

# WNS Transformation in Insurance

Vendor Assessment Report Abstract

July 2015

by Fiona Cox Transformation in Insurance Industry Sector Analyst NelsonHall

7 pages

research.nelson-hall.com





#### Who Is This Vendor Assessment For?

NelsonHall's Transformation in Insurance profile on WNS is a comprehensive assessment of WNS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of insurance BPS to serve organizations and identifying vendor suitability for transformation insurance 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 vendor assessment analyzes WNS' offerings and capabilities for transformation in insurance BPS.

WNS is one of a number of insurance BPO providers analyzed in this comprehensive industry analysis.

Much of the transformational work that WNS has done for its insurance BPO clients centers on its business re-engineering frameworks.

#### Scope of the Report

The report provides a comprehensive and objective analysis of WNS' transformation in insurance offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and approach to transformation
- Analysis of the company's strengths, weaknesses, and outlook
- Analysis of transition frameworks, approach to governance and use of analytics
- Analysis of the company's offerings and key service components.





## Contents

1.	Background
2.	Approach to Transformation
	2.1 Transition Frameworks
	2.2 Approach to Governance
	2.3 Use of Analytics
3	Case Study
	3.1 Multiline insurer
	Business Challenge
	Nature of Transformation
	Benefits Achieved
4	Strengths
5	Strategy

# **Report Length**

7 pages

## **Transformation in Insurance Vendor Assessments also available for:**

CSC, EXL, Genpact, HCL, Innovation Group, Mphasis, TCS