

Case360°

A Dynamic Case Management Solution



We Are A Well-established Global Business Process Management (BPM) Leader



History

British Airways captive, spun-off into a third-party



Net Revenue*

USD 1,284.3 Mn

in Fiscal 2024



Employees

60,000+



Clients

600+



Operational Footprint

Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, the United Kingdom, the United States, Australia, and Middle East



NYSE traded (Symbol: **WNS**)

since July 2006. First Indian pure-play BPM company to be listed on NYSE



65

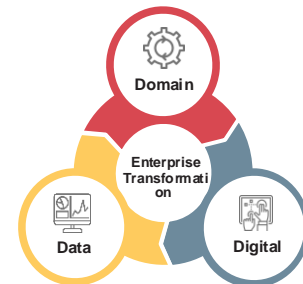
delivery centers around the world



700+ business

processes from simple transactions to complex analytics

Co-creating business transformation through our three-pronged approach



WORLD'S BEST EMPLOYERS

Forbes 2022

POWERED BY STATISTA

TIME

WORLD'S BEST COMPANIES

IN PARTNERSHIP WITH statista 2023



MEGA ICONS
RESHAV & MURUGESH

Recent Acquisitions

Hyperautomation Firm



Research & Analytics Firm



Procurement Analytics Firm



The Hyperautomation Specialist

Low-code | No-code |
Process Mining | RPA | IDP | Gen AI



Founded
2011



Team
1000+
Hyperautomation Consultants
and Domain Specialists



Women workforce
52%



76+
Active engagements with
high referenceability



Over **70%**
Home-grown talent



20+
HyperApps Customers

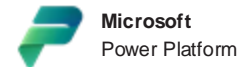


100%
Customer success

Strategic Partners



Trusted Partner
for 13+ years



servicenow
Partnership in progress

The Case Management Challenge

Businesses today face a deluge of customer inquiries, support tickets, and internal requests resulting in straining resources and impacting customer satisfaction due to below key challenges:



Inefficient case routing

60%

Customer Service Leaders found inefficient case routing as major challenge*



Lack of visibility

~ 3 Days

Average delay in providing updates on Cases to Customers*



Inability to scale

70%

Business are unable to scale their case management processes effectively*

**Based on studies done by Gartner, Salesforce & Deloitte*

Introducing Case360°

Case360° is a powerful, cloud-based case management solution designed on Microsoft Power Platform to streamline business operations and enhance customer satisfaction.

Improved visibility

Up to **50% reduction** in time spent searching for case information.

Boost Efficiency

30% reduction in average case resolution time.

Scalable solution

Scalability to handle growing case volumes (Microsoft Cloud-Based Solution)

Enhanced Collaboration

20% increase in team productivity through streamlined collaboration.



Case360° Modules

1



User App

Customers create and track cases through a user-friendly interface.

2



Agent App

Agents receive, assign, and manage cases, collaborating with supervisors for resolution.

3



Admin App

Configures workflows, user roles, and system settings to optimize case handling.

Case360° Process Workflow

01



**Admin
Configuration**

- Category & Subcategory
- Workflow Step
- SLA
- Calendar
- Business Hours
- Assignee Group

02



**Create
Case**

- Using User App
- Using Email

03



**Case
Assignment**

- Assign to Agent
- Assign to Assignee Group

04



**Case
Management**

- Update Case Status
- Get any clarification from User

05



**Case
Resolution**

- Approve and Close the Case

Key Features

Case360° empowers businesses to streamline their operations by centralizing case management, automating workflows, and providing actionable insights. With its customizable features and scalable architecture, it caters to diverse organizational needs, enhancing efficiency and customer satisfaction.



Flexible Case Management

Create and manage custom case categories, subcategories, and workflows to fit specific business needs.



Collaboration Tools

Facilitate teamwork through case comments, document sharing, and email notifications.



Advanced Workflows

Design complex, multi-step approval processes with customizable SLAs and assignee groups.



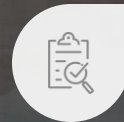
Scalability

Handle increasing case volumes and adapt to changing business requirements.



Centralized Case Repository

Store and manage all case-related information in a single location.



Security and Compliance

Protect sensitive data and meet industry regulations.

Benefits

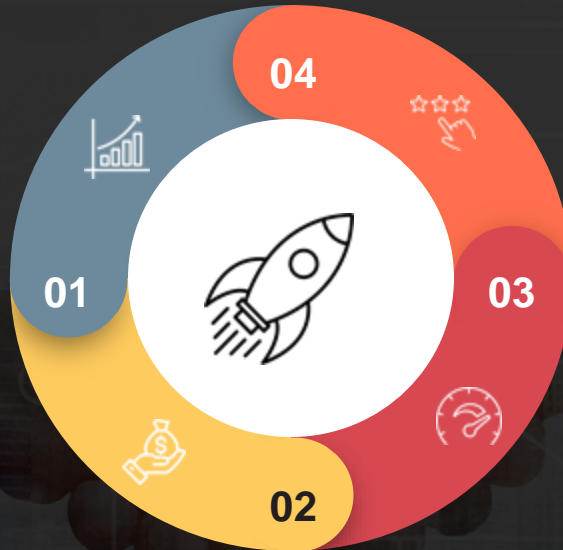
Case360° empowers organizations to revolutionize their case management processes and drives efficiency, improves customer satisfaction, and delivers tangible business value.

Rapid Deployment

Implementation time reduced by **50%** compared to traditional case management systems.

Cost Savings

Up to 30% reduction in operational costs due to increased efficiency and reduced manual tasks.



Enhanced Customer Satisfaction

Improve response times and customer experiences through efficient case handling.

Increased Productivity

25% reduction in time spent on non-value-added activities.

**Grab this opportunity to revolutionize
your business operations today!**

[Schedule a demo](#)

Contact us at ask-vuram@wns.com

*"Our dream is to create the happiest and the best nourishing workplace where creative minds
and passionate hearts come together to redefine services and deliver ingenious solutions"*

#PoweredByPassionatePeople

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