



Genpact – Transforming Digital Process Models through Intelligent Automation

Vendor Assessment
Report Abstract

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By John Willmott
NelsonHall

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Who Is This Vendor Assessment For?

NelsonHall's Transforming Digital Process Models through Intelligent Automation profile of Genpact is a comprehensive assessment of Genpact's automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using intelligent automation technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Genpact has evolved from positioning as a BPO firm to positioning as a professional services firm addressing operational transformation within both retained and transferred operations.

Genpact views its role as bringing domain knowledge and expertise of process and then leveraging Design Thinking and digital technologies, and emphasizes it is prepared to destroy existing BPO revenues in the process. It recognizes that operating to traditional upper quartile and best-in-class standards is no longer adequate as organizations look to compete with new forms of digitally-based competition.

Genpact goes to market by vertical, with its target industries being banking, insurance, life sciences/healthcare, manufacturing, high-tech, and consumer goods/retail.

Genpact has adopted the tagline "Transformation happens here" and targets both BPS contracts through "Intelligent Operations" and retained organization process transformation through "Transformation Services."

In terms of the application of RPA & AI and Genpact Cora, these capabilities are included in close to 100% of new client deals as digital transformation has become a key client priority.

Genpact will continue to focus on end-to-end business processes, and increasingly address "experience" as a critical element in the transformation. At the same time, Genpact will increasingly focus a greater part of its transformation services on client GBS or retained operations.



Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's offerings, capabilities, and market presence in support of business process transformation through the application of intelligent automation technology, including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the use of intelligent automation technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of intelligent automation technology
- Analysis of the profile of the company's intelligent automation-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's intelligent automation-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of intelligent automation technology
- Analysis of the company's strengths, weaknesses, and outlook in achieving business process transformation through the application of intelligent automation technology.

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Report Length

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Report Author

John Willmott

john.willmott@nelson-hall.com

Transforming Digital Process Models through Intelligent Automation Vendor Assessments are Available for:

Arvato
Atos
BearingPoint
Capgemini
Conduent
DXC Technology
EXL
Genpact
HCL
Hexaware
HGS
IBM
Infosys
Mphasis
NTT Data Services
Sutherland Global Services
Tata Consultancy Services
Tech Mahindra
Wipro
WNS
Yash Technologies