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

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

**Design**
- Network modeling and optimization
- Metrics design and performance measurement
- Automation and digitization roadmap design
- Total landed cost optimization

**Optimize**
- Demand planning and statistical forecasting
- Supply planning and analytics
- Inventory management and analytics
- Sales and operations planning
- Supply chain control tower

**Operate**
- Material planning and inventory management
- Production scheduling
- Order management, allocations and fulfillment
- Logistics management
- Warranty and after-sales
- Category management sourcing and operational procurement

**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.

- **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.

- **WNS Malkom – BoL Automation**
  A proprietary platform underpinned by Artificial Intelligence (AI) and Machine Learning (ML) that automates the end-to-end BoL processing.
Partner with a Proven Player

We have co-created exceptional value across supply chains with some of the leading global companies 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
About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. WNS combines deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 380 clients across various industries. WNS delivers an entire spectrum of BPM solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. As of June 30, 2021, WNS had 46,000+ professionals across 57 delivery centers worldwide including facilities in Australia, China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom, and the United States.

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

COPYRIGHT © 2021 WNS GLOBAL SERVICES