



# WNS Retail Banking BPO

Vendor Assessment  
Report Abstract

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15 pages





## Who Is This Vendor Assessment For?

NelsonHall's Retail Banking BPO Vendor Assessment for WNS is a comprehensive assessment of WNS's Retail Banking BPO (RB BPO) offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of RB BPO and identifying vendor suitability for RB 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's offerings and capabilities in Retail Banking BPO. WNS is one of a number of Retail Banking BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

WNS's Retail Banking BPO services (RB BPO) are focused on account opening/closing, exception management, due diligence and consumer/bank support.

WNS Retail Banking BPO delivers services from eight delivery centers in 4 countries:

- India: Gurgaon, Bangalore, Nasik, Vizag and Mumbai
- Sri Lanka
- Philippines
- South Africa.

WNS targets tier-one banks globally.

## Scope of the Report

The report provides a comprehensive and objective analysis of WNS's Retail Banking BPO offerings, capabilities and market and financial strengths 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

15 pages

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## Retail banking BPO Vendor Assessments Also Available for:

Cognizant

CSC

EXL

Firstsource

Genpact

HCL

Infosys

TCS

Wipro