



WNS Named a Leader in NelsonHall's Vendor Evaluation for Customer Experience Services in Travel, Transport and Hospitality

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NEW YORK & MUMBAI, India--(BUSINESS WIRE)--May 4, 2018-- WNS (Holdings) Limited (NYSE: WNS), a leading provider of global Business Process Management (BPM) services, today announced that it has been named a Leader in NelsonHall's Vendor Evaluation & Assessment Tool (NEAT) in the Overall market segment for Customer Experience (CX) Services in the Travel, Transport and Hospitality sector.

"WNS is delighted to be named a leader by NelsonHall for CX Services in the travel, transport and hospitality sector," said Keshav R. Muruges, Group CEO, WNS. "Our solutions leverage deep domain expertise, proprietary technology platforms, high-end analytics, and digital transformation which help clients create competitive advantage. We are able to deliver differentiated capabilities in the travel vertical which enable our clients to reduce cost, increase operating efficiency, leverage large amounts of data, and improve the end-client experience."

Ivan Kotzev, Lead CX Services Analyst with NelsonHall, said, "WNS was identified as a Leader overall based largely on its significant domain expertise and experience across the travel and hospitality space. WNS has developed a range of proprietary travel solutions, and is aiming to reach adjacent sub-segments and address similar needs across the wider travel ecosystem."

In the NEAT evaluation, NelsonHall highlights WNS' extensive experience across the travel sector covering key areas such as [customer experience](#), revenue management, disruption management and decision support through analytics. The report highlights WNS' technology-enabled solutions for the travel industry, including a proprietary suite of domain-specific tools, platforms, frameworks, and analytics models, and a custom-developed automation and RPA toolbox. NelsonHall also cites WNS's portfolio of digital channel enablement for travel clients, including advanced social media analytics services and omni-channel delivery, and application of BI and analytics for campaign management, as few of the key strengths.

As one of the world's largest travel 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. WNS' 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.

About WNS

WNS (Holdings) Limited (NYSE: WNS), is a leading global business process management company. WNS offers business value to 350+ 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 March 31, 2018, WNS had 36,540 professionals across 54 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.

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in IT and business services. 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, all-original research, and is widely respected for the quality, depth, and insight of its analysis.

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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