



# WNS

## Quarterly Update Report Abstract

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12 pages





## Who Is This Quarterly Update For?

NelsonHall's Quarterly Update on WNS provides a snapshot of developments at the company in the last quarter. It accompanies NelsonHall's more comprehensive Key Vendor Assessment program.

Both programs are designed for:

- Marketing, sales and business managers developing strategies to target service opportunities within the BPO/IT Services markets
- Sourcing managers monitoring the capabilities of existing suppliers of IT outsourcing services and identifying vendor suitability for IT services
- Consultants advising clients on vendor selection
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO/IT services sector.



## Key Findings & Highlights

Q3 performance:

- Strong organic growth maintained in spite of headwinds known at outset of year; industry-specific BPO now >40% of revenue
- Major expansion of operating margin

26% y/y increase in YTD signings ACV

Expanding infrastructure for FY20 ramps

'Very comfortable' with pipeline

FY19 a year of organic growth; expect to see M&A resumption in FY20

Attrition improves slightly.

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## Contents

Overview

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Financials

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Recent Contract Awards

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M&A and Investments

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Partnerships, New Offerings

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Immediate Challenges

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Appendix A: Financials

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Appendix B: Key Account Metrics

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Appendix C: Employee Data and Utilization

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## Scope of the Report

The report provides a quarterly update on WNS, looking at financial performance and key developments during the period.

It accompanies NelsonHall's Key Vendor Assessment program which looks at WNS' IT and BPO offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphases and new developments
- Revenue breakdowns
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's client base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

## Report Length

12 pages

## Report Authors

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