



# **WNS**

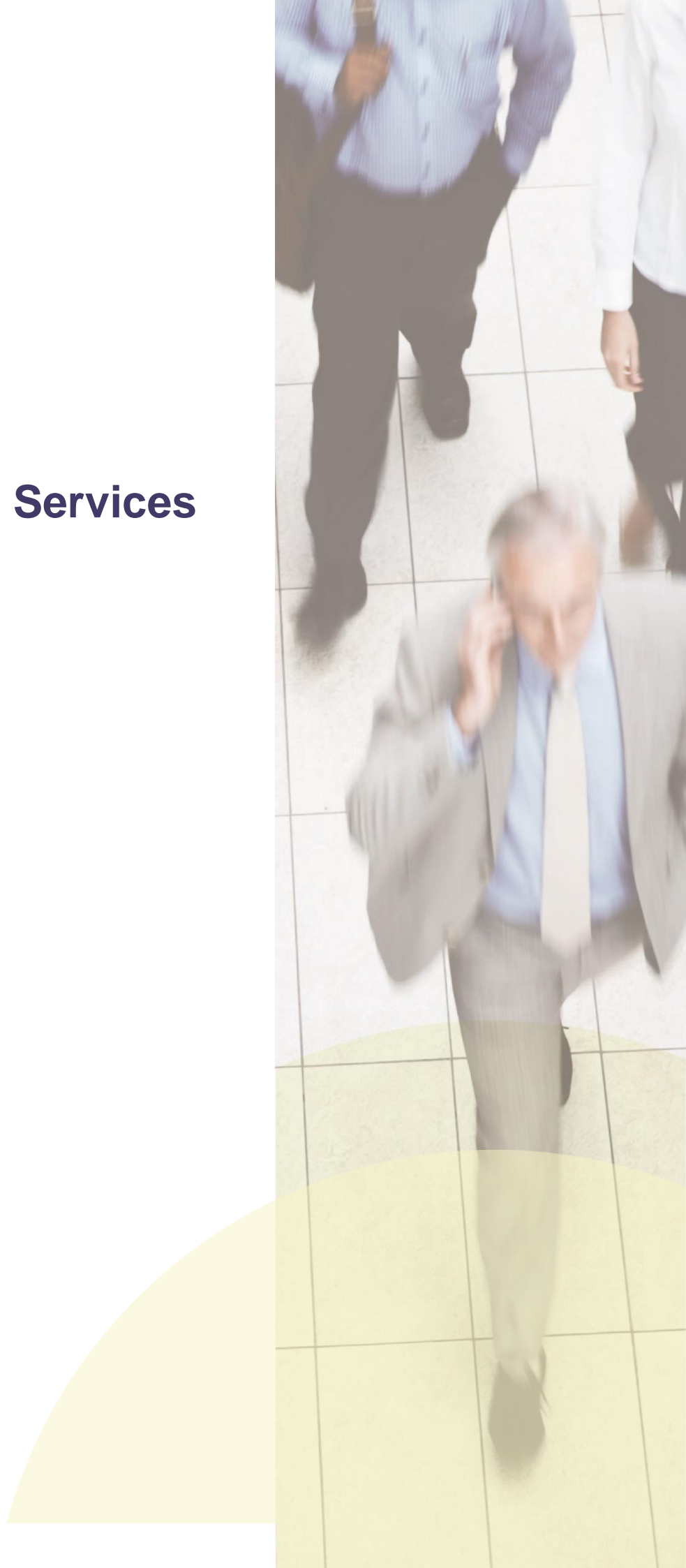
## **Digital Banking Services**

**Vendor Assessment  
Report Abstract**

**November 2021**

**by Andy Efstathiou  
Director  
NelsonHall**

**12 pages**





## Who Is This Vendor Assessment For?

NelsonHall's 'Digital Banking Services: Transforming the Financial Services Industry' Vendor Assessment for WNS is a comprehensive assessment of WNS's banking industry digital services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital processes and identifying vendor suitability for digital services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.



## Key Findings & Highlights

WNS is a global business process management company that started as a captive for British Airways in 1996. It began servicing the financial services industry in 2006 when it acquired Trinity Partners. To date, WNS supports more than 12 digital banking clients with their industry knowledge, technology, analytics, and process expertise to co-create digitally-enabled transformative solutions. Over the years, WNS has invested in frameworks and tools to facilitate digital transformation engagements, beginning in 2015 with WNS TRAC, which uses a domain-led approach to automation and leverages its partner ecosystem along with its IP. (see the Delivery section for additional proprietary IP and partner tools used in the delivery of digital projects.)

Recently WNS added to its suite of customizable solutions with FINSIBLE. Employing robotic process automation (RPA), artificial intelligence (AI), and analytics, FINSIBLE is a customizable managed solution that facilitates managing routine tasks and ensuring regulatory compliance. It enables fintech companies to focus on their core mission: innovation in building the core business and expanding the suite of products and offerings.

WNS has also been expanding its WNS Co-creation Labs in Pune, London, and New York. The WNS Co-creation Labs offer hands-on engagements, deep-dive explorations, and immersive experiences using cutting-edge technologies, rich media, and design thinking-based expert facilitation. WNS clients can move quickly and gain critical insights to co-create valuable business outcomes through prototyping and simulation.

## Scope of the Report

The report provides a comprehensive and objective analysis of digital services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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 the location of delivery locations.

## Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capabilities & Partnerships	
5.	Target Markets	
6.	Strategic Direction	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

## Report Length

12 pages

## Digital Services Vendor Assessments Also Available for:

Accelirate  
Atos  
Capgemini  
Coforge  
Cognizant  
FIS  
Happiest Minds  
Infostretch  
Infosys  
LNT Infotech  
Mindtree  
Quantiphi  
Sopra Steria  
Sutherland  
TCS  
Tech Mahindra  
UST  
Virtusa  
Wipro  
WNS  
Xebia