

Greetings from WNS!



WCF Roundup

In its relentless efforts to touch and enrich the lives of young children, WNS Cares Foundation (WCF) extended the outreach of its Mobile Library Program by adding two more mobile vans. In the last quarter, the WCF team embarked on a learning initiative called Young Supernovas, a science fair. The fair was conducted across WCF supported schools in Mumbai, Pune and Nashik where volunteers actively worked with children in their scientific experiments. The best exhibits of the 'Young Supernovas' were then showcased at WNS offices across Mumbai, Pune and Nashik locations.

The highlights of our fiscal and fourth quarter financial results are:

- Q4 Revenue of \$126.1million, up 2.7% from \$122.7 million in Q4 of last year
- Q4 Adjusted Net Income (ANI) of \$22.9million, compared to \$20.9 million Q4 last year
- Added six new clients in the quarter, expanded five existing relationships and renewed 13 contracts
- Day Sales Outstanding (DSO) at 28 days
- Fiscal 2015 Full Year Revenue less repair payments of \$503.0 million, up 6.7% from \$471.5 million in fiscal 2014
- Fiscal 2015 Full Year Adjusted Net Income (ANI) of \$92.3 million, compared to \$72.4 million in fiscal 2014
- Global headcount of 28,890 as of March 31, 2015



WNS Corporate Update

WNS Announces Board Authorization of ADS Repurchase Program

WNS announced that its Board of Directors has authorized a program to repurchase up to 1.1 million American Depositary Shares ("ADSs"), each representing one ordinary share, at a price range of USD 10 to USD 30 per ADS.

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Keshav Recognized with the Asia Pacific Entrepreneurship Award 2015

In the last quarter, Keshav won the Asia Pacific Entrepreneurship Award 2015 under the Outstanding Category for the visionary turnaround of WNS and the creation of a platform like WINCUBATE within the organization. Launched in 2007, the APEA are the region's most prestigious awards for outstanding entrepreneurship, continuous innovation and sustainable leadership.

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WNS Wins an Award under Top Ten - Silver Category at the 2014 HRM Awards

WNS Sri Lanka finished under Top Ten in the Silver Category at the 2014 HRM Awards organized by Society for Human Resource Management (SHRM) USA and Association of HR Professionals (AHRP Sri Lanka). SHRM, the largest global HR Association in the world, recognizes organizations that put people first, deliver future-focused excellence in the field of people management and understand the importance of human capital as a key contributor to business outcomes.

WNS Positioned as a 'Leader' in NelsonHall NEAT Evaluation for Mortgage and Loan BPO for the overall market segment

WNS was positioned as a 'Leader' in NelsonHall's NEAT vendor evaluation for Mortgage and Loan BPO for the overall market segment. WNS leverages its

deep domain knowledge and industry experience to align strategies with changing industry dynamics. These attributes provide clients with operational flexibility which helps them mitigate the industry challenges.

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Recognitions and Awards

Analyst Recognitions

'Leader' in NelsonHall NEAT Evaluation for Mortgage and Loan BPO for the overall market segment.

Within the Mortgage and Loan BPO overall category, WNS was ranked a 'Leader' for Mortgage Loan Secondary Market Services, Mortgage Loan Origination, Mortgage Loan Default Management and Mortgage and Loan Servicing BPO

'High Performer' in HfS Blueprint Report for Progressive Finance and Accounting Business Process Outsourcing Services

'Major Contender' in Everest Group's Service Provider Landscape with PEAK Matrix™ Assessment 2015 for the following: Record-to-Report (R2R) BPO,

Procurement Outsourcing (PO) and Analytics Business Process Services (BPS)

Awards

First in National Case Study Competition - Service Track in IndiZEN 2015 organized by Kaizen Institute India

WNS's work for a client in the insurance sector won it the award for operational excellence at the National Case Study Competition - Service Track in IndiZEN 2015, the annual event organized by the Kaizen Institute. The institute recognizes organizations for their

operational excellence, LEAN and KAIZEN quality initiatives.

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Bronze for Innovation in Customer Service at the 9th Annual Stevie Awards for Sales & Customer Service

WNS won the Bronze medal for Innovation in Customer Service - Other Service Industries at the 9th Annual Stevie Awards. Winners were adjudged from more than 1,900 nominations in 54 categories for customer service and contact center achievements.

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WHITEPAPER:



A Tale of Two Industries: How Online Travel and Business Process Management Have Grown Synergistically

Change has been the only constant for the online travel business. Most online travel agencies (OTA) have leveraged the expertise of Business Process Management (BPM) partners to stay afloat amidst the changes and challenges. BPM providers have

added value to the online travel industry and contributed significantly to its evolution. As OTAs continue to face sweeping changes in the business landscape, the need to have a mature BPM partner on board is felt more sharply than ever before.

Know how BPM has become an integral part of an OTA's business strategy.

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ARTICLES:



Use Automated Controls the Right Way to Mitigate Process Risks in F&A

Finance and Accounting (F&A) has a fascinating parallel with the automobile industry, which has seen a gradual change in the last two decades, from basic manual-driven cars to cruise controls, and thereafter autonomous cruise control systems the journey is towards driver-less cars!

The underlying premise of the evolution being enhanced automated controls.

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Reduce COGS with Dynamic Discounting

Dynamic discounting can be powerful enough to become the Holy Grail for reducing the cost of goods sold (COGS). Easier said than done. WNS, a globally leading Business Process Management (BPM) company, outlines the chasm between knowing and realizing the actual benefits.

