



WNS Supply Chain Solutions

Re-imagine
Supply Chains in
the New Normal,
HyperShift
to Digital

Drive enhanced visibility, resilience and agility
amid increased volatility and disruption



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Supply chain organizations are being tested. A global pandemic, material and labor shortages, logistics challenges, fluctuating consumer demands, increasing complexity and input costs are turning them upside down.

They know they must transform – fast. And the pressure to find trusted alternative suppliers, the demand for omni-channel delivery, a lack of inventory and transaction visibility, and geopolitical uncertainty have only intensified the need to revisit the strategy.

Today, global supply chains must focus on becoming smarter, resilient and more customer-focused.

So how can organizations outmaneuver risk and position for further growth?

Adapt to the New Business Imperatives

To succeed in a post-COVID world, organizations will have to overhaul their end-to-end supply chain model – from multi-sourcing and scenario planning to conducting stress tests and forming strategic partnerships. They will need to:



Focus on data-driven problem solving through analytics to boost trust, agility and end-to-end visibility across the value chain



Reduce operating costs through digital transformation of Supply Chain Management (SCM) processes and optimization of the operating model



Continuously align demand planning and sales and operations planning with dynamic market trends



Increase focus on gauging customer preferences and improve omni-channel delivery capability

Future-proof Supply Chains with Domain, Analytics and Digital

To help organizations operate agile supply chains, reduce the cost of operations, improve performance and mitigate risks, WNS provides the end-to-end SCM services portfolio – underpinned by our deep domain expertise, digital and analytical capabilities.

A Comprehensive Portfolio



End-to-end services portfolio

- Planning and forecasting
- Material planning and buying
- Production scheduling
- Sales support, order management and fulfillment services
- After-sales services and back-office processes



Analytics and a data-driven approach

- Statistical planning and forecasting
- Inventory optimization
- Logistics and network optimization analytics
- Customer and market insights
- Master data management



Intelligent automation

- Design thinking
- RPA and intelligent automation
- Cognitive solutions



Next-gen digital solutions

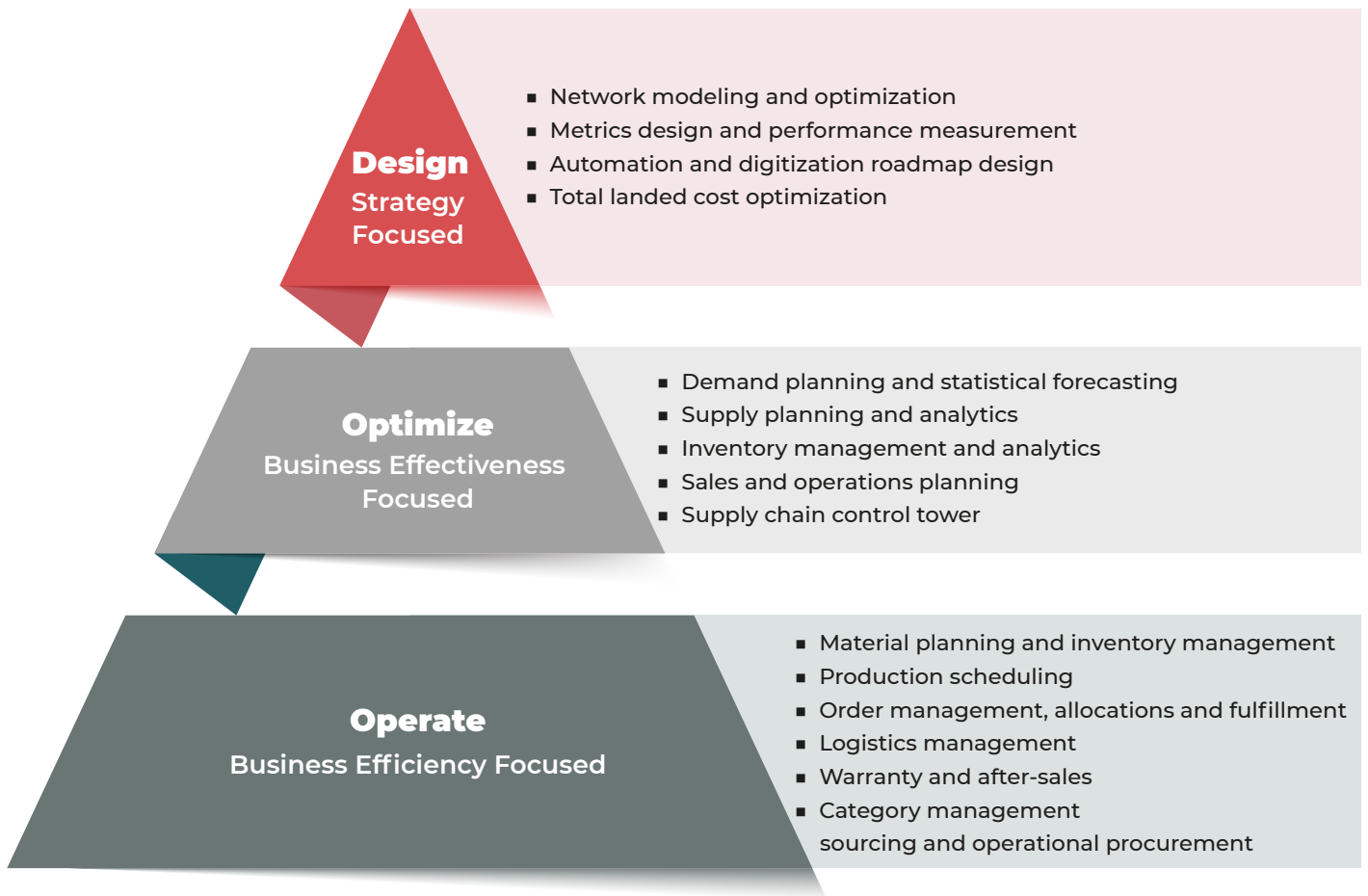
- Touchless order management
- Digital warranty management
- Automated master data solutions
- Analytics platform solution for planning, forecasting and data management



