



FACT SHEET

WNS (Holdings) Limited (NYSE: WNS) is a leading global Business Process Management (BPM) company. WNS offers business value to 200+ global clients by combining operational excellence with deep domain expertise in key industry verticals, including banking and financial services, consulting and professional services, healthcare, insurance, manufacturing, media and entertainment, retail and consumer packaged goods, telecommunications and diversified businesses, shipping and logistics, travel and leisure, and utilities and energy. WNS delivers an entire spectrum of business process management services such as customer care, finance and accounting, human resource solutions, research and analytics, technology solutions, and industry-specific back-office and front-office processes. WNS has delivery centers world-wide, including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, UK and US.

CORPORATE INFORMATION

Established	Stock Symbol	Employees
1996	NYSE - WNS	33,000+

DIFFERENTIATORS

- Client-centric Approach
- Technology-enabled BPM
- Vertical Approach

FINANCIAL STRENGTH (Year ending March 31, 2017)

Net Revenue (Revenue Less Repair Payments - Non-GAAP): **USD 578.4 Million**

MAJOR CLIENTS

Over 200 Global Clients

- Major U.S. retail bank
- European airline
- Leading European travel conglomerate
- Leading U.S. residential mortgage bank
- Major North American airline
- North American travel agency
- Leading U.K. insurer
- Global cosmetics company
- Consumer electronics giant
- Global market research company
- Leading U.S. financial advisory firm
- Major U.S. auto insurers
- Two global investment banks
- Leading global CPG brand
- Leading global beverage brand
- Leading logistics company
- Major energy and gas utility company
- Leading hospitality firm
- Major U.S. building supply company
- Global reinsurer
- Global telecom provider
- Leading Australian insurance company

INDUSTRY RECOGNITION

Domain Leadership

- A "Leader" in Everest Group's Property and Casualty Insurance BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2015, 2016, 2017
- A "Major Contender" in Everest Group's Finance and Accounting Outsourcing (FAO) – Service Provider Landscape with PEAK Matrix™ Assessment 2013, 2014, 2015, 2016
- An "Execution Powerhouse" in HfS Research's Blueprint Report Digitally Enabled Contact Center 2016
- A "Leader" in NelsonHall's NEAT for Customer Management Services through Analytics 2016
- A "Major Performer" in IDC MarketScape: Worldwide Business Analytics BPO Services 2016 Vendor Assessment

Technology and

Quality Leadership

- Innovative CIO Award 2016 for Innovation
- DSCI Excellence Awards 2016:
 - Best Privacy Practices in IT-BPM Sector
 - Privacy Leader of the year
- Golden Star Six Sigma Awards for Best use of Six Sigma in Customer Service
- Golden Peacock National Training Award 2016
- CIO 100 Award in 'Business Transformation Category' 2015
- Silver EDGE Award for Best Use of IT by Information Week
- EMC Transformers Award 2013, 2014

BPM Leadership

- AON Hewitt - AON Best Employer India 2016, 2017
- Recognized as a LEADER in IAOP Global Outsourcing 100 ranking
- Golden Peacock Innovation Management Award 2016
- SSON Excellence Awards 2016:
- Golden Peacock Global Award for Corporate Social Responsibility
- Stevie Awards for Excellence in Sales & Customer Service
- Business World HR Excellence Award for Excellence in Talent Acquisition

INDUSTRY-FOCUSED SOLUTIONS

Banking and Financial Services

Banking Operations

- Check processing
- Lock-box processing
- ACH processing
- Adjustments and record retrievals
- New account setup and maintenance
- Credit card operations
- SAR and fraud operations

Lending Services

- Loan origination and processing
- Loan underwriting
- Loan closing and funding
- Post closing and due-diligence
- Loan servicing

Asset Management and Brokerage Services

- Account setup and maintenance
- Broker and advisor support services
- Customer service
- Transfer agency related processing
- Portfolio administration
- Investment research

Investment Banking

- Pitch books, company profiles and financial analysis
- Financial models, forecasts and updates
- Research reports preparation and authoring
- Business intelligence and analysis

Consulting and Professional Services

Finance & Accounting

- Transaction accounting
- Finance optimization services
- Corporate finance and accounting
- Risk management and Compliance
- Strategic initiatives

Legal Services

- Residential conveyancing
- Bid management
- Vendor contract management
- Secretarial and regulatory services
- Employment contract management and litigation support

Customer Interaction Services

- Customer service
- Technical help desk
- Collections
- Sales / up-sell / cross-sell
- Customer retention
- Credit management

Transformation Solutions

- Consulting services
- Program management
- Process re-engineering
- Quality and Six Sigma services
- Technology services

Research and Analytics

- Market research
- Business research
- Financial research
- CRM analytics
- Data solutions and management

