

WNS Recognized a ‘Leader’ in NelsonHall NEAT Assessment for Overall Social Media BPO

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NEW YORK & MUMBAI, India--([BUSINESS WIRE](#))--[WNS](#) (Holdings) Limited (WNS) (NYSE:WNS), a leading provider of global Business Process Management (BPM) services, has been identified as a ‘Leader’ in NelsonHall’s NEAT assessment for Overall Social Media BPO.

‘It’s an honor for us to be recognized as a ‘Leader’ in NelsonHall’s NEAT assessment for Social Media BPO. WNS has created a unique framework for Social Media services by leveraging our proprietary tools, including the [WNS Analytics Decision Engine](#) (WADESM) and ProGenie 7.01. These tools, combined with our data and Web analytics capabilities, are enabling clients to harness the true potential of the social media space for their businesses,’ said Keshav R. Muruges, Group CEO, WNS.

WNS’s Social Media framework devises a three-step model of learning and reviewing the client’s existing processes, analyzing the desired strategy and finally, defining a service delivery model. These services are offered across industries, including Insurance, Travel and Leisure, Retail and Consumer Products, Utilities, Banking and Financial services. The framework also combines customer interaction and analytics services to offer a holistic ‘Social’ services platform to the clients. WNS has over 2,000 professionals working with global clients in the Analytics domain.

NelsonHall is one of the industry’s leading BPM and outsourcing analyst firms. The NelsonHall (vendor) Evaluation & Assessment Tool (NEAT) score is based on a combination of analyst assessment (principally around measurements of the ability to deliver immediate client benefit) and feedback from client interviews (principally measurements of levels of partnership and ability to meet future client requirements).

About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading global business process management 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, Healthcare and Utilities. [WNS](#) delivers an entire spectrum of business process management services such as finance and accounting, customer care, technology solutions, research and analytics and industry specific back office and front office processes. As of March 31, 2014, [WNS](#) had 27,020 professionals across 34 delivery centers world-wide including China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, United Kingdom and the United States. 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.

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