



WNS Next Generation Mortgage and Loan BPS

**Vendor Assessment
Report Abstract**

September 2018

by Andy Efstathiou

Director

NelsonHall

11 pages





Who Is This Vendor Assessment For?

NelsonHall's Digital Banking Services Vendor Assessment for WNS is a comprehensive assessment of WNS's Next Generation Mortgage and Loan BPS offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Mortgage and Loan 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's offerings and capabilities in Mortgage and Loan BPS. WNS is one of a number of banking operations services companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

In 2006, WNS acquired Trinity Partners, a mortgage processing BPS vendor. WNS purchased to pursue the mortgage services business and expand its range of offerings for the banking industry. The focus of the initial BPS offerings was loan administration services. The M&L BPS business grew until the economic downturn. From 2009 to 2011, because of the financial crisis, the mortgage BPS business revenues declined ~50%.

Since 2011, the mortgage BPS business has consistently grown. In 2010, WNS initiated default management services for a leading mortgage servicer and regional bank, both in the U.S. In 2013 to 2014, WNS began delivering services to APAC based banks for document management, credit checks, and analytics. In 2016, WNS began implementing automation services for compliance processes (e.g., credit checks, HMDA compliance, credit appraisals). In 2018, initiated secondary market services for a client with QC services for underwriting and post-closing activities.

Scope of the Report

The report provides a comprehensive and objective analysis of Mortgage and Loan BPS 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

11 pages

Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

Mortgage and Loan BPS Vendor Assessments Also Available for:

Accenture

Computershare

Conneqt

DXC

Firstsource

FIS

HCL

Infosys

Intelenet

Mphasis

TCS

Tech Mahindra

Wipro

WNS