



WNS

Legal Process Outsourcing

**Vendor Assessment
Report Abstract**

April 2014

by Coralie Marti
Legal Process Outsourcing
Industry Sector Analyst
NelsonHall

14 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Legal Process Outsourcing (LPO) profile on WNS is a comprehensive assessment of WNS' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of LPO services and identifying vendor suitability for LPO 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 LPO sector.

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

WNS Global Services is a provider of BPO services. Since 2005, WNS Global Services has offered LPO services to both law firms and corporate law departments through its 'Legal Services' unit, which also provides KPO services for law firms. LPO became a strategic focus for WNS in 2012.

WNS' main LPO services are:

- Residential conveyancing
- Insurance litigation support
- Contract management
- Legal transcription.

Scope of the Report

The report provides a comprehensive and objective analysis of WNS' LPO 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

4. Delivery Capability and Partnerships
 - 4.1 Delivery Locations and Personnel
 - 4.2 Software
 - 4.3 Quality standards
 - 4.4 Pricing models
 - 4.5 Transition methodology

5. Target Markets
 - 5.1 Target industries and geographies
 - 5.2 Client Examples

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

14 pages

Legal Process Outsourcing Vendor Assessments also available for:

QuisLex, Infosys, Clutch Group, Mindcrest, NewGalaxy, TCS and Exigent