



Intelligent Enterprises



don't merely compete,



they outcompete

Powering the Intelligent Enterprise through Process





In an uncertain world, one factor sets successful enterprises apart: **Intelligence.**

A volatile global economy is something the enterprise must now learn to live with. Escalating costs, evolving technologies, complex regulations, unpredictable markets and record deficits are impacting businesses around the world. New challenges, including many tacit ones, demand proactive attention in order to meet client, employee and shareholder expectations. To grow and achieve superior business outcomes in this environment, companies across industries have to run their businesses better and make smarter decisions.

As always, times of change continue to bring new opportunities. Rapid growth in emerging regions, the rise of big data, the increasing and widespread use of social media and communications tools, the intertwining of technology in daily lives of people – all have brought an unprecedented level of speed, change in customer needs and transparency to both consumer and business interactions.

In these times, high performing organizations are investing to build differentiating skills. They have a sharper ability to anticipate needs, the dexterity to adapt to change and the spirit to innovate. They are effective in diverse markets and are alert to evolving stakeholder requirements. We call these kinds of organizations Intelligent Enterprises.

Intelligent enterprises

don't merely compete, they outcompete!
They do this by running more effectively
and taking smarter decisions.



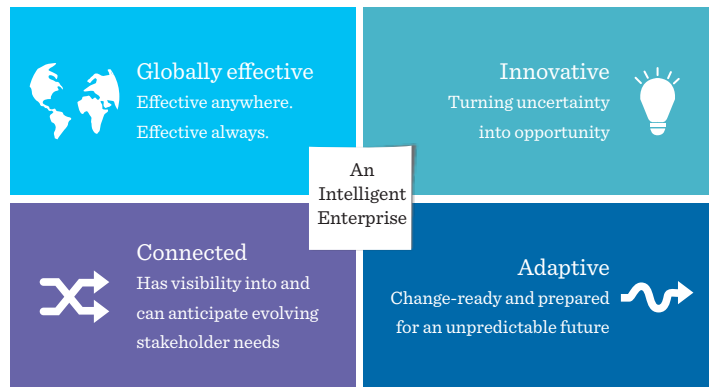
The velocity, quantum and certainty of change is more defining in this new age of business. How companies embrace these new dimensions of change will determine their future. Intelligence is what ensures the evolution, growth and survival of any species. The same principle applies to business. Intelligence is necessary to outcompete. The **"Intelligent Enterprise"** will lead the competition in these times of change.

INTRODUCING THE INTELLIGENT ENTERPRISE:

GLOBALLY EFFECTIVE

The intelligent enterprise is able to address different markets and run operations most optimally. The demographic shift between emerging and developed nations impacts demand, buying power, intellectual capital and talent supply and drives incredible changes in product design, market infrastructure, and value chains.

An intelligent enterprise builds scale based on opportunity or uncertainty offered by each market. It then outcompetes by tapping the best and most cost-efficient intellectual resources globally to deliver superior business outcomes effectively.



CONNECTED

The intelligent enterprise has the vision to anticipate evolving stakeholder needs, continuously and meet them.

Globalization and disruptive changes in technology have replaced the traditional workplace, creating global networks of virtual organizations. The smart organization harnesses this connectivity to anticipate and satisfy stakeholder needs.

This is done by building visibility, access and the ability to transact from anywhere in the world. The intelligent enterprise is adept at creating an end-to-end visibility of its global processes and driving a seamless flow of data and decisions. It also creates and delivers hugely differentiated value for its end customers by intelligently leveraging complex partner ecosystems to innovate, develop and deliver.

INNOVATIVE

The intelligent enterprise finds novel ways to address both opportunity and uncertainty for competitive advantage.

Today's networked world spawns complex flows of capital, goods, information and people into a complex interconnected spider web of business touch points creating the need for new business models and accelerated innovation.

The intelligent enterprise focuses on both breakthrough innovation as well as applied innovation on a daily basis. It invests in a funnel of new products and offerings, and continuously improves the value delivered by focusing on productivity improvements. It uses variable cost business models for better preservation of cash and working capital.

ADAPTIVE

The intelligent enterprise responds to change with agility and fosters a culture of change through agile operating teams of passionate people focused on delivering maximum value to internal and external customers. Flexible business models using variable cost structures are the hallmarks of the adaptable

organization. They help vaporize organizational clutter by identifying core versus non-core processes and eliminating redundancies and inefficiencies. They allow deployment of modular investments supported by smarter analytics that increase predictability and readiness for change.

Are you adapting enough to drive superior business outcomes?

A specialty lines insurance major

- Wanted to achieve industry lowest expense ratios and scalability for new markets
- Developed a game changing business model with Genpact to increase effectiveness and productivity
- By consolidating management of their middle and backend operations with Genpact
- Allowing the insurer to focus on continued growth of their client-facing underwriting operations and expansion into new markets.

