



## WNS Positioned in the 'Winner's Circle' of HfS Blueprint Report for Travel and Hospitality Customer Engagement Services

December 14, 2017

NEW YORK & MUMBAI, India--(BUSINESS WIRE)--Dec. 14, 2017-- WNS (Holdings) Limited (NYSE: WNS), a leading provider of global Business Process Management (BPM) services, today announced that it has been positioned in the 'Winner's Circle' in HfS' Blueprint Report on Travel and Hospitality Customer Engagement Services. The report focuses on service provider capabilities in the travel and hospitality industry across customer experience related front-office, business operations support, and back-office.

"WNS is proud to be a part of the 'Winner's Circle' in HfS' Travel and Hospitality Services Blueprint Report," said Keshav R. Muruges, Group CEO, WNS. "WNS provides agile, customer-centric operating platforms, enabling technologies, advanced analytics, and industry-specific talent to drive business outcomes through our BPM services. Our comprehensive, next-generation technology suite of solutions, Travel TRAC™ enables travel and leisure companies to digitize their business process transformation, delight their end-customers with superior experiences, maximize operational efficiencies and ensure a healthy bottom-line."

"WNS has a unique heritage in the travel industry, and a broad portfolio of travel and hospitality expertise," said Melissa O'Brien, HfS Research. "This domain led customer engagement is underpinned by a continuously growing suite of proprietary technology, enabled by analytics, which is tailored to tackle travel specific issues."

The HfS report highlights WNS' differentiated capabilities stemming from deep industry heritage and expertise, excellence in execution, and proprietary technology for innovation. The report also cites WNS' superior service delivery, the use of automation to impact business outcomes, and domain-led [Customer Interaction Services \(CIS\)](#) backed by analytics and proprietary technology. Several of WNS' unique [technology offerings](#) are mentioned in the report, including fare audit, ticket proration, flight disruption management, refund processing and workflow management.

As one of the world's largest travel Business Process Management (BPM) players, WNS partners with globally leading travel and leisure companies to drive business process transformation and improve competitive positioning. With over 8,000 professionals in the [travel and hospitality](#) vertical, WNS offers comprehensive customer experience focused solutions across sectors including airlines, travel management, car rental, global distribution systems, online travel agencies and hospitality.

### About WNS

WNS (Holdings) Limited (NYSE: WNS), is a leading global business process management company. WNS offers business value to 300+ global clients by combining operational excellence with deep domain expertise in key industry verticals including Travel, Insurance, Banking and Financial Services, Manufacturing, Retail and Consumer Packaged Goods, Shipping and Logistics, Healthcare and Utilities. WNS delivers an entire spectrum of business process management services such as finance and accounting, customer interaction services, technology solutions, research and analytics and industry specific back office and front office processes. As of September 30, 2017, WNS had 35,121 professionals across 52 delivery centers worldwide including China, Costa Rica, India, Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, United Kingdom and the United States. For more information, visit [www.wns.com](http://www.wns.com).

### Safe Harbor Provision

This document includes information which may constitute forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events. Factors that could cause actual results to differ materially from those expressed or implied are discussed in our most recent Form 20-F and other filings with the Securities and Exchange Commission. WNS undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.

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Source: WNS (Holdings) Limited

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