



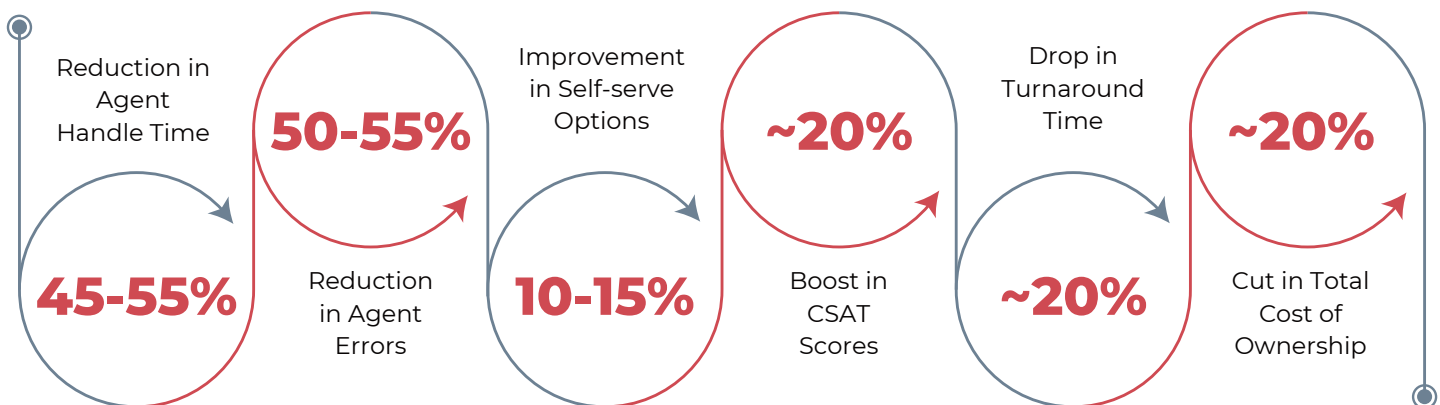
Simplify Corporate Travel with an All-in-One Modular Solution

<p>“</p> <p>I can't do my booking on the go; I need a laptop every time.</p> <p>”</p>	<p>“</p> <p>Why must I enter my preferences every time I want to book a new trip?</p> <p>”</p>	<p>“</p> <p>Managing travel expenses is a pain. I spend so much time on it!</p> <p>”</p>	<p>“</p> <p>I wish I could book my flights, cabs and hotels all in one place.</p> <p>”</p>	<p>“</p> <p>My travel plans have changed and I will now have to spend so much time altering the booking.</p> <p>”</p>
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For busy, on-the-move corporate travelers, a superior travel booking experience is one that is quick, personalized, intelligent and efficient. In a recent study, 78 percent of business travelers in the United States reported a preference for self-service technology to manage their travel.¹

WNS Corporate Travel Management Solution is an industry-first, modular solution to soothe the problems of corporate travel. Powered by Generative AI-led automation, **WNS Corporate Travel Management Solution** offers comprehensive customer information and the next best actions for agent assistance, delivering a personalized, seamless and enhanced customer experience.

With **65-75% of operations automated**, travel companies can achieve:



¹ <https://www.gbta.org/business-travelers-and-technology-embracing-self-service-and-personalized-travel-options/>

Unparalleled Booking Experience Fueled by Cutting-edge Technology / Hassle-free, Effective Customer Experience Across Channels

Automatically finds the most suitable and policy-compliant travel options

Fueled by Gen AI to provide personalized recommendations and travel itineraries based on preferences

Offers mobile-enabled automated communication – tech-powered, human-like interactions leveraging GenAI

Automates expense categorization through receipt scanning

Provides real-time travel advisories and proactive risk mitigation strategies

Assists agents with a 360-degree customer view and next-best actions

Powered by Gen AI, AI-led workflow manager, email automation, AI/ML utilities

Simplifying Tasks, Enhancing Interactions

Agents

- Skill-based routing**
 - Agent performance mapping to priority-based transaction routing
- Error Mitigation**
 - Mandatory information checks
 - GDS checks
 - Multiple follow-ups before actual work starts
- Productivity enhancement**
 - Email comprehension, information extraction, email drafting mgt, customer 360
- Quality and Compliance Adherence**
 - Revenue leakage

Customer

- Turnaround Time**
 - Automated policy checks and fare quote options
- Touchpoint Reduction**
 - Follow-up requests and status checks
- Cycle Time**
 - Multiple quotes in a single response
 - Multiple passenger bookings
- Self-Serve**
 - Single click-led bookings and exchanges
- First Time Right Resolution**
 - Multiple options fare differences

WNS named “Market Leader” in the HFS Horizons for Travel, Hospitality and Logistics Services Providers for 2023.

Why Choose WNS?

25 years
of travel experience

65+
global clients

14000+
industry specialists

3500+
data scientists

20+
proprietary tools
and frameworks

About WNS

WNS (Holdings) Limited (NYSE: WNS) is a digital-led business transformation and services partner. WNS combines deep domain expertise with talent, technology, and AI to co-create innovative solutions for over 600 clients across various industries. WNS delivers an entire spectrum of 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 December 31, 2024, WNS had 63,390 professionals across 66 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, 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

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WNS EVER STOP
Reimagining Possibilities to
Solve Complex Business Challenges