A global manufacturer of doors

- Wanted to increase its speed to enter new markets
- Developed a flexible, scalable operating model with Genpact
- By leveraging existing relationship, scalable technology platform and business process expertise
- Grabbed a huge market share in a short span of time.

**Would you like to explore a game-changing business model?
Contact us.**



Powering the intelligent enterprise through the continuum of process, analytics, technology

Every enterprise is a collection of common processes strung together by technologies that help deal with massive and mutating amounts of data from an increasingly complex and interconnected world. The intelligent enterprise differentiates itself and outcompetes by scientifically turning common processes into smarter processes, applying superior analytics and using the right technology to deliver superior business outcomes.

PROCESS

Companies structure themselves using functions and organizational policies; people and culture align themselves to this functional view of the organization. Companies across all industries have a set of common, core enterprise-level processes that determine how they acquire new customers, retain them and grow existing relationships, hire and retain their workforce, develop and distribute their offerings and manage their supply chains. What differentiates the leaders from the laggards is how they view processes as a key component of business outcomes.

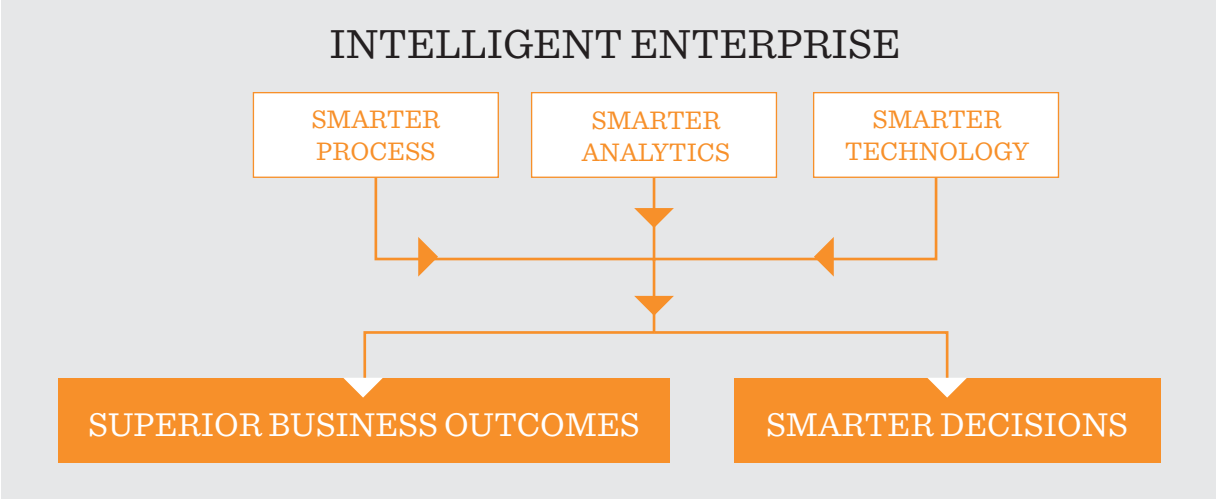
For example, many organizations focus on driving process efficiencies – saving money within the process – and not effectiveness, which means setting enterprise-level strategies for processes to achieve desired business outcomes.

Intelligent enterprises understand very well that while efficiency of business processes is a necessary condition, effectiveness drives better business outcomes and allows them to outcompete in global markets.

ANALYTICS

The emergence of big data, regulatory changes, and social media developments are causing a big shift in the way businesses operate. Most companies know data is an asset and yet, even as a majority of this data sits within their organization, they have not been able to tap its true potential. How one

company harnesses this data compared to others – makes all the difference. Intelligent enterprises innovate with data and employ analytics to identify trends and issues, uncover new insights, identify and prevent future risks and fine-tune operations to meet business goals.



TECHNOLOGY

Technology has become a clear driver of flexibility and innovation in all business models. New technology and social connectivity are creating innumerable opportunities, paving the way for the cloud and other collaboration tools to transform internal operations, customer relationships and industry value chains. Intelligent enterprises must move quickly to seize the technology dividend. When applied intelligently, technology can have an exponential impact on business outcomes and can achieve dramatically improved payback.

Making technology more intelligent can first entail streamlining and standardizing underlying processes to reduce the inherent defects, and then using insights from existing operations and emerging opportunities combined with minimal capital expenditure along a variable cost model, and delivering in a scalable fashion using new mobile, SaaS and social media-based channels.

The Genpact Advantage: helping enterprises run intelligently



Genpact powers the intelligent enterprise through a continuum of smarter processes, smarter analytics and smarter technology to deliver better business outcomes.

Throughout our history, clients have told us that our ability to combine a bottom-up, granular, process-based approach, with Lean Six Sigma, is unique. Our Smart Enterprise Processes (SEPSM) framework demonstrates the

unique **'science of process'** built on this approach and drives our differentiation. Our in-depth understanding of business processes and their outcomes for a variety of industry verticals helps us capture insights with our Smart Decision Services. These insights we provide to clients, along with our deep execution expertise including change management, can deliver differentiated outcomes for them to outcompete others.



