

WNS Awarded 'Best New Outsourced Shared Services Organization' for Successfully Integrating Aviva's Offshore Operations

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June 24, 2009 /[India PRwire](#)/ -- WNS (Holdings) Limited (NYSE: WNS), a leading provider of global business process outsourcing (BPO) services, has been awarded the 2009 Shared Services Excellence Award for Best New Outsourced Services Delivery by the Shared Services and Outsourcing Network (SSON), presented at the Shared Services Week held recently in Budapest. The company was honored for its outstanding shared services delivery for Aviva plc, one of the world's largest insurance groups.

In 2008, WNS was awarded an 8-year 4-month contract from Aviva to deliver a full spectrum of business process outsourcing services, including life and general insurance processing functions, along with finance and accounting, customer care and other support services to Aviva's UK and Canadian businesses.

As part of this contract, WNS also acquired the offshore operations of Aviva. WNS was recognized by SSON based on the successful integration of Aviva's offshore operations. The award bears testament to WNS's ability to successfully manage a complex integration of five operations in 90 days, consolidating Aviva's own shared services operations with those of three providers in five locations across India and Sri Lanka, with over 5000 employees.

"The integration has been a great success with a strong focus on people management, harmonizing the policies across the organization in order to ensure that service levels were met during transition," said Steve Turpie, CEO, Aviva Global Services, India. "WNS's senior management created an atmosphere of trust and support which helped build the confidence of everyone at Aviva about life after transfer, while also laying a foundation for a long term commitment to the new organization."

"One of the drivers of the success of the WNS/Aviva relationship is our joint ability to work in a hand in glove relationship," said Eric Selvadurai, Managing Director, WNS Europe. "Our people are our strongest asset, and our commitment to best practices in people management drives value for Aviva."

Notes to Editor

About SSON's Annual Shared Services Excellence Awards

The Shared Service and Outsourcing Network is the world's largest and most established community of shared services and outsourcing professionals with over 10,000 members. Its annual Shared Services Excellence Awards honor, promote and recognize both captive and outsourced shared services that demonstrate winning practices. These awards form the industry's benchmark in terms of best practice and business excellence. Open to all captive and outsourced shared services organizations from all countries, the awards are judged by a panel of leading industry experts. They provide an opportunity for shared services and outsourcing professionals to gain recognition for excellence and initiative.

About WNS

WNS is a leading global business process outsourcing company. Deep industry and business process knowledge, a partnership approach, comprehensive service offering and a proven track record enable WNS to deliver business value to some of the leading companies in the world. WNS is passionate about building a market-leading company valued by our clients, employees, business partners, investors and communities. For more information, visit www.wns.com

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