



WNS

F&A BPO in Financial Services

Vendor Assessment Report Abstract

August 2014

By Jessica Soler
Finance & Accounting BPO
Industry Sector Analyst
NelsonHall

9 pages

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Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for WNS is a comprehensive assessment of WNS' Finance and Accounting BPO offerings and capabilities in the financial services sector. This report is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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 vendor assessment analyzes WNS' F&A BPO offerings and capabilities in the financial services sector. WNS is one of a number of F&A outsourcing services companies analyzed as part of NelsonHall's comprehensive industry-analysis programs.

WNS is headquartered in Mumbai, India and was founded in 1996 as a British Airways captive. WNS has ~27k employees and operates from 33 delivery centers in ~10 countries.

WNS' entry into F&A BPO in the banking, financial services and insurance space was through services that it provided to Aviva, a global multiline insurer, in 2004. Aviva is the largest and longest-standing FAO client for WNS, supported by ~1.2k FTEs; the majority of these are providing P2P, O2C and R2R services from WNS' India delivery locations and the rest provide P2P and R2R services from the delivery center in Colombo, Sri Lanka.

WNS' revenues from the BFSI segment have grown 10% over the last 12 months and contribute ~40% of WNS' BPO revenues. WNS provides a larger portion of industry specific services than F&A BPO services to its BFSI clients. Currently, 30% of the insurance and 10% of the banking and financial services clients are provided with F&A services along with the core industry specific offerings.

Scope of the Report

This report provides a comprehensive and objective analysis of WNS' F&A BPO offerings, capabilities, and market and financial strength with regard to the FS sector, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Profile and analysis of the company's customer base, including its targeting strategy
- Analysis of the company's strengths, weaknesses and outlook.



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Report Length

9 pages

Report Author

Jessica Soler

jessica.soler@nelson-hall.com

F&A BPO in Financial Services Vendor Assessments Also Available for:

Genpact

EXL

HCL

IGATE

Infosys

TCS

Wipro