Applying 'science of process' to deliver superior business outcomes

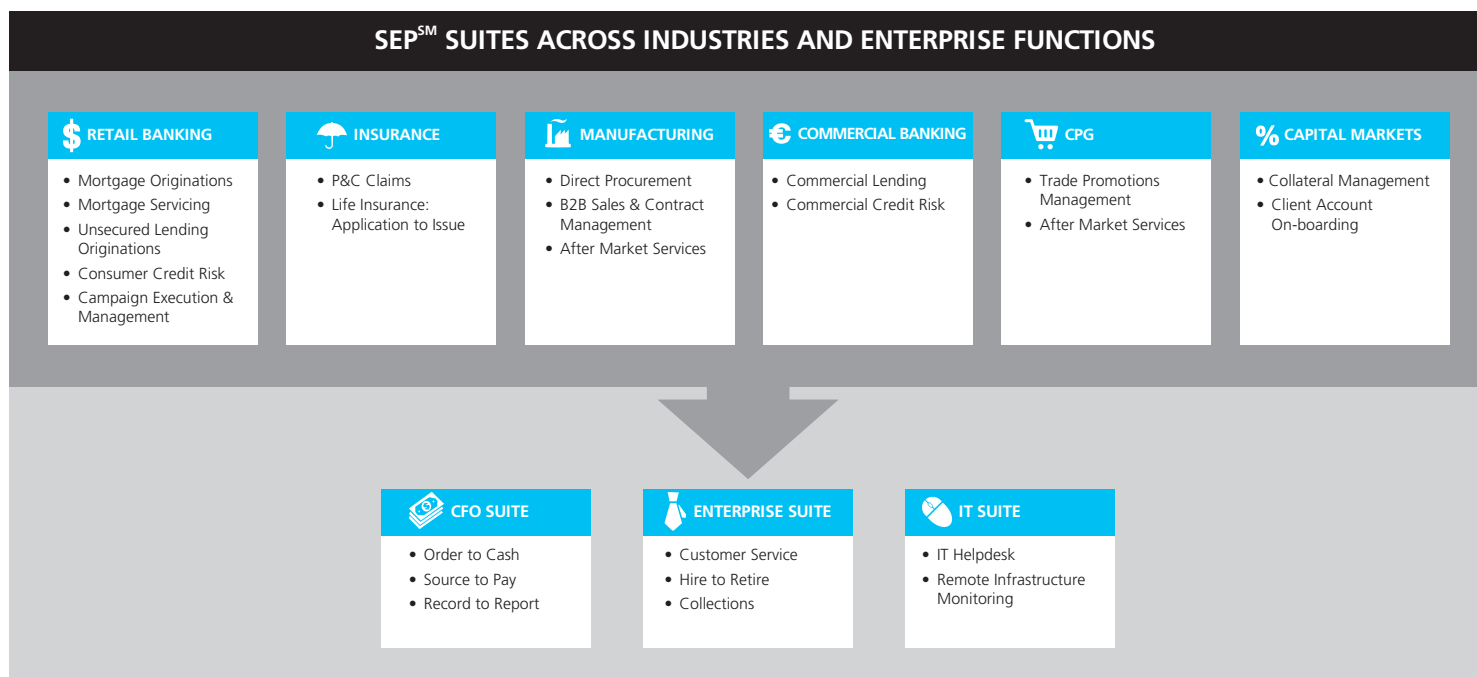
Viable organizations create highly efficient processes that streamline effort and reduce costs. Many in fact have cracked the efficiency code. However, intelligent enterprises recognize the importance of effectiveness to spark even greater business value. They have an enterprise-wide perspective on how process effectiveness can deliver huge gains to company performance. That said, coordinating and managing the lattice work of processes that supports different business units in varying locations can become a daunting challenge. That is where Smart Enterprise Processes (SEPSM), our proprietary business process management and technology framework, comes in. SEPSM is the **'science of process'** built through our focus on process management and insights from over 200 million transactions in the last 15 years.

As owners and creators of the **'science of process'**, we have developed intellectual property around this science and applied it to processes across horizontal functions and vertical industries. Unlike other approaches that measure only process efficiency, SEPSM takes an enterprise-wide view, cutting

across operational silos and focusing on the business outcomes. SEPSM employs granular data analysis, sophisticated diagnostics, cross-functional benchmarks and technology solutions to maximize process effectiveness, resulting in better costs, cash and revenue.

With SEPSM, we first test the effectiveness of an organization's processes by measuring points of value leakage and applying best-in-class benchmarks from within and across industries. Then we develop a custom roadmap for maximizing effectiveness, prepare a detailed plan of action and lastly – execute it to deliver promised outcomes.