Healthcare

Providers

- Revenue cycle management
- Medical coding
- Bill preparation
- Receivables management
- Payment posting
- Debt analysis

Payer

- Claims administration
- Member and provider services
- Clinical support
- Overpayment recovery
- Fraud detection and investigation

DME Manufacturers

- Order management
- Billing and submissions
- Fulfillment support
- Collections
- Patient services
- Collection analytics

Pharmaceutical and Consumer Health

- Competitive Intelligence
- Pipeline Analysis
- Product Profiling
- KPI Reporting
- Epidemiology Analysis
- Market Opportunity Assessment
- Social Media Analysis

Enterprise Shared Services

- Finance and accounting
- Workflow / platforms
- Research and analytics (KPO)
- Technology solutions
- Front end / mailroom
- Contact center

Insurance

Agency Services

- Correspondence
- Renewals
- Terminations
- Commissions
- Special compensation

Policy Administration

- Policy benefits
- Policy reinstatements and quotes
- Policy changes
- Inbound customer service
- Endorsements
- Renewals
- Pre-renewals / expiry premium
- Lapses
- Indexing and logging
- Specialist line (marine, engineering, high net worth)
- Mid-term changes (specific to healthcare)
- Motor insurance database updation

Investment Management

- Trade compliance
- Performance measurement
- Credit research
- Data management
- Real estate

New Business Support

- Sales
- Conversion
- Quote acceptance
- Cross-selling and up-selling
- Customer enquiries
- Actuarial services
- Exposure assessment
- New business data entry
- Rules-based underwriting
- Policy issuance

Premium Administration

- Fund applications
- Refunds
- Billing
- Premium mode changes
- Bank information changes
- Account reconciliation

U.K. Motor Accident Management Provision

- First notification of loss (24/7 provision)
- Repair management and engineering
- Liability handling
- Third-party capture
- Subrogation
- Non-fault claims management
- Claims handling process technology

Claims

- Claim setup
- Examination
- Review
- Settlement
- Correspondence
- Tax compliance
- First notification of loss
- Policyholder and broker claim enquiries
- Claim notification processing adjustments, endorsements and renewals
- Claim assessment
- Negotiations and litigation
- Recovery check processing
- Third-party claims
- Subrogation
- Supplier payments
- Claims progression
- Bodily injury claims
- Delegated authority payments
- Claims bill payment
- Claims adjudication
- Manual claims intervention
- Transfers and withdrawals
- Loss adjusting transcription

Manufacturing

Supply Chain Management

- Supplier management and analysis
- Sourcing support
- Market intelligence
- Spend analytics

Logistics

- Logistics management
- Scheduling and planning analytics
- Market intelligence
- MIS and reporting

Sales, Marketing and Customer Care

- Service delivery
- Customer feedback management
- Tele-marketing
- Customer order support
- Market research
- Acquisition analytics
- Retention analytics
- Marketing effectiveness

Operations

- Fault management
- Change management
- Chronic and RCA reporting
- Sales performance reports
- Store planning
- Market intelligence
- eMarketing

Shared Services

- Billing queries
- Marketing analytics support
- Billing support
- Debt collection

Retail and Consumer Packaged Goods

Smart Strategy Solutions

- Market entry strategy, balancing portfolio investments
- Consumer and market insights, innovation strategies
- Power brand strategy, marketing spends optimization

Revenue Management Solution

- Transaction and interaction-based campaign strategies
- Loyalty management
- Credit control and collections

Supply Chain Solutions

- Retailer-supplier collaboration for demand-driven supply chain and retail execution management window
- Supply intelligence, supplier performance and risk monitoring, contract management (partners and suppliers)
- Supply chain orchestration – global trade shared services, trading partner helpdesks, logistics

One Global Back-office Solution

- Simplified, shared global self-service organization model with local business partners for Finance & Accounting, Human Resource, Information Technology, Indirect Procurement
- End-to end low cost shared services for transaction processes and virtual Centers of Excellence (COEs) for specialized services (tax, internal audit, IT architecture)

Next Gen Customer Service Solution

- Moving from customer relationship management to trans-channel enhanced customer experience, multi-channel commerce initiatives

Shipping and Logistics

Air Express / Shipping / Rail and Road / Terminals

Sales / Trade Management

- Tariff update
- Rate quotes
- Global tender management
- Sales reports and analytics
- Freight bookings
- Yield analysis
- Service contract / rate agreement maintenance

Customer Interaction Services

- Customer help desk
- eCommerce registration
- Service / rate enquiries
- Pre-advice and arrival notifications
- Cargo claims
- Booking desk
- Contact center
- Customer and data file administration

