WNS
Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of WNS is a comprehensive assessment of WNS' automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services

- 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

WNS has a proprietary solution for process automation, WNS Robotics & Digital Automation TRAC, that it positions as an "all-encompassing suite of industry-specific and cross-industry solutions, that unifies key components of Consulting, Domain, and Technology into a single framework, delivering what is a rapid and seamless Digital and Automation journey." Automation technologies used include third-party bots, desktop automation, web automation, and custom-developed automation, which are combined with both proprietary and third-party platforms to offer new digital process models.

WNS' deployment methodology, 4D, encompasses:

- Diagnosis, a feasibility study to identify high-level implementation areas and potential benefits

- Design, a detailed study of the process/activities in scope and production of the solution design

- Development, configuration, and coding of WBOT scripts, test case creation, and environment set-up

- Deployment, covering user acceptance testing, production environment setup, and deployment on user desktops.

Scope of the Report

The report provides a comprehensive and objective analysis of WNS' offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology

- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology

- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts

- Revenue estimates for the company's RPA and AI-centric services

- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology

- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Business Process Transformation through RPA and AI Vendor Assessments are available for arvato, Capgemini, Cognizant, EXL, Genpact, HCL, HGS, IBM, Infosys, MphasiS, Sopra Steria, Sutherland, Swiss Post Services, Tata Consultancy Services, Wipro, and WNS