



WNS

Auto Insurance BPO

**Vendor Assessment
Report Abstract**

November 2014

by Fiona Cox

Auto Insurance BPO

Industry Sector Analyst

NelsonHall

12 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of auto insurance BPO services and identifying vendor suitability for P&C insurance BPO 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 in the auto insurance sector.

WNS is one of a number of auto insurance companies analyzed in this comprehensive industry analysis.

WNS has made significant investments and acquisitions in support of auto BPO since it entered the market in 2002, with the acquisition of Town & Country Assistance, a U.K. based auto claims handling company. Town & Country was rebranded as WNS Assistance and is now part of the WNS auto claims division. This was a strategic acquisition, with WNS looking to gain specialist skills.

Scope of the Report

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

- Identification of the company's strategy, emphasis, 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.



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
	3.1 Service Components
	3.2 Motor insurance claims offerings in the U.K.
4.	Delivery Capability and Partnerships
	4.1 Geographic footprint
	4.2 Technology and tools
5.	Target Markets
	5.1 Product and geographic focus
	5.2 Client base
	5.3 Benefits achieved
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Report Length

13 pages

Auto Insurance BPO Vendor Assessments also available for:

EXLSERVICE, Genpact, Infosys, Innovation Group, MphasiS and TCS