



**NelsonHall**  
TRANSFORM THROUGH INSIGHT

# Vendor Profile

## F&A Transformation

# WNS

### Report Abstract

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12-pages

### Contents of Full Report

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## Who is This Vendor Assessment For?

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NelsonHall's F&A transformation profile on WNS is a comprehensive assessment of WNS's F&A BPS and transformation offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A BPS and transformation services and identifying vendor suitability for finance & accounting related RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the business services sector.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes WNS's offerings and capabilities in F&A BPS and transformation.

WNS is one of the consistent market leaders in providing F&A BPS, and more recently F&A operations transformation, to the mid-market. The company was one of the first to stress the vertical nuances of finance & accounting and include its F&A delivery personnel within a vertical, rather than horizontal, practice.

In recent years, the company has turned its attention to business transformation, developing WNS TRAC to introduce greater levels of technology and automation into business processes and specifically WNS CFO TRAC to address the need for finance transformation.

WNS is looking to extend the upstream/downstream integration within each of the traditional F&A outsourcing service lines, moving from procure-to-pay to source-to-pay, from order-to-cash to quote-to-sustain, and from record-to-report to record-to-analyze

WNS offers the following capabilities in support of finance transformation:

- Outperforming CFO Framework, providing transformation frameworks & models, and repositories & compendiums
- Financial Intelligence in a Box, including analytics powered by AI/ML/NLP and "New Age Advanced Analytics". The former covers risk & audit analytics, working capital analytics, T&E analytics, duplicates analysis, and text analytics and the latter covers journal entry analytics, reconciliation analytics, phonetic duplicates, and forecasting
- Digital Automation, covering access to WNS's digital ecosystem and hyper automation capability.

## Scope of the Report

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The report provides a comprehensive and objective analysis of WNS's F&A BPS and transformation 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 key partnerships and the location of delivery locations.

## F&A Transformation Vendor Assessments also Available for:

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Capgemini

Cognizant

Conduent

Exela Technologies

EXL

Genpact

IBM

Infosys

TCS

Wipro

WNS

## About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS.

John is well-known around the world for his detailed analytical approach to research and his pragmatic style. He founded NelsonHall in 1998 on the principle that genuine market insight can only be derived from a bedrock of hard, empirical facts drawn from original market research, and this philosophy persists to this day, making NelsonHall one of the most highly valued global research firms.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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