While 80 percent of companies place a lot of emphasis on capturing early payment discounts, research shows that only 27

percent are able to capture all the discounts available, for various reasons such as:

Companies may be unable to process invoices fast enough, with a large percentage of paper invoices being past due when they arrive in Accounts Payable (AP)

Organizations may not be able to conduct the spend analysis necessary to maximize discount capture, including understanding Purchase Order (PO) penetration rates, current terms of payment across suppliers and the prevalence of discount-free early payment

Companies may not have access to best-in-breed technology platforms to run a high-impact dynamic discounting program, such as a tightly integrated vendor portal and an effective accounts payable automation solution.

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CASE STUDY:



WNS Enables a Global Electronics Firm to Transform and Streamline its F&A Processes

The Client
A leading global electronics company.

The Challenge
Over the years, the company had grown organically across several European regions and set up Finance & Accounting (F&A) divisions across these locations. As a result, there was little standardization of processes across its European operations.

The fragmented finance divisions affected efficiency, resulted in duplication of work and offered poor regulatory compliance. Towards the end of the previous decade, the company launched a pan-European process transformation initiative with a key focus on its F&A back-office. The aim was to bring about F&A process transformation with a view to streamlining and standardizing processes across the board.

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WNS as an Opinion Maker



In BBC Worldwide

In today's business environment, one element that's vital, but often overlooked, is change. Keshav in an exclusive interview with BBC Worldwide, stresses the importance of the willingness and ability to embrace change with arms wide open. He deliberates that lateral thinking, or the ability to think outside the box, is the difference between survival and death for a business.

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In BBC World News: India Business Report

As the sole representative of the Indian IT and ITeS industries in BBC World News slot, Keshav presented his expectations from the Union Budget of India in 2015. He stated the importance of a tax holiday for young entrepreneurs and start-ups for a 3 to 5 year period, the need to grow the industry in Tier 3 and 4 cities, and introducing skilling programs for talent development.

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In Business India Magazine

In an exclusive interview with Business India, Keshav presented his perspective of the transformation of the industry from BPO to BPM. Keshav underscored the role of the BPM industry in catalyzing ideas, careers, technologies and local economies, thereby encouraging GenNext to consider BPM as a great career opportunity.

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To Livemint.com

In this opinion piece, Keshav presented his expectations from the Union Budget of

2015. He stated that development of business-ready graduate students through an efficient skills-training program, and development of infrastructure, should be the focus of the budget.

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In Bdaily: Business News

In this opinion piece, Keshav states that an expert partner with specific experience and expertise in back-office functions, along with the right technology tools and frameworks, can drive towards agility and cost-efficient processes.

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WNS Heard at Leading Industry Events

During the last quarter, WNS participated in leading industry events and addressed important industry issues.

“National Association of Software and Services Companies (NASSCOM) brought together thought leaders and opinion makers from across the globe at the NASSCOM India Leadership Forum. The overall theme for the forum this year was ‘The World in 2020: Building the Digital Future’. As Group CEO, WNS and Chairman, NASSCOM BPM Council, Keshav presented his perspective of the industry at a speaking session in the forum during which he emphasized that organizations must leverage social media engagements to build robust brands and drive revenues.

WNS participated in the IAOP 2015 Outsourcing World Summit, held in Arizona, US. WNS domain experts from the global team showcased WNS's integrated Business Process Management (BPM) solutions driven by technology, analytics and process excellence. WNS highlighted its capabilities that enable clients to go beyond the expectations of the customers, thus enabling them to outperform

At MBAs National Mortgage Servicing Conference & Expo 2015, conducted at Texas, USA, WNS's senior domain experts from the global team exhibited its full range of business process management service offerings in the Mortgage Banking sector. WNS explained how it is uniquely suited to help mortgage services with next-generation process management and a progressive approach to transforming their businesses.

WNS was represented by senior domain experts from the global team at the ReFocus Conference 2015 held at Las Vegas, USA. WNS drew attention to its insurance outsourcing service offerings and its combination of deep domain expertise, strong talent and operational excellence, which allow insurers to focus on their core business.

At the CFO Summit 2015 held in Australia, WNS showcased its end-to-end Finance and Accounting (F&A) services through its integrated offerings in technology, analytics

and process solutions. WNS highlighted how it helps CFOs of leading organizations outperform with its F&A Business Process as a Service (BPaaS) solutions built on outcome / output-based models

WNS participated in the 2nd Annual Governance, Risk Management and Compliance Forum, where it showcased its Governance, Risk and Compliance (GRC) services covering the entire value chain of risk management that support end-to-end functions in a Chief Risk Officer's (CRO) office

WNS was the Associate Sponsor at CEE Shared Services and Outsourcing Awards and Forum 2015. WNS, represented by its senior domain experts from the global team, exhibited at the 19th Annual North American SS&O Week 2015. WNS showcased its Finance & Accounting Outsourcing (FAO) suite of solutions at the event.

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WNS in the News

A Career Opportunity for GenNext

BPO Market is Under-penetrated,
Demand Still Nascent

Infrastructure Companies Keen to
Win Orders to Build Campuses,
Data Centers for MNCs

Is Change the Cornerstone of Success?

The BPM Sector Could Create Another
Two Million Jobs by 2020

Skills and Infrastructure Should be Key
Elements for Budget 2015

India Budget 2015: The Company
Wishlist

WNS Eyes Small Ticket Buyout in
Healthcare or Finance Space

Trimming the Fat in 2015

Business Process Redesign, a Must to
Ride Out the Digital Wave

Vizag Set to Become a Leading
BPM Hub

WNS Q3 Net Up 35% at \$16.5 Million

WNS Shares Hit 52-Week High on
Solid Q3 and New Buyback

BPO Company WNS Q3 Net Doubles
to \$12.2 Million

WNS Announces Board Authorization
of ADS Repurchase Program

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