SEPSM combines our deep domain knowledge – within a score of industries – of process, key insights and best practices with focused IT and technology applications, targeted analytics, reengineering and global delivery. With this process firepower in place, time and again we have proven that we can deliver two to five times the end business outcomes when compared to processes that run at average or below par.



How good or bad are your processes?

A leading pharmaceutical company

- Struggling in the area of sourcing and procurement with disparate systems and practices, siloed processes and inconsistent behaviors across geographies leading to an increased spend under management, lack of transactional process compliance including contract coverage, and low budget and sub-optimal spend visibility
- Genpact helped in transforming these source to pay processes to best-in-class by leveraging inter-linkages and synergies across sourcing, procurement and accounts payable. Applied key process improvements and technology initiatives measured by individual profitability quotients and net capital light techniques
- Helped the client reap speedy benefits in a TCO reduction of \$40-42 million.

A leading US financial services major

- Wanted to reduce its contact center's 'cost to serve' a 10 million+ customer base spread across 20+ countries
- Genpact helped surface and mitigate some of the key issues affecting their customer service through our 'science of process' which included huge inter-agent variation in terms of productivity, lack of an effective MIS framework and improvement insights, ineffective performance management system for the associates, sub-optimal utilization of supervisory resources and infrastructure, and high shrinkages across the entire contact center
- Genpact identified a potential to reduce cost by ~\$3 million on a cost base of ~\$20 million.

Would you like us to diagnose your processes? Contact us.



SMART DECISION SERVICES

Helping intelligent enterprises make smarter decisions through rich insights

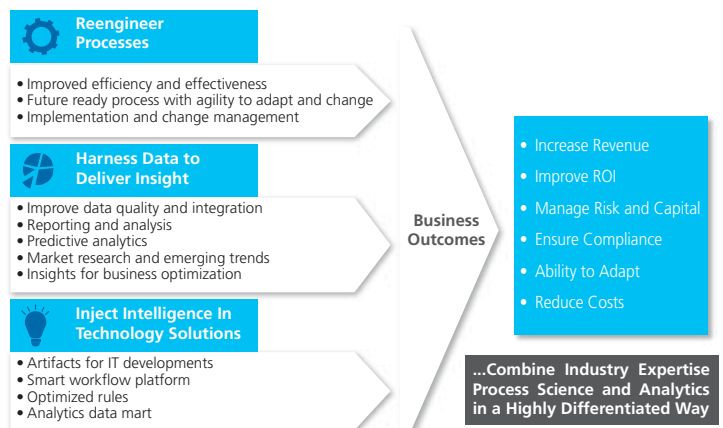
Genpact's Smart Decision Services is a blend of industry expertise, process capability, analytics and technology. We change the way our clients drive their business outcomes – top-line revenue, cost optimization and asset and risk management – by using insights from internal and external ecosystems to make smarter decisions that address challenges around regulations, risk and growth.

Companies are witnessing a huge explosion of big data availability. This encompasses structured, semi-structured and unstructured data across internal transaction systems, syndicated research sources and social media. The upside is unprecedented growth opportunity for companies. Our analytics services help clients leverage all available data – including previously unused data – to understand customers, partners, markets and businesses and thus drive business impact.

We corral large amounts of available data and guide our clients through predictive analysis to make smarter decisions and deliver key business outcomes to increase revenue, improve

marketing ROI, manage risk and capital, ensure compliance, optimize supply chain and reduce costs.

We further strengthen client enterprise risk management capabilities using the world's most recognized regulatory and financial industry frameworks thereby increasing profitability while trimming regulatory and compliance costs for our clients.



Are you harnessing the power of analytical insights for smarter decisions?

A \$40 billion consumer lending company

- Wanted to improve revenue and avoid losses from new customers
- Genpact helped by applying better customer segmentation techniques before reaching out to over 5 million customers through 120 campaigns/month
- Generated \$35 million incremental revenue, \$25 million of loss avoidance and \$10 million cost productivity on customer service for the client.

An aviation equipment major

- Wanted structuring of their customized service contracts to optimize cashflow and margins while minimizing credit risks for a portfolio of \$2 billion revenue with 500+ service contracts across five product lines
- Genpact helped drive profitable contract performance by recommending pricing for 2000+ deal scenarios annually with

about 15 contract margin reviews, managed service contract restructuring, identified cost out opportunities and ensured billing accuracy

- Resulted in 5% increase in profitability.

A US healthcare provider

- Wanted to improve their business model and effectively address the key issues plaguing their industry such as lost capacity and inefficient processes resulting in unpredictable outcomes, long wait times, unsatisfied patients.
- Genpact addressed these challenges by reengineering the core hospital processes and increasing the utilization of equipment and infrastructure, generating additional capacity; decreasing patient wait times by 18%
- Delivering a 4X return on investment and notching up customer satisfaction by 3%.

