



# **WNS**

## **Transforming Mortgage and Loan Services**

**Vendor Assessment  
Report Abstract**

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**9 pages**





## Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of mortgage and loan process outsourcing and identifying vendor suitability for Transforming Mortgage and Loan 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 began providing services to the mortgage and loan industry in 2006 when it acquired Trinity Partners, a mortgage processing BPS vendor. WNS purchased Trinity as a first step in building a mortgage services business, and to expand its overall range of offerings for the banking industry.

The initial focus of WNS' services was loan administration. In 2010, as a result of the global financial crisis, WNS started delivering default management services for a leading mortgage servicer and a regional bank, both located in the U.S.

From 2013 to 2014, WNS began delivering services to lenders outside the U.S. for APAC based banks. The services provided included 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, WNS began delivering secondary market services for a client with QC services for underwriting and post-closing activities. Starting in 2019, WNS began working with digital banks and Fintechs to support their mortgage and lending back office operations including contact center operations and KYC/ AML operations.

WNS has been focusing on digital transformation powered by robotics and artificial intelligence solutions and has designed solutions to enhance efficiency, improve end-customer experience and strengthen risk management. Over the last couple of years, WNS has established partnerships with some of industry regulatory technology firms which have enhanced the onboarding & KYC experience for mortgage and lending customers. In 2020, WNS created innovation labs at some of its centers in India to provide a first-hand feel of the digital solutions built over the years and value delivered. The labs have transformed client experience through a visual feel of the end-state of operations post deployment of transformation levers.

## Scope of the Report

The report provides a comprehensive and objective analysis of transformation of mortgage and loan 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.

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## Report Length

9 pages

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## **Mortgage and Loan Services Vendor Assessments Also Available for:**

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