



WNS Global Services Life Insurance BPO

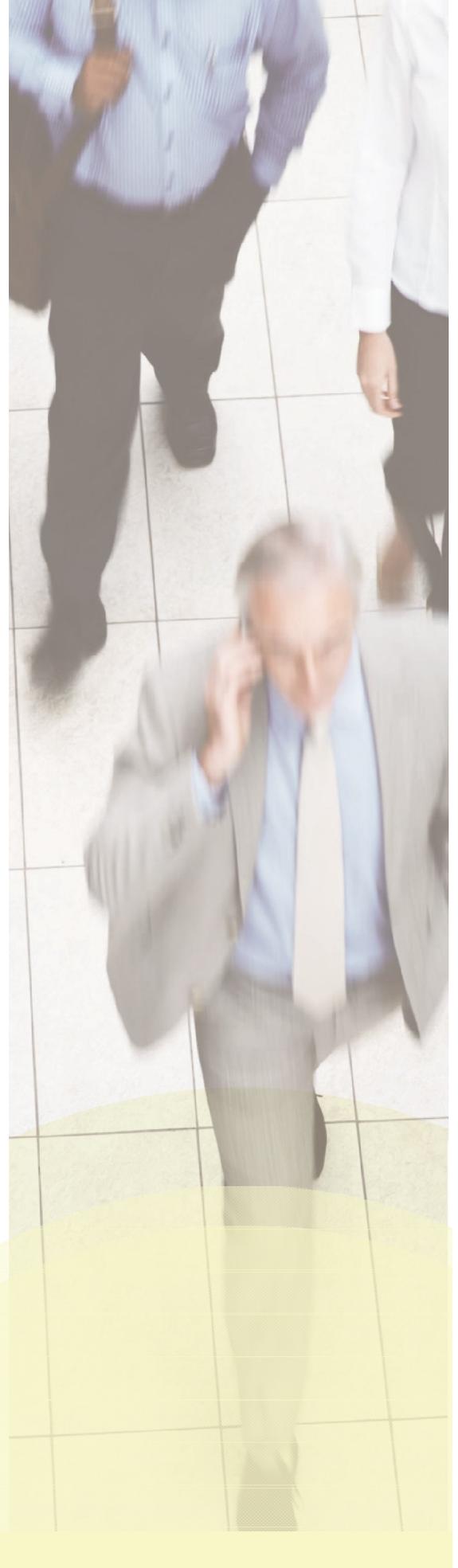
**Vendor Assessment
Report Abstract**

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13 pages

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Who Is This Vendor Assessment For?

NelsonHall's life insurance Vendor Assessment for WNS is a comprehensive assessment of WNS's life insurance offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of life, annuities, investments and pensions services and identifying vendor suitability within this space
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes WNS's offerings and capabilities in life insurance BPO. WNS is one of a number of life insurance BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

WNS is an Indian BPO supplier, listed on the NYSE. Approximately 1,800 individuals are employed in the life BPO business of which, 1,600 are based out of India with the largest concentration in Pune.

WNS's life BPO offerings include: distribution management, retirement services, annuities and estate settlement. In addition WNS offer less commonly outsourced services, including: death claims, exchanges, loans and privilege asset accounts. Delivery centers are located in the U.K., the U.S., China, India, South Africa, the Philippines and Eastern Europe; planned centers are located in Jordan and Brazil.

WNS exclusively uses client platforms to deliver life BPO. Future partnerships with platform suppliers are possible to support delivery of open and closed book in services such as disability and income protection.

WNS is looking to target medium sized enterprises in North America and Asia.

Scope of the Report

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

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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Report Length

13 pages

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Life Insurance BPO Vendor Assessments:

Forthcoming: EXLService, Steria, Serco, Capita and TCS.