



Supply Chain Transformation

WNS

Report Abstract

August 2022

By Alisa Samoylova

CEO

NelsonHall

14-pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's supply chain transformation profile on WNS is a comprehensive assessment of WNS' supply chain management services BPS and transformation offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of supply chain BPS and transformation services and identifying vendor suitability for supply chain management services related RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the business services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes WNS offerings and capabilities in supply chain management BPS and transformation.

WNS SCM practice is part of its MRC (manufacturing, retail, and consumer) business unit, as the greatest demand comes from these industries. WNS has been active in supply chain management for years, starting in order management processing and moving into logistics support and supply chain analytics.

One of the major developments has been bringing the capability together within the organization and driving synergies to become an end-to-end service provider. WNS has expanded its consultative and special product side of the business to build capability covering end-to-end processes, tech enablement, and delivering an end-to-end service that cuts across process, technology, and analytics.

WNS offers three main engagement models:

- Digital transformation consulting, including studying the existing landscape of automation initiatives, understanding key imperatives and identification of gaps, identification of opportunities for streamlining solutions and creating a Digital Roadmap, benchmarking against industry best practices for customer experience & operational efficiency, and regulatory guidelines assessment
- Transformation "as a Service" model, including platform deployment within client infrastructure by WNS or client, discovery and diagnostic of automation opportunities followed by delivery by the WNS intelligent automation team, support of ongoing change, and maintenance and development support
- Business process "as a Service" model, including end-to-end managed services (people, process, application, platform), standardization, automation, and improvement of processes by leveraging technology platforms, RPA, AI/ML tools, maturity models and industry best practices, and co-creation of a transformation roadmap.

Scope of the Report

The report provides a comprehensive and objective analysis of WNS supply chain management BPS and transformation offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization, including key partnerships and the location of delivery locations.

SCM Transformation Vendor Assessments also Available for:

Capgemini

Exertis SCS

GEP

Infosys

TCS

WNS

About The Author

Alisa is a market analyst with global responsibility for NelsonHall's Procurement BPS and Healthcare BPS research programs.

Alisa supports buyers and sellers of procurement and healthcare BPS services as they develop and execute their business strategies, operations, and go-to-market approaches.

Alisa can be contacted at:

- Email: alisa.samoylova@nelson-hall.com
- Twitter: [@AlisaS_NH](https://twitter.com/AlisaS_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

Copyright © 2022 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person, including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.