



WNS

Customer Experience Services in Travel, Transport, and Hospitality

**Vendor Assessment
Report Abstract**

January 2018

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10 pages

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Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Travel, Transport, and Hospitality profile on WNS is a comprehensive assessment of WNS' offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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

WNS was established in 1996 as a captive center of British Airways. Its two largest segments of business are the travel and hospitality sector and shipping and logistics. For the travel sector, WNS provides revenue management, F&A, fulfillment services, customer experiences services, analytics, digital marketing, technology development and system integration, and consulting and automation.

It has ~4.5k employees dedicated to customer experiences services for the travel, transportation, and hospitality sector supporting voice, chat, social media, email, SMS, web, IVR, and white mail interactions in ~30 languages. It has ~50 clients including airlines, hotels, car rental companies, cruise lines, OTAs, travel management companies, timeshare companies, tour operators, airports, travel technology companies, and GDS providers.

WNS has a travel-focused toolkit consisting of a digital learning platform, a hiring and training methodology, an analytics suite, a technology and automation solution, and a range of travel domain-specific offerings such as guest relations and fulfillment.

Scope of the Report

The report provides a comprehensive and objective analysis of WNS' customer experience services in travel, transportation, and hospitality 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 sites.



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Report Length

10 pages

Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Alorica, Arvato, EXL, Intelenet, InterGlobe, Mindpearl, Acticall Site1, Sutherland, TCS, Tech Mahindra, Teleperformance, TeleTech, Transcom, Wipro