

# WNS

Extending Your Enterprise



SOUTH AFRICA:

# DELIVERING SUPERIOR VALUE

A destination of choice for transformational  
business process delivery

[WNS.CO.ZA](http://WNS.CO.ZA)

**S**outh Africa has established itself as a leading destination for the delivery of Business Process Services with competitive costs and superior service quality, particularly in delivering world-class customer interaction services.

By choosing South Africa, companies have access to a large, skilled accent neutral English-speaking talent pool with a strong cultural affinity to the UK, US and Australia. South Africa also boasts with first-world connectivity and infrastructure that provides a truly robust and enabling environment.

Favourable exchange rates and government BPO industry incentives, including labour arbitrage, cumulatively results in an FTE cost that is significantly lower than in the UK, US and Australia. In addition to the delivery of quality customer interaction services, South Africa also offers strong capabilities in providing technology-based solutions that integrate analytics and is geared towards driving tangible business outcomes.

# Why South Africa is a preferred offshore destination



SA offers **value for money**  
compared to other offshore English voice destinations



Significant **Government investment** incentives  
further reducing costs by an additional 10%



Large, skilled **English** talent pool  
all accent-neutral



Vibrant **BPO** market  
handling simple to complex processes



**World-class** strengths  
in customer interaction services



Strong **cultural affinity**  
with the UK, USA and Australia



**Robust enabling environment**  
with first-world connectivity and infrastructure



**410 000 resources**  
added to the local talent pool annually

# Why choose WNS South Africa?

## OUR PROVEN DELIVERY CAPABILITY

**7**  
Sites

across all major regions in South Africa



### End-to-End BPO Capability



A **safe** pair of hands



with proven industry-specific expertise  
**20+** clients    **4300+** employees

**UCADEMY**  
readiness domain university



Delivery  
**Innovation**



BI · Analytics · Robotics ·  
OMNI-Channel · Multi Media



**Glocalised**  
Approach

Combining local expertise with global resources

Expertise in  
**Transitions**

750 Programs for 200+ clients



Focus  
on **people**

## A strong reputation for complex multi-process delivery

### OMNI-CHANNEL ENABLED

Front and back office capabilities  
17 languages offered  
7 industry verticals expertise

### DEEP DOMAIN EXPERTISE

Experienced leaders from your industry. Domain university to home-grow our future talent.

### SMART PEOPLE

Our agents are friendly, but direct, and able to have meaningful interactions with your customers.

### TECHNOLOGY-LED TRANSFORMATION

We unearth process transformation and optimisation opportunities for your organisation.

### ANALYTICS-ENABLED

Our solutions harness our technology platforms to drive analytics insights and greater efficiencies.

### STRINGENT REGULATORY COMPLIANCE

Risk & Compliance  
Occupational Health & Safety  
International standards (DCA)  
ISO 27001 / SSAE 16 / ISAE 3402  
PCI - DSS

#### ✔️ OUTSOURCING SOLUTIONS

| Customer Interaction Services  
| Finance & Accounting Services  
| Research & Analytics Services

| Human Resources Services  
| Legal Process Services  
| Transformation Solutions

| Procurement Solutions  
| Risk Management Solutions  
| Professional Services

## About WNS South Africa

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WNS Global Services SA (Pty) Ltd has been in operation since 2003 and built a reputation as the industry leader for Business Process Outsourcing (BPO) in South Africa, with a growing footprint into Africa. We are a strategic partner for delivering a full range of basic to complex processes from our eight delivery centres across South Africa, employing 4000+ people.

## Global Corporate information

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<b>Established</b>	1996
<b>Revenue</b>	\$758 million in FY17/18
<b>Employees</b>	38 000+
<b>Market Cap</b>	\$2,3 billion in 2018
<b>Clients</b>	300+ global clients
<b>NYSE listed</b>	(NYSE:WNS)
<b>Footprint</b>	Global delivery network across 55 delivery centres in 13 countries

## Our Locations

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### CAPE TOWN

- | Century City
- | Bellville
- | Claremont

### PRETORIA

- | Centurion

### DURBAN

- | Riverhorse Valley
- | Newlands East

### PORT ELIZABETH

- | Coega



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**CONTACT US** to learn more

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