



“WE WANT TO TRANSFORM THE USED CAR MARKET EXPERIENCE.”

An online-only used car marketplace looked to build insights-led, scalable operations to deliver a superior experience for sellers and dealers.

WNS saw opportunities. We partnered with the client to co-create a new operating model aligned with the rapidly growing online used car market. We brought in the underlying controls of quality frameworks, Lean methodology and workforce management to benchmark, monitor and improve business performance. WNS also re-designed the training program and evolved the onboarding process to build a flexible and scalable team of auto sales specialists.

Our analytics-driven business intelligence models and dashboards generated visibility into overall sales performance as well as granular insights at a transaction level. In just over a year, sales improved by 238%, with a 2.8X cycle time improvement in “For Sale” cars.

To learn more, contact us at [BPM and Outsourcing Company | WNS](#)

For info on our CX solutions, visit [Digital Customer Experience | Customer Service Outsourcing | WNS](#)



WNS