

Nomination: 9492

Beyond Learning: How WNS Is Shaping the Future of Work with Gen AI

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

WNS

Mobile Phone Number

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Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Beyond Learning: How WNS Is Shaping the Future of Work with Gen AI

Category

B01 - B67 Achievement > B10 - Achievement in Developing and Preparing for the Future of the Work

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

WNS Limited is a global leader in Business Process Management (BPM), generating approximately \$1.2 billion in revenue as of April 2024. With over 60,000 professionals across 26 countries, WNS serves 600+ clients, driving agility, scalability, and digital transformation through deep industry expertise and advanced analytics.

WNS Education, the company's future-skilling corporate university, fuels organizational readiness for the future of work by focusing on AI and Generative AI (Gen AI) capabilities. It offers a multi-tiered, role-aligned learning architecture spanning frontline managers to executives.

Key programs include:

- AI/Gen AI Awareness: 26 self-paced courses and webinars for all roles.
- AI Evangelist Program: Training managers and operations leaders to champion AI; 135 graduates.
- AI Practitioner Program: Developing AI solution developers: 38 graduates.
- AI/Gen AI for Business Leaders: A thought leadership journey with Carnegie Mellon University; 205 certified leaders.
- BU-Specific Certifications: Customized tracks for functional and client needs, including the AI Accelerator Program focused on Healthcare and Lifesciences.

Governed by the Board of Studies, AI Council, and executive sponsors (CBTO and CPO), WNS Education has achieved over 52,998 course completions, influencing 22,749 unique learners, building a future-ready workforce.

b. Outline the team's or organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

Since 2023, WNS Education has made pioneering progress in preparing for the future of work through a structured AI/Gen AI people capability framework:

- 52,998 total learning completions, 22,749 unique learners influenced across all verticals and job families.
- 17419 completions in FY'25 alone, including 8,526 unique completions, a 2x jump from FY'24 figures.
- 205 senior leaders certified in the CMU-led AI/Gen AI for Business Leaders program, producing 108 AI solution pitches.
- 135 AI Evangelists trained across 7 cohorts, with 31 capstone projects and a VOC score of 8.8/10.
- 38 AI Practitioners graduated with advanced Gen AI solution-building skills, with a VOC of 9.4/10.
- 3 AI Accelerator cohorts in Healthcare & Life Sciences (HCLS) trained 53 professionals with a VOC of 8.4/10 and 13 capstone projects.
- The strategic approach towards building people capability in AI ensures that no segment of the organization is left behind—from domain experts and client partners to delivery managers and senior executives. The initiative positions WNS not just as a learner organization, but as a capability-forward enterprise in the AI-powered future.

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**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required**

What distinguishes WNS Education's Gen AI capability-building initiative is its end-to-end, role-based design with enterprise-wide depth and specificity. In contrast to a generalized, tech-focused programs, WNS has developed an integrated strategy, built on five principles:

1. Role-specific targeting: From awareness-level modules to evangelist, practitioner, and executive leadership programs, each track is designed based on job role, broad job family, and business context.
2. Tiered capability building: Programs are layered—starting from foundational knowledge (self-paced), to application (capstones), to influence (evangelist coaching), and finally to thought leadership (CMU certification).
3. Embedded business relevance: Capstone projects are directly aligned with live client processes, vertical-specific workflows, and business transformation priorities.
4. Strategic academic partnerships: The collaboration with Carnegie Mellon University, MindMap, KPMG, LinkedIn Learning, Google, NASSCOM FutureSkills is truly enriching—bringing academic rigor to enterprise strategy.
5. Governance through BoS and AI Council: Ensures sustainability, curriculum contextualization, and sponsorship accountability.

This framework marks a leap from role-readiness to future-readiness.  
WNS's scale (22,000+ unique learners), breadth (46 Gen AI programs), and depth (certifications + application) position it as an industry benchmark. The initiative not only raises internal AI fluency but also enhances WNS's competitive differentiation with clients who now see WNS as a consultative, innovation-forward partner.

- d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**
- WNS Education Launch
  - WNS Careers Page
  - WNS Sustainability Report 2023-24
  - WNS Awards & Recognition
  - Slides as attached

[REDACTED FOR PUBLICATION]

**Would you like to add an additional supporting document?**  
No

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I Agree