has been appointed as Senior Vice President, WNS. Anup will be a part of the core team that is responsible for establishing and maintaining high impact client relationships, and managing large transitions from the client to offshore site. Transition management is the most critical aspect of successfully migrating work offshore. Anup's appointment is in line with the company's stated goal of becoming its clients' "most trusted offshore partner" by providing an efficient and reliable service day after day. Anup will also develop new services to extend WNS offering to other industry verticals like banking, financial services, telecom, etc.

Prior to joining WNS, Anup worked as a management consultant with Booz Allen Hamilton where he worked with clients in India, Asia and Europe. He also was a Principal at eVentures India, where he focussed on developing businesses in offshore services.



Ambreesh Mahajan appointed as Senior Vice President (Operations), Mumbai  
Ambreesh will be responsible for the smooth and uninterrupted flow of operations at WNS to support the company's growth plans.

As part of his rich and varied experience, Ambreesh has set up and established contact centres and been responsible for new projects and strategic planning in the airline and travel and tourism sectors. Prior to joining WNS, Ambreesh was part of the start up and core team at makemytrip.com (later acquired by ebookers plc) wherein he was responsible for the migration and management of live functions in the areas of data, (airlines contracts, hotels, car contracted rates as well as updates on the site) email management, customer services, sales (in bound & out bound) of travel products, remote ticketing, online transaction processing and management and account reconciliations with banks and suppliers.

### **US office set up to extend WNS' worldwide reach and strengthen global market position**

Anish Nanavaty appointed to head US operations, Shilpa Kulkarni to lead business development activities

WNS has appointed Anish Nanavaty as Senior Executive Vice President, WNS North America, to head the company's front end marketing office and to drive sales and marketing activities in the region. Anish will be supported by an aggressive and highly experienced team including Shilpa Kulkarni who has recently joined WNS as Vice President Business Development, WNS North America, to lead all business development activities in the high potential North American market.

Anish, Shilpa and their team will focus on securing contracts with leading global corporations based in North America by highlighting India's offshore advantage and WNS' proven capabilities in this space. The company believes that its presence at ground level will facilitate a rapid entry into the North American market and increase the comfort factor amongst its clients. The company is currently in discussions with many leading US companies for offshore BPO contracts. WNS' major foray into the North American market is part of its strategy to expand its geographical footprint by extending its worldwide reach, increasing its marketing capability and providing real value to its customers thereby strengthening its position as one of the leading companies in the global offshore BPO market.

Anish joins WNS from Enron Corp. where he was a member of the executive team that set up and IT Infrastructure Services Outsourcing business in India. Anish spent over 10 years in strategy consulting, working with Fortune 50 clients across numerous industries on a global basis. During his time at Mars & Co and Monitor, he worked on engagements with Insurance, Financial Services, and Consumer Goods clients.

Shilpa brings with her extensive financial and US market experience having worked in the US with companies such as eVentures and Chase H&Q.



## **WNS strengthens its position as a leading offshore insurance BPO player**

### Sumer Shankardass appointed to spearhead WNS' Insurance business

WNS has appointed Sumer Shankardass as Senior Vice President [Insurance]. Sumer will play a key role in developing WNS' business and market position in the high potential insurance segment in order to establish WNS as a leading player in the global insurance sector.

Sumer brings with him vast experience and knowledge of the global insurance market. Prior to joining WNS, Sumer held a key position at Trinity; the captive Indian back office operations of leading global insurance broking firm Willis.

In addition to Sumer's appointment, WNS has undertaken other significant initiatives as part of its major foray into the insurance sector. The company recently announced the acquisition of Town & Country Assistance, the UK based insurance claims management company, which has placed WNS in a strong position to capture a significant share of insurance market. WNS is currently in discussions with a number of large global insurance companies for outsourcing projects and is expected to announce new customer wins shortly.

These moves form part of WNS' strategy to diversify and strengthen its operations across attractive new business sectors that have high business potential such as insurance, while providing industry-specific services and solutions to its clients.

### **About WNS**

WNS, is a leading offshore Business Process Outsourcing (BPO) company with proven expertise in delivering exceptional bottom-line impact to its clients globally. WNS, based in India with offices in Mumbai and Pune, has a talent pool of over 1700 highly qualified and trained professionals. Backed by its world-class infrastructure and best-of breed-technology, the ISO-9001 compliant WNS is one of the largest and most well regarded BPO companies in India.

Operating as a leading player in an emerging sector that has high growth potential, WNS offers a comprehensive range of value-added offshore services to leading global companies. The company's largest client is British Airways but it also provides offshore services to other leading airlines worldwide and companies from the insurance, pharmaceutical and market research sectors.

With a professional management team that has an independent charter for the growth and development of its business, an established delivery model and proven capabilities, and with support from Warburg Pincus and British Airways as key investors, the company plans to significantly enhance its operations by extending both the range of its services and worldwide presence while maintaining its track record of exceptional quality and reliable service.

For further information on WNS log on to our website at [www.wnsgroup.net](http://www.wnsgroup.net) or contact:

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