



WNS Recognized as a Leader in Generative AI Services by ISG

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NEW YORK & LONDON & MUMBAI--(BUSINESS WIRE)--Nov. 26, 2024-- WNS (Holdings) Limited (NYSE: WNS), a digital-led business transformation and services partner, today announced that it has been recognized as a ['Leader' in Generative AI \(Gen AI\) Services in ISG's 2024 Provider Lens™ Global Quadrant](#). WNS was named a 'Leader' in 2 specialist categories: Strategy and Consulting Services and Development and Deployment Services.

According to ISG, Strategy and Consulting Services 'Leaders' possess domain-specific experience in deploying tailored Gen AI offerings including use cases and proofs-of-concept, strong partnerships with technology leaders, and proprietary IP across tools, platforms, and accelerators. ISG also notes that 'Leaders' have proven knowledge of LLMs, cloud platforms, data science, and best practices for model training, deployment, and integration.

In Development and Deployment Services, ISG 'Leaders' demonstrate deep understanding of cloud platforms and infrastructure, the ability to train models and optimize compute resource utilization, and a robust data science team with expertise in Gen AI data cleaning, feature engineering, and model fine-tuning. These companies also have strong security practices and governance for model deployment, data transmission, and access controls.

In addition to these capabilities, WNS was specifically cited for its ability to innovate, identify opportunities, and 'co-create' effective [Gen AI solutions](#) with its clients. WNS received accolades for its differentiated portfolio of productized industry-specific solutions combining Artificial Intelligence and Human Intelligence (AI + HI), strong consulting and advisory practice with Gen AI experts, and cloud-agnostic, scalable AI architectures.

"WNS' growing repository of Gen AI-led solutions combining our deep domain expertise and strong AI capabilities helps clients address complex business challenges and improve their competitive positioning. ISG's recognition of our leadership position in Gen AI services helps validate our approach, investments, and capabilities in the rapidly evolving Gen AI landscape," said Keshav R. Muruges, Group CEO, WNS.

"[WNS Analytics](#) is redefining business transformation through a seamless integration of AI and Human Intelligence, delivering tailored, productized services that drive impactful outcomes. With a clear focus on industry-specific solutions, and unique approach, which combines cutting-edge Gen AI technology with human expertise, ensures businesses gain meaningful, sustainable value across diverse sector," said Gowtham Sampath, Assistant Director and Principal Analyst, ISG.

About WNS

WNS (Holdings) Limited (NYSE: WNS) is a digital-led business transformation and services partner. WNS combines deep domain expertise with talent, technology, and AI to co-create innovative solutions for over 600 clients across various industries. WNS delivers an entire spectrum of solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. As of September 30, 2024, WNS had 62,951 professionals across 66 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, the United Kingdom, and the United States.

For more information, visit www.wns.com or follow us on [Facebook](#), [Twitter](#), [LinkedIn](#), and [Instagram](#).

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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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