If you want to surface the hidden opportunities for growth, cost improvement and risk mitigation for your business, contact us.



SMART
TECHNOLOGIES

Intelligent enterprises apply data and process insights to make technology smarter

Clearly technology is a key driver of enterprise strategy, and can have huge impact if driven smartly. That is, technology should be highly usable, with shorter implementation times, ease of configuration, mobility and seamlessly accessed through the internet.

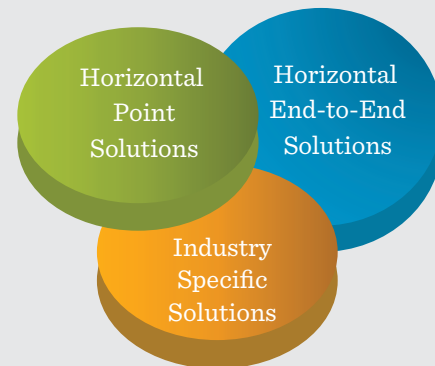
With one of the largest Information Technology services practice, we bring transformational impact to our clients by combining global process leadership, analytics, reengineering and domain expertise with high-end technology development capability. We deliver a full spectrum of IT services including application development and maintenance, IT managed services, enterprise application services, and business and domain consulting. The services help clients intelligently leverage latest computing and mobility trends by harnessing the power of platforms and technologies, built using insights from existing processes.

Over the years, we have built a number of technologies and platforms, many of them flexible enough to be bolted on to the existing technologies of our clients. What makes them unique is that they all have intelligence built in. We do it through strong analytical insights distilled from best-in-class processes applied back to technology.

The technologies and platform offerings include end-to-end solutions, industry-specific solutions, horizontal process

solutions, legacy extensions, transition, and visibility solutions. Soon, some of these technologies will be on the cloud, accessible from anywhere in the world for our clients.

Leveraging Smart Technology – Modular, Scalable and Complementing our Clients' Technology Landscape



Extending Client's Legacy Applications

Improving Transitions Excellence

Visibility, Governance & Controllorship

Is your technology supporting your strategy?

A growing health insurance provider

- Setting up operations in the \$8 billion Indian market, is looking for a scalable, variablized cost model
- Genpact introduced innovative commercial structures to suit business growth and avoided CAPEX equivalent of ~10% of annual revenues. Set up flexible technology alternatives coupled with process expertise to establish a Business Process as a Service (BPaaS)
- Company poised to grow at a CAGR of 25%.

A large projects company

- Was struggling with resource planning and deployment of thousands of people across more than 100 global projects
- Genpact developed a hosted solution, built to the industry-specific need with flexi-pricing based on number of employees
- Helped streamline the process with no additional CAPEX.

A large global bank

- Looking to drive regulatory reporting and risk management across three regions, five major departments, five major asset classes, and 15+ sources

- Genpact helped develop a single unified view of data for better operations and risk management by building a single multi asset class data warehouse and facilitated customized reports and extracts for each major business group. This was preceded by standardization of processes for managing data and launching business programs for data quality
- Achieved regulatory compliance and improved ability of business to scale with lower risk
- Delivered 30% cost reduction, faster processing reporting from 4 to 0.5 days, accelerated reconciliation from 3 to 0.5 months.

A major electrical components manufacturer

- Required identifying and correcting deficiencies in its AR processes to reduce a huge backlog of unpaid invoices and reduce costs
- Analyzed client's existing processes, identified root causes of the process disconnect, and implemented technology and process changes for end-to-end business process improvements
- Produced \$75 million in cash flow impact and \$3.5 million additional annual profit through improved dilution recovery and significant reductions in past due accounts.

If you would like to create flexibility or improve effectiveness through technology, contact us.



OUR SERVICES

Differentiating through deep domain and process expertise

Genpact's proven experience has enabled it to build the science around enterprise wide functions and processes, including finance and accounting, supply chain management, sourcing, procurement, after market services, customer service, contact center management, analytics, sales and marketing. In addition, Genpact offers deep domain expertise in key industries: banking, financial services, insurance, capital markets, manufacturing, healthcare, life sciences, consumer goods, retail and hi-tech. Our depth of process knowledge acquired by managing over 4,500 enterprise-wide and industry-specific processes has put us at the heart of business challenges, giving us a kind of prescience. We can gauge where the market is going and how to improve productivity and capacity, reduce costs, accelerate cycle times and improve overall business performance.

Insights gained from working with some of the largest companies in the world have given birth to a number of industry-specific services. Whether underwriting lease transactions for a commercial lending organization, managing

supply chain processes for a manufacturing company, or improving medical coding workflow for a healthcare provider, we have improved business outcomes for our clients. Making technology more intelligent by embedding it with process and data insights, we also offer a wide range of technology services. We put our process expertise, domain experience and talented team to work for you, setting you on a course toward increased revenue, working capital and customer satisfaction. Furthermore, our proprietary tools such as our SolutionXchange collaboration network help tap into global intelligence and expertise across all verticals and domains.

