



WNS

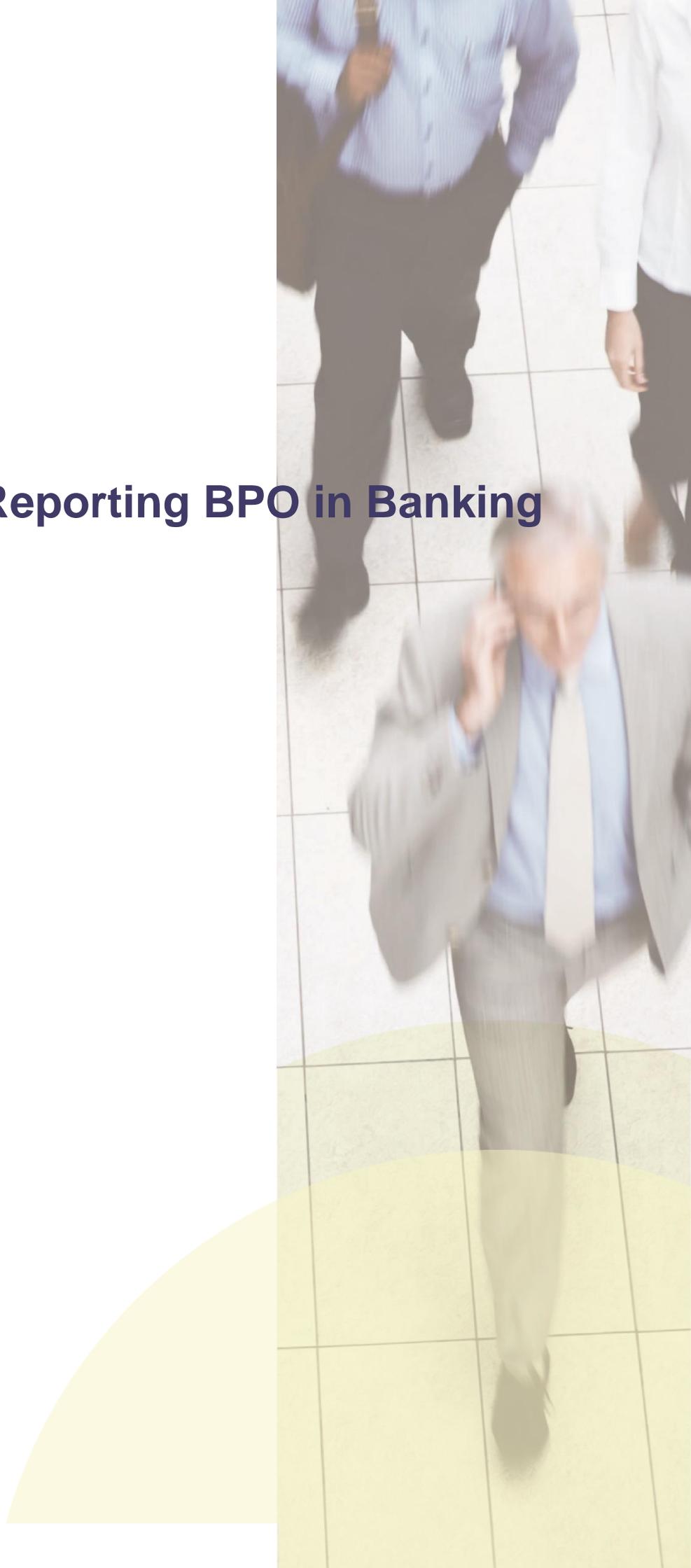
Analytics and Reporting BPO in Banking

**Vendor Assessment
Report Abstract**

September 2015

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12 pages





Who Is This Vendor Assessment For?

NelsonHall's Analytics and Reporting BPS in Banking vendor assessment for WNS is a comprehensive assessment of WNS's analytics and reporting BPS in banking offerings and capabilities, designed for:

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

Overview

This report focuses on WNS' analytics and reporting BPS activity for the banking industry. Analytics and reporting BPS is part of WNS' financial industry line of business, under business process management (BPM). WNS has provided analytics services since 2003 as an adjunct service to a mortgage lending client. In 2006, WNS started a full scale analytics BPS business with two capital markets clients:

- Investment bank with activities in 40 countries, providing fixed income analytics
- Asset management arm of an insurance company in North America, providing fixed income analytics.

In May 2007, WNS expanded its analytics capabilities with the acquisition of Marketics Technologies (India), a privately owned vendor of offshore analytics services.

WNS intends to focus and grow within five areas:

- Retail banking
- Commercial/wholesale banking
- Wealth management
- Asset management
- Investment banking.

Over the last 24 months, WNS has added six clients across these areas: two retail banks, two investment banks, one commercial bank and one investment management firm. WNS continues to invest in developing capabilities, tools/platforms and training modules to strengthen each of these five lines of business.

Delivery Capabilities

WNS delivers its service from six delivery centers:

- Gurgaon
- Pune
- Bangalore
- Sri Lanka
- Philippines
- South Africa.

Target Markets

WNS' primary targets for analytics and reporting BPS are:

- Retail banking:
- Commercial banking:
- Asset managers, private equity:
- Investment banks:
- Wealth managers:
- Stock exchanges
- Ratings and credit agencies.

Strategic Direction

WNS' analytics and reporting BPS strategy is to:

- Focus on processes:
 - Higher focus on judgement-related processes: primarily consumer and entity-related analysis
 - Lower focus on rules based processes: primarily compliance reporting
- Develop and expand its inventory of proprietary tools (primarily data integration and social media tools) to differentiate offerings
- Attract a skilled workforce (primarily FS industry domain knowledge and statistics certifications) and maintain continuity of workforce capabilities with COEs
- Ensure the flexibility of its client engagement model, including BOT. Specifically, to provide for clients which do not have relevant offshore operational experience, consulting and transition management services, to facilitate the creation of offshore operations and emerging markets entry (e.g. BOT)
- Target mid-tier firms, to provide a broader range of BPS, ITS, and consulting services than tier one firms require.

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Scope of the Report

The report provides a comprehensive and objective analysis of WNS' analytics and reporting BPS in banking 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.

Report Length

12 pages

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Analytics and Reporting BPS in Banking Vendor Assessments Also Available for:

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