



# **WNS Next Generation Mortgage and Loan BPS**

**Vendor Assessment  
Report Abstract**

**August 2017**

**by Andy Efstathiou  
Director  
NelsonHall  
10 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Next Generation Mortgage and Loan (M&L) BPS vendor assessment for WNS is a comprehensive assessment of WNS' next generation M&L BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for M&L BPS 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

This NelsonHall assessment analyzes WNS' offerings and capabilities in mortgage and loan BPS. WNS is one of a number of mortgage and loan BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

WNS is a vendor of BPS to global firms. In calendar year (CY) 2016, 6.3% of WNS' revenues came from BFS. WNS has ~28 clients in BFS in total. M&L BPS is part of WNS' financial industry line of business, under business process management (BPM).

WNS entered the M&L BPS business when it acquired Trinity Partners, a mortgage processing BPS vendor, in 2006. WNS made the purchase to pursue the mortgage services business and to deepen its business with the banking industry. The M&L BPS business grew, primarily from mortgage administration contracts, until the economic downturn; during the financial crisis (2009 to 2011), the mortgage BPS business revenues declined ~50%, consistent with industry experience. Since 2011, the mortgage BPS business has been growing, with 2013 marking the start of rapid growth.

## 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

---

## Scope of the Report

The report provides a comprehensive and objective analysis of M&L 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.

## Report Length

10 pages

## Report Author

Andy Efstathiou

[andy.efstathiou@nelson-hall.com](mailto:andy.efstathiou@nelson-hall.com)

## M&L BPS Vendor Assessments Also Available for:

Atos

Capgemini

Computershare

First Source

Genpact

IBM

Infosys

Intelenet

Mphasis

SLK Global

WNS

Tata BSS

TCS

Wipro

WNS.