To further illustrate our focus on industry markets, Genpact has reorganized its corporate structure around providing industry-led business process management services. More than half of our dedicated vertical industry operations leaders are now based in markets closer to our clients. We also continue to add domain expert resources across the globe and develop new solutions that address industry-specific regulations and requirements.

BROAD RANGE OF SERVICE OFFERINGS WITH DEEP DOMAIN AND ENTERPRISE PROCESS EXPERTISE

OVER 50% OF OUR BUSINESS COMES FROM CORE VERTICAL ACTIVITIES

BANKING AND FINANCIAL SERVICES	INSURANCE	CAPITAL MARKETS	CPG/RETAIL	LIFE SCIENCES	INFRA, MANUFACTURING AND SERVICES	HEALTHCARE
DRIVEN BY END-TO-END DEEP DOMAIN EXPERIENCE ACROSS PROCESS HORIZONTALS						
CORE ENTERPRISE SERVICES						
Finance and Accounting			Procurement and Supply Chain			
Industry Specific			Human Resources			
IT SERVICES						
Enterprise Application Services			IT Infrastructure Management Services			
SMART DECISION SERVICES						
Reengineering		Analytics and Research		Risk Management		

Operating Excellence

We help you run your business better

At Genpact, operating excellence is the cornerstone of how we deliver our services. Our clients know this because their day-to-day operations are executed flawlessly; industry insights are shared; communication rigor is maintained; continuous improvements are made and issues are resolved with immediacy and urgency. We mandate a leadership behavior for staying glued to the operating rigor on the shop floor. Leaders get the pulse of operations through a solid 'Alert' mechanism honed by a culture of proactively surfacing issues to avoid surprises.

Operating excellence is what we deliver; it defines us and differentiates us in the market. It is supported with a rigorous measurement methodology to ensure that "what gets measured gets controlled." This is key to achieving effectiveness and efficiency for each step of a process. Operating excellence is our holistic approach for meeting client expectations,



consistently, driving continuous improvement and achieving business outcomes. Operating excellence is no less than our value-creating engine for clients.

Our frameworks such as Service Delivery Fundamentals (SDFs) and Common Minimum Practices (CMPs) ensure stability of your processes, and tools such as Lean Six Sigma combined with reengineering programs create opportunities for continuous improvement. The quality, agility and rigor of our operating excellence framework is powered by the single largest pool of dedicated Lean and Six Sigma experts in the industry, including 10,700+ Six Sigma Green Belt trained employees. Over the years, we have mastered the art of collaboration among internal teams, with clients and also with external experts using social media, collaboration tools and expert communities to develop a continuous flow of knowledge and information.

OPERATIONAL HEALTH FRAMEWORK: PROPRIETARY TOOLS THAT DELIVER INDUSTRIAL STRENGTH OPERATIONS

SERVICE DELIVERY FUNDAMENTALS (SDF)	DAILY STATUS TRACKER [DST]	COMMON MINIMUM PRACTICES	ALERTS
<ul style="list-style-type: none"> Reporting on Process Health across key performance indicators and operational metrics Shorter learning curve for new managers on operating best practices Monthly self-assessments across accounts on common operating deliverables 	<ul style="list-style-type: none"> Manager's tool to capture daily issues Highlights process health to Operations Leader Automated escalation on open issues Insights for focus and permanent resolution of repeated issues Daily and Weekly: SLA, performance metrics, productivity and exceptions 	<ul style="list-style-type: none"> Framework for identification and implementation of best practices that are 'Mandatory' Getting it 'first time right' from solutioning to day-to-day operations Identify the best practices and risks at sub process level during regular Practice Audits, ensuring mitigation plans 	<ul style="list-style-type: none"> On-line tool for managers to escalate issues proactively to leadership – reach is across 350 leaders Drives immediate leadership attention and resolution Real-time visibility across processes on potential issues Solution replicability and best-practices cross leverage
MONITOR	MEASURE	MANDATE	ACTION



