



# Transforming Mortgage and Loan Services

## WNS

### Report Abstract

April 2025

By Andy Efstathiou

NelsonHall

8 pages

### Contents of Full Report

1. Introduction
2. Revenue Summary
3. WNS Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is this Vendor Assessment for?

---

NelsonHall's 'Transforming Mortgage and Loan Services' profile on WNS is a comprehensive assessment of WNS' offerings and capabilities for the mortgage and loan sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of technology and operational services and identifying vendor suitability for mortgage and loan services in RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## WNS Findings & Highlights

---

WNS delivers technology and operations services to 100 financial institutions worldwide. Its 14k employees, including 5k transformation experts, provide these services. WNS supports 600 processes for its financial industry clients.

WNS began its mortgage and loan work in 2006 by delivering mortgage administration services to regional lenders in the U.S. In 2010, WNS added default, document management, and credit check services. In 2016, WNS began delivering credit analysis, appraisal, and compliance. WNS employs AI solutions to enhance operational delivery and design digital onboarding services for originations. It combines AI and RPA to improve origination processes.

## Scope of the Report

---

The report provides a comprehensive and objective analysis of WNS' BFS-focused mortgage and loan service offerings and capabilities and market and financial strength, including:

- Identification of the company's strategy, offerings, 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 WNS service components
- Analysis of the company's delivery organization including the location of delivery centers.

## **Core Banking Services Vendor Assessments also available for:**

---

Aspire Systems

Avaloq

Capgemini

Coforge

Genpact

Happiest Minds

WNS

Kyndryl

LTI Mindtree

Quantiphi

Sopra Steria

TCS

Virtusa

Wipro

WNS.

## About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

Andy can be reached at:

Email: [Andy.Efstathiou@nelson-hall.com](mailto:Andy.Efstathiou@nelson-hall.com)

Twitter: [@AndyE\\_NH](https://twitter.com/AndyE_NH)



## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

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)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

29 Rose Hill  
Binfield  
Bracknell, RG42 5LH  
Phone: +44(0) 208 638 7282

### Paris

115 rue de Reuilly,  
75020 Paris  
Phone: + 33 (0)6 23 81 17 54

Copyright © 2025 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.