



WNS Global Services FAO in the Travel, Transport & Logistics Sector

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for WNS is a comprehensive assessment of WNS's FAO offerings and capabilities in the Travel, Transport & Logistics (TTL) sector. The report is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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's FAO offerings and capabilities in the TTL sector. WNS is one of a number of F&A Outsourcing services companies analyzed as part of NelsonHall's FAO industry analysis focused on the TTL sector.

WNS was established in 1996 in Mumbai as the captive back-office shared services center of British Airways (BA), the U.K.'s largest airline.

WNS' revenues for FY 2013, the period ended March 31, 2013 were ~\$436m.

BA remains a top 5 WNS client, supported by ~1,000 FTEs, of which ~300 FTEs provide FAO services from WNS' Mumbai and Pune delivery locations. In October 2011, BA awarded WNS a 2-year multi-process F&A BPO (MP FAO) contract extension to January 2014.

WNS provides FAO services to clients across the TTL sector. Whilst the airline industry makes up the largest group of clients (~50%), WNS also supports Global Distribution Systems (GDS) providers, On-line Travel Agents (OTA) as well as logistics providers and ocean freight companies.

Scope of the Report

The profile provides a comprehensive and objective analysis of WNS's FAO offerings, capabilities, and market and financial strength with regard to the TTL sector, 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

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FAO Vendor Assessments are Available for the following:

Accelya, EXL Service, HP, IBM, NIIT Technologies, Serco, Sutherland Global Services, Tata Consulting Services (TCS) and WNS Global Services.