



Genpact

Quarterly Update
Report Abstract

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10 pages





Who Is This Quarterly Update For?

NelsonHall's Quarterly Update on Genpact provides a snapshot of developments at the company in the last quarter. It accompanies NelsonHall's more comprehensive Key Vendor Assessment program.

Both programs are designed for:

- Marketing, sales and business managers developing strategies to target service opportunities within the BPO/IT Services markets
- Sourcing managers monitoring the capabilities of existing suppliers of IT and BPO services and identifying vendor suitability for these services
- Consultants advising clients on vendor selection
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO/IT services sector.



Highlights

Q4 performance: strong end to year with broad-based growth after a few lumpy quarters

Revenues were significantly above consensus. The higher than expected growth is broad-based across client and service type:

- By client
 - GE revenues get a boost from a recently signed deal
 - Global Client revenue sees a return to double digit CC growth
- By service type, Transformation Services and IT services both gaining momentum:
 - Strongest (reported) growth in BPO for over a year
 - New leadership in consulting practice, plus strengthened controls around resource planning and pricing
 - Highest growth in IT services for over four years. The strategy that Genpact has been following now appears to be bearing fruit.

Strong bookings in 2018 and actions taken in 2018 to address transformation consulting drive confident outlook for 2019

Three recent large deals, all involving onshore personnel transfers.

Expect to see more tuck-in acquisitions in 2019

This 10-page Quarterly Update complements NelsonHall's more comprehensive Key Vendor Assessment on Genpact

Scope of the Report

The report provides a quarterly update on Genpact, looking at financial performance and key developments during the period.

It accompanies NelsonHall's Key Vendor Assessment program which looks at Genpact's IT and BPO offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphases and new developments
- Revenue breakdowns
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's client base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

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Immediate Challenges

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Report Length

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