



# Supply Chain Transformation For Sustainability

## WNS

### Report Abstract

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14 pages

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## Who is this Vendor Assessment for?

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NelsonHall's supply chain transformation for sustainability profile on WNS is a comprehensive assessment of WNS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of supply chain transformation services with a focus on sustainability services and identifying vendor suitability for supply chain services with a focus on sustainability RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the supply chain services with a focus on the sustainability sector.

## Key Findings & Highlights

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WNS' SCM practice is part of its MRC (manufacturing, retail, and consumer) business unit, as the most significant demand for SCM services comes from these industries. WNS has been active in supply chain management for years, with order management and fulfillment as core offerings, moving into shipping and logistics support, supply chain analytics, planning, platforms, and sustainability.

WNS has been focusing on growing end-to-end supply chain services with digital enablement and analytics at the core of their offerings. In the recent past, with the growth in demand for sustainability solutions, WNS has been looking to embed sustainability at scale into existing SCM solutions and offerings. The company has been looking to grow its services' footprints into platform integration capabilities, planning and forecasting, analytics, and bolt-on proprietary solutions.

In 2022, WNS announced its acquisitions of three firms with a total investment of ~\$325m: Vuram, The Smart Cube, and OptiBuy. These have added hyperautomation, research and analytics, and consulting and implementation capabilities to WNS' SCM and procurement offerings.

WNS positions its supply chain offerings around the following key capability levers:

- WNS' co-creation approach to jointly address client needs and business challenges
- Domain expertise in the supply chain with a particular focus on order management and fulfillment, shipping and logistics, and industry-specific offerings for CPG, manufacturing, and retail
- Analytics and digitally-enabled solutions at the core of the offerings
- Flexible solution design, offering flexibility across various aspects of engagement, including areas such as engagement model, length, and pricing mechanisms.

WNS positions its sustainability services as an integral part of the existing supply chain solutions and not typically as a separate agenda. WNS wants to achieve this imperative by embedding sustainability into its overall supply chain offerings.

## Scope of the Report

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The report provides a comprehensive and objective analysis of WNS’s supply chain transformation for sustainability offerings, capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, challenges, 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 centers.

## Supply Chain Transformation for Sustainability Vendor Assessments also available for:

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Accenture

Capgemini

Genpact

GEP

Infosys

TCS

Tech Mahindra.

## About The Author

Vaibhav is a Principal Analyst with responsibility for NelsonHall’s F&A & Supply Chain Transformation research program.

Vaibhav assists both buy-side and vendor organizations in assessing opportunities and supplier capability and advising on operational transformation in the F&A and supply chain management domains.

Prior to joining NelsonHall, Vaibhav worked for over 13 years in various consulting/BPS industry roles, assisting clients with their sourcing and procurement transformation.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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