

P&C Operations Analytics and AI

Genpact

Report Abstract

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Who is this Vendor Assessment for?

NelsonHall's P&C Operations Analytics and AI profile on Genpact is a comprehensive assessment of Genpact's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Genpact and identifying vendor suitability for P&C Operations Analytics and AI RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the P&C Operations Analytics and AI sector.

Key Findings & Highlights

Genpact is a global professional services firm headquartered in New York City, New York, U.S., that focuses on delivering digital transformation and business process management solutions. It has ~125k employees globally and provides services in various industries, including banking and capital markets, consumer goods and retail, healthcare and life sciences, high-tech, insurance, manufacturing, media, publishing and entertainment, private equity, and software and digital platforms. Overall, Genpact has ~800 clients globally across various industries, and NelsonHall estimates its FY 2024 net revenue to be between ~\$4.6bn and ~\$4.8bn.

Genpact's overall insurance business covers personal, commercial, specialty, and Lloyd's of London. NelsonHall estimates that Genpact's P&C insurance BPS space globally accounts for ~5% of its overall insurance revenue.

Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's P&C Operations Analytics and AI offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

P&C Operations Analytics and AI Vendor Assessments also available for:

Capgemini

Cognizant

DXC Technology

EXL Service

Foundever

Tata Consultancy Services (TCS)

WNS

Xceedance.

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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