



British Airways Extends Outsourcing Contract with WNS

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LONDON & MUMBAI, India, Oct 25, 2011 (BUSINESS WIRE) -- WNS (Holdings) Limited (NYSE: WNS), a leading provider of global Business Process Outsourcing (BPO) services, today announced a 20-month extension in the outsourcing contract with its founder company, British Airways (BA), U.K.'s largest flag carrier airline. Under the renewed service agreement, WNS will focus on further strengthening the back-office operations center of excellence that delivers a range of airline operations, including customer relations, fares and PNR servicing requests, passenger and cargo revenue accounting, finance and accounting, research and analytics, revenue and yield management and HR shared services.

Please click on the below link to view the video announcement:

<http://www.wns.com/British-Airways-Extends-Outsourcing-Contract-with-WNS.html>

"This is an extremely proud moment for us; we are delighted to take this fifteen-year-old relationship with BA to the next level of growth. BA continues to be one of our most important and exciting clients and with the new service agreement we aim to provide strategic benefits to both parties, and drive further innovation for BA," said Keshav R. Muruges, Group CEO, WNS Global Services.

The contract extension through to January 2014 will align the BA-WNS relationship with modern BPO practices that provide strategic benefits to both partners, with increased focus on process improvement and driving a cultural change en route to innovation and partnership. Under the renewed contract, WNS will introduce enhanced deliverables and a new service quality scheme, along with best practice sharing programs from other WNS clients and sectors. The engagement will embark on newer investments in technology, process improvement, Lean, Kaizen and Six Sigma reviews to provide greater access to functional leadership with a consultancy lead approach and increased operational efficiency.

"We are delighted to extend our partnership with WNS. The company has a highly professional and experienced delivery team, which clearly understands our project goals and requirements. This has enabled us to realize significant cost efficiency and business value operationally, over the years," said Philip Osmond, Director of Business, British Airways.

WNS was created as a pioneer venture of outsourcing by British Airways as its back-office operations early in 1996 in Mumbai with less than 300 employees. Fifteen years down the line, BA still plays a leadership role in assessing what it can do differently and getting the best out of its partners; and has renewed its contract with WNS, which has at present approximately 1,000 resources working on the BA account across Mumbai and Pune locations.

About British Airways

British Airways can trace its heritage back over 90 years. British Airways is the largest airline in the UK based on fleet size, international flights and international destinations. British Airways is a founding member of the Oneworld airline alliance, along with American Airlines, Cathay Pacific, and Qantas. Formed in January 2011, International Airlines Group is the parent company of British Airways and Iberia, with shares traded on the London Stock Exchange and Spanish Stock Exchanges. The corporate head office for IAG is in London, UK. The merger between the two carriers has created the world's sixth-largest airline by annual revenue and the third largest by annual revenue in Europe.

About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading global business process outsourcing company. WNS offers business value to 200+ 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 and Healthcare and Utilities. WNS delivers an entire spectrum of business process outsourcing services such as finance and accounting, customer care, technology solutions, research and analytics and industry specific back office and front office processes. WNS has over 21,000 professionals across 23 delivery centers worldwide including Costa Rica, India, Philippines, Romania, Sri Lanka and United Kingdom. For more information, visit 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.

SOURCE: WNS (Holdings) Limited

WNS (Holdings) Limited

Media:

Sumi Gupta

+91 (22) 4095 2263

sumi.gupta@wns.com; pr@wns.com

or

Investors:

David Mackey

+1 201 942 6261

ir@wns.com