Documentation

- Bill of lading and airway bill management
- Freight corrections and reporting
- Billing and invoicing
- Freight audit
- Data transmission
- Advance manifest information
- Customs and port compliances

Operations

- PO creation
- Driver logs and fuel tickets
- Global tracking
- Equipment control
- Terminal operations
- Transshipment and cross-docking

Finance

- Accounts payable
- Accounts receivable
- Credit and collections
- Vendor help desk
- Detention and demurrage reporting
- Cost reporting, audit and vendor reconciliation
- General ledger / bank reconciliation
- Management reporting

- Schedule maintenance
- Routing – creation and maintenance
- Stowage planning
- Hazardous cargo approvals

Telecommunications

Customer Acquisition

- Order entry
- Order fulfillment
- Contract management
- Lead generation
- Outbound sales
- Sales analytics
- Cross-selling and up-selling analytics

Sales and Contracts Administration

- Telemarketing
- Inside sales
- Pricing and contract preparation
- Sales order taking
- Ordering support
- Inbound contact center

Operations and CRM

- Inbound contact center
- Logging and monitoring service requests
- Directory publishing
- Churn analysis and support
- Usage analytics
- CRM analytics
- Collection analytics
- Traffic routing planning
- Web correspondence
- Network utilization reporting and analytics

Order Provisioning and Order Management

- New product and services, service delivery process creation
- Order provisioning
- Technical validation and support
- Rejected order tracking
- Multi-vendor tracking
- Order tracking
- Proactive order management
- Test delivery conformance
- Billing
- Data management (forms, administrations)

Travel and Leisure

Sales and Customer Interaction Services

- Customer service
- Sales and reservations
- Loyalty program management
- Customer relations
- Lost baggage tracing and customer support
- Website navigation
- Specialty help desk

Operations

- Fare filing and loading
- Revenue management
- Fares and ticketing
- Queue processing
- PNR servicing
- Cargo operations support

Shared Services

- Passenger / cargo revenue accounting and auditing services
- Corporate finance and accounting
- Transactional accounting
- Human resource management
- Fraud prevention and control
- Analytics and MIS

Platform-based Service Offerings

- Passenger revenue accounting solution
- Verifare PlusSM - Automated Web-based fare audit solution
- SmartProSM - Automated Proration engine
- RePAXSM - Automated flight disruption management solution
- QbaySM - Back-office productivity and workflow management

Utilities and Energy

Sales Management

- Campaign management
- Sales management
- Account and contact management
- Integrated sales planning and analysis

Customer Financial Management

- Receivables and collections management
- Reconciliation
- Bill disputes and client queries

Meter Operations and Billing

- Customer billing
- Management of prepaid accounts
- Billing of unmetered services

Supply Chain and Distribution Management

- Order provisioning and order management
- Sales and contract administration
- Technical support help desk
- Import and export documentation management
- Freight bill auditing services
- Procurement support services

Customer Service Management

- Service order management
- Service contract
- Complaints and requests management
- Electronic customer services
- Account management
- Contract management

CROSS-INDUSTRY SOLUTIONS

Customer Interaction Services

Services

- Customer service
- Customer complaint resolution
- Sales (cross-sell / up-sell)
- Loyalty program management
- B2B and B2C collection
- HR support
- Computer-aided Telephonic Interviews (CATI)
- Technical help desk
- Specialty help desk
- Customer care analytics

Channels

- Voice (inbound / outbound)
- E-mail
- White mail
- Chat
- Social Media

Languages

- Arabic
 - Dutch
 - English
 - French
 - German
 - Italian
 - Nordic
 - Portuguese
 - Spanish
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Finance and Accounting

Procure-to-Pay

- Accounts payable
- Expense reports
- Payment processing

Record-to-Report

- General accounting
- Fixed assets
- Tax filing and reporting
- Cost accounting
- Inter-company accounting
- Statutory reporting
- Month-end reporting and consolidation

Order-to-Cash

- Accounts receivable
- Billing and cash application
- Order management
- Credit control
- Collections

Corporate Functions

- Treasury
- Cash management
- Financial planning and analysis
- Tax and compliance
- Decision support
- Management accounting

Supply Chain Finance

- Product costing
- Inventory accounting
- Manufacturing accounting

Industry-specific Accounting

- Passenger revenue accounting
 - Revenue audit and recovery
 - Claims management
 - Loan account maintenance
 - Royalty accounting
 - Fiduciary accounting
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Human Resource Solutions

- **HR Analytics**
- **Recruitment Process**
- **Payroll**

- **Travel Services**
- **Employee Data Management (Workforce Management)**

- **Compensation and Benefits**
 - **Learning and Performance Management**
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Legal Services

Property Law

- Freehold and leasehold conveyancing
- Mortgage re-financing legal processing
- Title checking services
- HIP back-office