LEAN SIX SIGMA

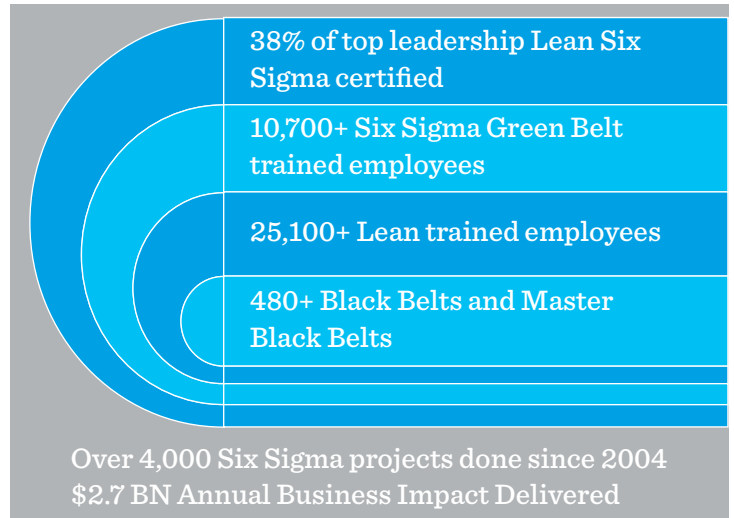
Our lens to focusing on what matters

Unlike many companies, who have simply embraced Lean Six Sigma as a function, since our inception, Genpact has driven it through the entire organization and put it to work for all our clients and delivered enhanced value. It permeates what we do and is highly visible in our operations, our people processes and our leadership behaviors.

Genpact, created as a **5 Sigma Beta site** of GE - a company renowned for pushing Lean Six Sigma to its highest level of return, became one of the first few GE businesses to apply and test the Lean Six Sigma approach. It is not just the methodology but a way of doing things and how we embrace it as a part of our culture. It's a philosophy of how our people apply Lean Six Sigma thinking in everything they do – from asking questions until they discover the root of a problem to solving it. Lean Six Sigma is deeply ingrained in our DNA.

Our approach to client engagements is also different. We go beyond the scope of the contract to take a comprehensive upstream/downstream view, which extends our impact. With an

exceptional number of Lean Six Sigma-certified professionals, Genpact can tightly integrate with our client's operations, creating a seamless process environment.



INNOVATION

Intelligent enterprises innovate holistically, consistently and continuously

Our successful and relentless efforts to challenge the status quo and bring innovation to our clients are demonstrated by

continuous process solutions advances, such as those in analytics (e.g., inventory optimization or investor listening

services based on social media methods), risk management (e.g., anti money laundering, or simulation of the impact of commodity costs) or business collaboration (through better platforms such as Genpact's Unified Collaboration and Engagement).

Genpact is uniquely positioned to deliver business process innovation through:

- Our diverse yet cohesive client, partner and internal ecosystem. Real innovation doesn't happen in a silo and our approach benefits from a vast network of intelligence: in-depth collaborative development work with some of our

best clients, select consultants and advisors; our web-based SolutionXchange collaboration network of "crowd sourced" experts; our SEPSM innovation group, and our deep analytics bench; and acquisitions such as Akritiv and EmPower Research.

- Our unique innovation process with dedicated senior management. Our innovation factory consistently harnesses the power of our ecosystem, extracts needs and insights and combines Genpact capabilities to create repeatable, cost effective, configurable yet standardized innovative solutions to old and new challenges.



DEEPLY EMBEDDED
CLIENT CENTRICITY

Intelligent enterprises listen to customers

At Genpact, we believe in long-term partnerships with our clients based on trust. In fact, putting the voice of the customer (VOC) is something we live by. It is central to our strategy and stems in part from our Lean Six Sigma heritage.

For over a decade now, we have been actively leveraging the Net Promoter Score* (NPS) methodology to measure, monitor, and build customer loyalty at Genpact. We are proud to be among the top scoring business to business companies in the world. NPS is our single most critical measure of the sustainability and success of our business model. It is not just a metric, but a validation of whether our fundamental strategies

are working – growing with existing customers, moving up the value chain with them and being extremely responsive to their needs as a key differentiator in our service delivery approach. This becomes even more critical as more than 80% of our growth comes from existing clients, and has earned us 100% contract renewals over the years.

We have a solid governance structure with our clients promoting visibility and transparency, with a high level of leadership engagement across all levels of operations. We are known to often go beyond service level agreements and contractual obligations.

*"Net Promoter[®] is a registered trademark of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc."

Leading with Intelligence

A global leader in business process and technology management, Genpact is the company of choice for clients, partners and employees across the world. With many pioneering firsts to its credit, Genpact has always led the way in powering intelligent enterprises and helping clients to outperform.

A Rich Lineage - Our GE Heritage

When organizations work with us, they reap the rewards of our unique GE heritage.

We began in 1997 as a business unit within GE and this lineage

has contributed to our deep understanding of process. Starting first with the business of GE Capital and then expanding our scope across GE businesses, we were chartered to provide business process management capabilities that would deliver outstanding efficiencies to the company. During the eight years



that followed, we earned the opportunity to manage a wide range of processes from simple to complex, serving GE's financial services and manufacturing businesses. Over a sustained 15-year period, Genpact has been the key provider of business process and technology management services to GE and they continue to be a significant Genpact client.

In January 2005, we became an independent company to bring our process expertise and unique DNA in Lean Six Sigma to clients outside the GE family. In August 2007, Genpact was listed on the NYSE under the symbol 'G.'

