



Transforming Businesses, Elevating CX with Digital-led Solutions for

Energy & Utilities



WNS at a Glance

- **20+** Years in Energy & Utilities
- **6000+** Domain Experts
- **13** Countries in Our Global Footprint
- **30+** Languages Supported
- **64** Delivery Centers

Impact Delivered

- **~50%** Improved Collection Rate
- **100%** Regulatory Compliance
- **USD 40 Million+** Value Delivered through Smart Collections Center of Excellence (COE)
- **15-20%** Decrease in Customer Complaints

Our Custom-built Solutions for a Future-fit E&U Business

Customer Acquisition and Customer Experience Management Services



- Onboarding new customers via Sales COE
- Managing customer complaints effectively
- Supporting vulnerable customers
- Social media analytics for sentiment analysis

Smart Collections and Debt Management Services



- Credit and collections
- Vacant and void account management

Digital Transformation Services



- Elevating CX with automation and AI/ML technologies
- Digitizing the customer journey

Driving Insight-led Decisions



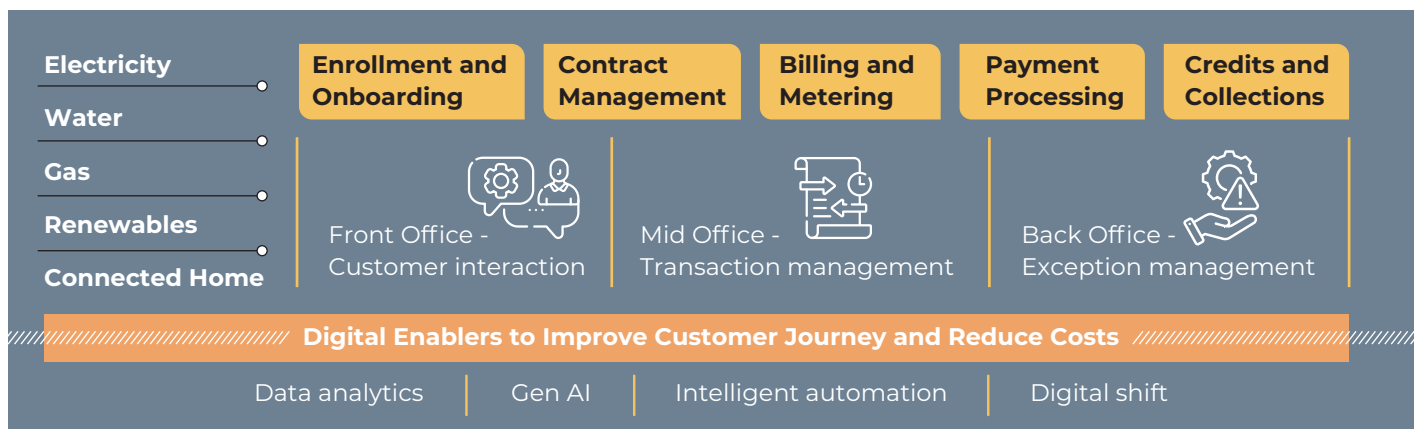
- Streamlining revenue assurance
- Insights-driven data and analytics services

Elevating Business Operations with Shared Services



- Finance and accounting
- HR operations
- Procurement

Powering Data-driven Meter to Cash Operations Across Your E&U Business

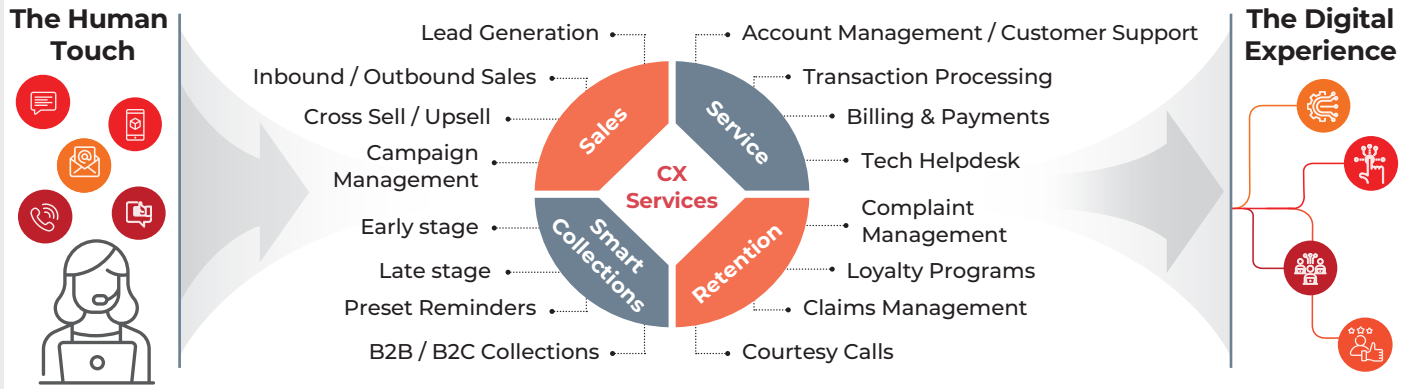


How We Are Delivering Excellence



Our Digitally Integrated Customer Experience Model

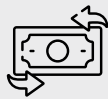
Driving Proactive, Contextual & Intelligent Interactions across the customer life cycle



A Few Success Stories



140% improvement in NPS for a UK-based energy leader



Increased cash flow by **50%** for a leading regulated utility in the US by improving recovery



53% increase in digital channel adoption for a UK-based energy utility



USD 4.2 million bad debt reduction for a leading energy utility with customer analytics



USD 5 million+ reduction in open GL reconciliation items for a leading US utility

Industry Recognition



Winner of the 'Utilities Project of the Year' category at the GSA UK Awards, 2023



Recognized as 'Leader' in multiple Utilities Services and Solutions Quadrants by ISG in Q2 FY 2022



A 'Leader' in ISG Provider Lens Utilities Services and Solutions North America Quadrant Report 2021



A 'Leader' in Nelson Hall's NEAT for Customer Experience Services in Energy and Utilities in 2019



Winner of 'Back Office Customer Service Team of the Year' (Energy and Utilities), Stevie Awards, 2019

Scan to know more.



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 600 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, 2024, WNS had 60,513 professionals across 64 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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