



WNS

Mortgage and Loan BPO

**Vendor Assessment
Report Summary**

February 2015

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9 pages





Who Is This Vendor Assessment For?

NelsonHall's Mortgage and Loan (M&L) BPO vendor assessment for WNS is a comprehensive assessment of WNS' M&L BPO offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for M&L 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 assessment analyzes WNS' offerings and capabilities in capital markets BPO. WNS is one of a number of reference data management BPO companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

M&L BPO is part of WNS' financial industry line of business, under business process management (BPM). WNS started its M&L BPO business in 2006 when it acquired Trinity Partners, a mortgage processing BPO vendor, to pursue the mortgage services business. WNS' retail banking BPO business grew, primarily from mortgage servicing contracts, until the economic downturn. As the financial crisis accelerated, the mortgage BPO business shrank in terms of revenues (~50%) and clients, consistent with industry experience. Since 2011, the mortgage BPO business has been growing; since the beginning of 2013, M&L BPO has been growing very fast (>100% revenues and new logos over the two year period).

Delivery Capabilities

WNS BPM delivers service from six delivery centers:

- Gurgaon
- Mumbai
- Nasik
- Colombo (Sri Lanka)
- South Africa
- Columbia.

WNS' M&L BPM supports client operations in four markets: U.S., U.K., Middle East, and South Asia.

Target Markets

WNS' primary targets for M&L BPO are:

- Global banks headquartered in the U.S.
- Mortgage servicers in the U.S.
- Regional Middle Eastern and South African banks
- Tier 1 Indian and other Asian banks

- Investors in mortgage backed securities.

In future, WNS will continue to target global institutions based in the U.S. and regional banks based in Asia, Africa, and the Middle East. The focus in M&L is on loan administration, but mortgage portfolio acquisition services and loan origination are rapidly growing.

Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capabilities & Partnerships
5.	Target Markets
6.	Strategic Direction
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Scope of the Report

The report provides a comprehensive and objective analysis of WNS' M&L BPO offerings, capabilities, and market and financial strength, 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.

Report Length

9 pages

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M&L BPO Vendor Assessments Also Available for:

Accenture

CSC

EXL

Genpact

HCL

Infosys

WNS

Wipro

WNS

Xerox