Law Firm Back-office

- Digital dictation transcription
- Accounts payable and general ledger
- Employee data management and payroll

Corporate Legal Support

- Contract management
- Legal research
- Litigation support

Personal Injury Claims

- New claims processing
- Medical evidence evaluation
- Claims settling and closing

Research and Analytics

Analytics Consulting

- Big Data consulting
- Analytics maturity consulting
- Data maturity consulting
- Visualization needs assessment

Operations Analytics

- Contact center analytics
- CSAT / NPS analytics
- Spend analytics
- Demand and inventory analytics
- Sales and operations planning
- Sourcing and procurement analytics
- Supplier capability profiling

Marketing Analytics

- Customer analytics
 - Acquisition / retention
 - Cross sell / Up sell (CLTV / Segmentation)
- Campaign management and analytics
- Loyalty management
- Sales analytics
- Market / Media mix modeling
- Market research analytics
- Pricing analytics

Digital Analytics

- Social media analytics
- Web analytics
- Text mining

Financial Analytics

- Risk analytics
- Capital asset pricing modeling
- Actuarial analytics
- Collections analytics
- Budgeting and forecasting
- Balance sheet analytics
- Working capital analytics

HR Analytics

- Smarter workforce solution
- Employee satisfaction analytics
- Attrition analytics

Domain Based Analytics

- Insurance analytics (Claims / Fraud / Distribution)
- Banking and capital market analytics
- Retail analytics
 - Market basket analytics
 - Category analytics
 - Category evolution model
- CPG domain analytics - Segmentation and portfolio strategy
- Pharmaceutical commercial analytics
- Travel revenue analytics
- Asset management analytics

Data and Visualization Services

- Data cleansing and aggregation
- Data stitching and analysis
- Reports and dashboards
- Visualization tools

Research

- Business Research
 - Strategic market intelligence
 - Competitive research
- Financial Research
 - Credit research
 - Equity research
 - M&A research
 - Fixed income research
- Market Research
 - Survey programming
 - Telephone (CATI) and web surveys
 - Data processing

Transformation Solutions

Consulting and Program Management Services

- Transformation strategy definition and planning
- Global, multi-domain solution definition / development
- Transformation roadmap and business case development
- Program and change management
- Business case realization and validation

Process and Quality Services

- Quality program strategy and establishment
- Problem definition and root cause analysis
- Performance enhancement, benchmarking and metric definition
- Process re-engineering (Six Sigma, Lean)
- Program and change management

Technology Services

- Enterprise solution / ERP optimization
- Application development, maintenance and support
- Business process management
- Business intelligence and analytical solutions
- Infrastructure and network services

GLOBAL PRESENCE

Americas	Europe		Africa, Asia Pacific and Middle East
Costa Rica	Denmark	Romania	Australia
USA	France	Turkey	Singapore
	Germany	UK	China
	Poland		India
			South Africa
			Sri Lanka
			The Philippines
			UAE

Our network of 48 global delivery centers respond to needs for language, cultural alignment, redundancy and 24/7 operations.

MANAGEMENT TEAM

Corporate Management Team

Keshav R. Muruges
Chief Executive Officer
WNS Group

Sanjay Puria
Chief Financial Officer
WNS Group

R. Swaminathan
Chief People Officer
WNS Group

Ronald Gillette
Chief Operating Officer

Sanjay Jain
Chief Business
Transformation Officer

Vikas Saggi
Chief Strategy Officer

Krishnan Raghunathan
Chief Capability Officer

Suhrid Brahma
Chief Technology Officer

Manish Vora
Head of Sales for the Asia
Pacific and Middle East region

Yogendra Goyal
Head of Sales,
North America

Nimesh Akhauri
Head of Sales,
Europe

Business Unit Management Team

Gautam Barai
Business Unit Leader,
Banking and Financial
Services, Healthcare,
and Insurance

Sulakshana Patankar
Business Unit Leader,
Utilities, Retail,
Manufacturing, Telecom,
Diversified Businesses and
India Business

Deepak Gupta
Business Unit Leader, Travel,
Shipping & Logistics Services;
Head, International Delivery
Locations; Capability Practice
Leader, Contact Center
Operations

Arun Kharbanda
Business Unit Leader,
Consulting and Professional
Services

Akhilesh Ayer
Head, Research &
Analytics Unit;
Head of Marketing

Edwin Harrell
Chief Executive Officer,
WNS Assistance

India

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USA

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Australia

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Sri Lanka

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Romania

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Turkey

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UAE

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Dubai

The Philippines

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South Africa

Knowledge Park 2
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Cape Town, 8001

For a complete listing of all offices, please visit <http://www.wns.com/about-wns/global-presence>

For more information, please write to us at marketing@wns.com