Cross-industry expertise

- 20+ global clients across manufacturing, CPG, hi-tech, pharma, and shipping and logistics industries
- Global delivery models

We enable supply chain organizations by providing services across the key areas of design, optimization and operations.



Unlock Value

From cost-to-serve to order management, from spend under management to revenue – WNS' SCM solutions drive robust outcomes, including:

Forecast accuracy ▲	Order cycle time ▼	Customer satisfaction ▲
Capacity utilization ▲	Order fill rate /On time ▲	Field service utilization ▲
Inventory turns ▲	Order entry accuracy ▲	Warranty cost ▼
Supply chain cost ▼	Days sales outstanding ▼	Service revenue ▲

Leverage a Comprehensive Suite of Plug-and-Play Digital Solutions

Our modular solutions cut across Warranty Management, Order Management, Master Data Management and Bill of Lading (BoL).

Integrated business planning platform

An AI platform for integrated planning and operations management to optimize inventory, improve customer service, reduce supply chain spend and mitigate risk

Digital Order Management

A touchless order management solution driving enhanced customer experience, reduced billing disputes and revenue leakages, and optimized OTIF metrics

WNS Malkom – BoL Automation

A proprietary platform underpinned by Artificial Intelligence (AI) and Machine Learning (ML) that automates the end-to-end BoL processing

Warranty BPaaS

A platform-led offering that enables automated claims processing, improved customer satisfaction and reduced cost of warranty operations

Laboratory Information Management Systems Data Automation

An end-to-end solution to extract and contextualize information from raw test method documents to accelerate product testing and new product development cycles

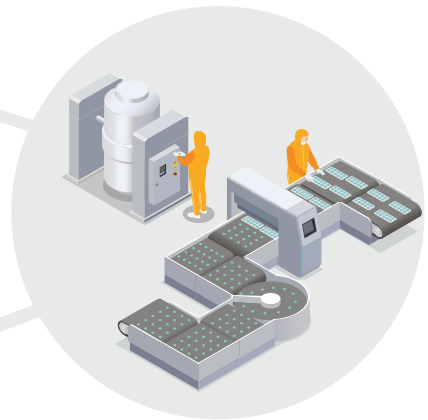
Partner with a Proven Player

We have co-created exceptional value across supply chains with some of the leading global clients across manufacturing, shipping & logistics, insurance, healthcare, retail and consumer packaged goods. Here is a sneak peek into the outcomes we have achieved:



SCM network design and optimization for a leading medical supplies manufacturer yielded **USD 3.2 Mn** of annual savings in freight costs

Creation of the SCM Center of Excellence (COE) for a leading global healthcare manufacturer led to an **8%** reduction in finished goods inventory



End-to-end order fulfillment and sales support for a leading supplier translated into **65%** improved productivity and **USD 450 Mn** in additional sales

Supply chain analytics COE for a manufacturer resulted in **~9%** improvement in forecast accuracy and **5-8%** reduction in finished goods inventory



Spend data classification through advanced analytics for a global Food & Beverages retailer resulted in spend-tracking accuracy improvement of **~25%**

Co-create Differentiation

We bring decades of experience and hands-on expertise in consulting and advisory services, project management, and execution and managed services.



Consulting and Advisory Services

- Discover gaps and risks in the current SCM process
- Design to-be operating models
- Establish KPIs and reporting structures
- Define implementation roadmaps



Project Management and Execution

- Implement automation across the SCM value chain
- Deploy analytical intervention projects, e.g., planning and forecasting
- Perform data engineering and admin, e.g., MDM architecture design, monitoring data-quality metrics



Managed Services

- Manage SCM operations
- Drive adherence to SLAs and KPIs
- Implement technology-enabled transformation
- Drive continuous improvement



WNS (Holdings) Limited (NYSE: WNS), is a leading Business Process Management (BPM) company. We combine our deep industry knowledge with technology and analytics expertise to co-create innovative, digital-led transformational solutions with clients across 10 industries. We enable businesses in Travel, Insurance, Banking and Financial Services, Manufacturing, Retail and Consumer Packaged Goods, Shipping and Logistics, Healthcare, and Utilities to re-imagine their digital future and transform their outcomes with operational excellence.

We deliver an entire spectrum of BPM services in finance and accounting, procurement, customer interaction services and human resources leveraging collaborative models that are tailored to address the unique business challenges of each client. We co-create and execute the future vision of 375+ clients with the help of our 42,000+ employees. Our global footprint spans 16 countries with 60 delivery centers worldwide including in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, United Kingdom and the United States.

To know more, write to us at marketing@wns.com or visit us at www.wns.com

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CO-CREATE TO
OUTPERFORM
WITH WNS™

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