



The secret to enhancing business process management

WNS Global Services India helps staff work more productively and enhances customer services by standardizing client solutions



Professional Services

India

Business needs

To maximize service levels for customers, WNS Global Services India looked to augment its client solutions across offices in India and Sri Lanka.

Solutions at a glance

- Client Solutions
 - [Dell OptiPlex 3040 Small Form Factor desktop with Intel® Core™ i3/i5 processors](#)
 - [Dell Latitude 3350 and 7370 laptops with Intel Core i5/i7 processors](#)
- [Enterprise Deployment](#)

Business results

- Enhances customer service through increased employee productivity
- Reduces total cost of ownership for the client estate
- Improves IT efficiency with support calls falling
- Achieves greater staff productivity with faster client devices
- Maximizes return on investment with 8x5 a week next-day business support

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Amit Khanna, Head of Business Technology, WNS Global Services

Success in business process management (BPM) services is easy to define: Providers need to enhance the performance of their customers, delivering greater productivity at an optimized cost. WNS Global Services India has been doing that for years. From its 40 delivery centers across the world, it successfully provides BPM solutions to companies across multiple industries.

To maintain performance, WNS Global Services India needed to update the client machines supporting Indian and Sri Lankan staff. Many desktops and laptops had come to the end of their working lives and some were running Windows XP, which was no longer supported. Because of the age of the technology, the number of support calls were also increasing, demanding more from its IT team. In addition, operational costs were rising because the IT team had to source for spare parts for the devices.

The drive for a better desktop solution

WNS Global Services India launched a project to update its desktops. But more than that, it looked to standardize devices on a single-vendor solution across all sites. Amit Khanna, Head of Business Technology at WNS Global Services, explains, “We wanted to guarantee the same level of vendor support for all personnel.”

The company assessed solutions from leading vendors including Lenovo, HP and Dell. It created a performance matrix to determine which vendor solutions could meet the needs of the business. Says Khanna, “Based on the performance matrix, Dell performed better on desktops, laptops and thin clients. Our applications launched faster and ran better on Dell.” According to Khanna, the company was also familiar with the quality of Dell ProSupport. “We found that Dell was the better solution across all categories, including support.” he adds.

Enhances customer service through increased employee productivity

Today, the company is able to better meet the needs of its clients after standardizing on Dell solutions across India and Sri Lanka. Indeed, the success of the implementation has prompted further rollouts of Dell client solutions at WNS Global Services offices in the Philippines, South Africa, China, Poland, Romania, the U.S. and the U.K.

“With so many offices across such a large area, support is always a key for us. We have no fears with Dell ProSupport because we have a lot of confidence in its next-day onsite service. It’s 100 percent reliable.”

Amit Khanna, Head of Business Technology,
WNS Global Services

Stakeholders at each location choose from a list of suggested models to meet the needs of staff. For example, they can select Dell OptiPlex 3040 Small Form Factor desktops for general staff and Dell Latitude 3350 or 7370 laptops for executives. In cases where customers request



support for a thin-client environment, stakeholders deploy the Dell Wyse 7000 series thin clients with the assistance of Dell Deployment Services. The solution also includes Dell Wyse Device Manager.

Delivers greater support to staff faster IT

Personnel have increased their productivity thanks to improved performance of their client devices. According to Khanna, the Dell desktops and laptops take less than a minute to boot. He comments, “Staff are highly satisfied with the Dell client machines and are working much more efficiently for our customers.”

Reduces total cost of ownership (TCO) for client estate

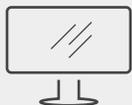
The organization has significantly lowered the costs of its client environment by standardizing on Dell. With far fewer issues to resolve and the IT team no longer hunting for spare parts to repair machines, the expected TCO for the lifecycle of the devices is lower than the previous solution.

Improves IT efficiency with support calls falling

Because the desktops, laptops, and thin clients are so reliable, the IT team answers considerably fewer support inquiries. Khanna says, “The IT team can focus more on strategic projects such as developing our server farm now that fewer support tickets are raised, which helps in overall headcount augmentation.”

Maximizes ROI with next-day business support countrywide

Mr. Khanna is also confident the company can maintain the productivity of staff and the performance of the client devices in the long term. He comments, “With so many offices across such a large area, support is always a key for us. We have no fears with Dell ProSupport because we have a lot of confidence in its next-day onsite service. It’s 100 percent reliable.”



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