Globally Effective

The intelligent enterprise is effective anytime, anywhere

Genpact's services are delivered from a global network of centers located in 16 countries across 58 delivery centers. We pride ourselves in driving seamless delivery and a singular services culture across these operating locations.

Our mission is to deliver services to our clients from locations that best meet their needs – onshore, nearshore, offshore, or a combination of global service delivery models – taking into consideration their business objectives, cultural needs, language requirements, and cost containment strategies.

We believe in smart location strategy, where we strive to be the first mover in key locations to corner talent and set industry standards. We were the first in Budapest (Hungary), Dalian (China) and Jaipur (India), to name a few. We eagerly adopt Tier 2 cities to expand the talent pool and maintain pricing advantages for our clients.

In fact, we manage every client relationship and operation at a global level, regardless of the number of delivery centers. Our

clients can leverage our global pool of highly trained resources and talent, more effective processes and state-of-the-art technologies like cloud-based solutions.

Building and Retaining Talent

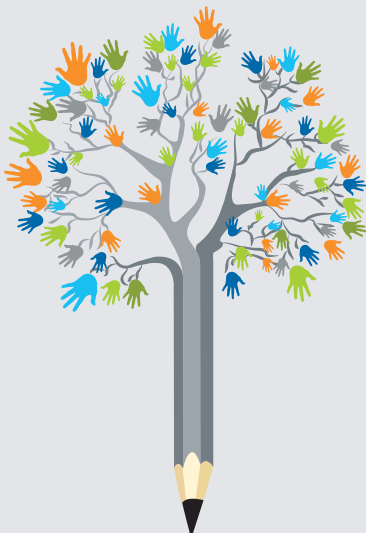
The intelligent enterprise is built on talent

We are fiercely proud of the talented and passionate people that make up our workforce. We believe in the power of human capital to positively transform companies and therefore have institutionalized several leading-edge practices to attract, develop and retain the best global talent. This reflects in the passion and commitment of our people, resulting in our famously low turnover rate which is half the industry average.

Creating a rewarding career for our employees and investing in their personal and professional development are amongst our highest priorities. We plan each employee's career and align their goals with organizational goals ensuring accountability and ownership. We are known for our structured approach to leadership building and provide our people with multiple opportunities to enroll for world-class leadership development programs and also encourage cross-functional movement to gain meaningful experience and exposure.

We have pioneered the Virtual Captive™ global sourcing model that enables clients to view us as an extension of their own enterprise. Using this, we deliver best-in-class service through dedicated people immersed well in Genpact's and client's common corporate culture through training, co-branding, floor presence, rotation of assignments, regular client visits and reviews. This gives our clients an extended, seamless and culturally integrated organization.

A Global Talent Pool



10,700 +
Green Belts*

480 +
Blackbelts* / MBAs*

1,200 +
CA / CPA

100 +
Actuaries

5,000 +
Post-Graduates

4,000 +
MBAs & Diploma Holders

75 +
PhDs & Doctors

25 +
Languages

2,700 +
Insurance Certified

10,000 +
IT Resources

20,000 +
Graduates

50 +
Nationalities

Pioneering Spirit

Staying ahead to keep you ahead

We were an early mover in the industry and a pioneer in many of the areas that have given strength to the concept of Business Process Management. A few significant Genpact 'Firsts' include: the first to introduce Six Sigma for process transitions, the first to build a KPO practice, the first to introduce Virtual CaptiveSM model, the first to set up services in Eastern Europe to serve clients in Western Europe, the first to introduce an expert community (SolutionXchange) to serve the needs of process, and the first to build a science of process management (SEPSM). Through this pioneering spirit we have always led the way in helping our clients outperform.

Guiding Values Uniting Genpact Globally

The Genpact values are the bedrock of our culture, guiding our behavior and how we work with each other and serve our clients.



Worldwide Reach

Today, with over 55,400 employees and \$1.6 BN in revenues, we serve over 600 clients globally.



Presence in 23 countries | Delivery centers in 16 countries

Genpact Limited (NYSE: G), a global leader in business process and technology management services, leverages the power of smarter processes, smarter analytics and smarter technology to help its clients drive intelligence across the enterprise. Genpact's Smart Enterprise Processes (SEPSM) framework, its unique science of process combined with deep domain expertise in multiple industry verticals, leads to superior business outcomes. Genpact's Smart Decision Services deliver valuable business insights to its clients through targeted analytics, reengineering expertise, and advanced risk management. Making technology more intelligent by embedding it with process and data insights, Genpact also offers a wide range of technology services. Driven by a passion for process innovation and operational excellence

built on its Lean and Six Sigma DNA and the legacy of serving GE for more than 15 years, the company's 55,000+ professionals around the globe deliver services every day to more than 600 clients from a network of 58 delivery centers across 16 countries supporting more than 25 languages.

For more information, visit www.genpact.com

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 Connect with us at linkedin.com/company/genpact-llc

