

Company Profile

Overview

Genpact is a leader in the globalization of services and a pioneer in managing business processes for companies around the world. The company combines process expertise, information technology and analytical capabilities with operational insight and experience in diverse industries to provide a wide range of services using its global delivery platform.

Services

Business Processes	Finance and Accounting	<ul style="list-style-type: none"> Accounts Payable Order to Cash Closing and Reporting General Accounting 	<ul style="list-style-type: none"> Treasury and Tax Financial Planning & Analysis Governance and Risk
	Collections and Customer Relations	<ul style="list-style-type: none"> Collections Customer Service 	<ul style="list-style-type: none"> Originations Order Management
	Insurance	<ul style="list-style-type: none"> Product Development Sales and Marketing Policy Administration 	<ul style="list-style-type: none"> Underwriting and Risk Management Corporate Functions
	Procurement and Supply Chain	<ul style="list-style-type: none"> Sourcing and Procurement Marketing & Sales Support 	<ul style="list-style-type: none"> Logistics Services After-market Services
	Analytics	<ul style="list-style-type: none"> Business Opportunity Assessment Customer Acquisition 	<ul style="list-style-type: none"> Customer Growth Risk Mitigation Operations Improvement
Technology	Software	<ul style="list-style-type: none"> Enterprise Applications Technology Integration 	<ul style="list-style-type: none"> Application Maintenance Content Solutions
	IT Infrastructure	<ul style="list-style-type: none"> End-User Computing Enterprise Computing 	<ul style="list-style-type: none"> Network Services Security Services

Genpact also provides Reengineering services, leveraging Lean Six Sigma methods, to improve business processes and further drive business impact.

Industries

BFSI*	Credit application evaluation, customer support, lead generation, financial modeling, research, portfolio management, agent services, actuarial analysis, underwriting support, claims processing, policy administration, risk management, product development	<ul style="list-style-type: none"> Consumer Banking Commercial Banking Mortgage Investment Banking 	<ul style="list-style-type: none"> Real Estate Life and Health Insurance Long Term Care Insurance Reinsurance
Manufacturing	Supply chain services, forecasting and planning, sourcing/procurement (direct and indirect), equipment monitoring, field services support, logistics support, research and analytics	<ul style="list-style-type: none"> Automotive Aircraft Pharmaceuticals Healthcare 	<ul style="list-style-type: none"> Energy and Power Consumer Goods and Retail Chemicals and Plastics Infrastructure and Industrial
Other	Contract management, pricing analysis, marketing services, sales force training, asset monitoring, information management	<ul style="list-style-type: none"> Courier and Cargo Travel and Car Rental Rail, Trucking and Shipping IT Products and Services 	<ul style="list-style-type: none"> Media and Entertainment eCommerce HR Services

* Banking, Financial Services and Insurance

Corporate Information	Established 1997	Stock Symbol NYSE: G	Principal Shareholders GE, General Atlantic, Oak Hill Capital Partners, Wachovia
	Headcount 35,500 + (as on June 30, 2008)	Revenues \$822.7 million (2007)	Certifications COPC, SAS70, CMMi Level 5, BS15000, BS7799, ISO 27001, ISO 9001:2000, ISO 14001, OSHAS 18001 <i>May not apply to all businesses or functions</i>

Global Presence 30+ operations centers regional offices	Americas US, Mexico, Guatemala New York City	Asia-Pacific India, China, Philippines Gurgaon, Shanghai, Tokyo, Sydney	Europe Hungary, Romania, Netherlands, Spain London
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Major Clients	Aon, BUPA, Cadbury-Schweppes, Ceridian, GE, Genworth Financial, GlaxoSmithKline, Hercules, Hyatt, Invensys, Kimberly-Clark, KION Group, MassMutual, NAB, Penske, Wachovia, and Westpac plus... Two top-10 US banks, a top-5 US health insurer, a top-5 UK health insurer, three top-10 auto manufacturers, four top-10 pharma companies, a leading oil and gas company, two top-5 logistics companies
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Awards	<ul style="list-style-type: none"> ▪ No.1 Best Performing BPO' and 'No.3 Leader in Human Capital Development' by <i>Global Services magazine</i>, in 2008 ▪ Top 10 in IAOP's 'Global Outsourcing 100' list, 2007-08 ▪ Top 10 Employer' distinction, Dalian, China, 2006-08 ▪ No.3' in DQ-IDC '2007 BPO Employee Satisfaction Survey' ▪ No.1 ITes-BPO Company' in India by NASSCOM, 2005-08 	<ul style="list-style-type: none"> ▪ 'Top 100 IT Innovator' in india by NASSCOM, 2007 ▪ Among 'Top 14 Innovative Organizations' in India across industries by EMPI-Indian Express, 2006-07 ▪ 'Best BPO Provider in Europe' by IQPC, 2008 ▪ 'Best Business Model of China Service Outsourcing' by China Outsourcing Development & Cooperation (CODC), 2008
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What differentiates us?	<ul style="list-style-type: none"> ▪ Genpact leverages its process expertise across multiple industries and uses its strengths in technology and analytics to drive business impact for global companies. ▪ Genpact has a customer-first business model that focuses on forming deep client relationships, which are based on transparency, compliance, integrity and mutual benefit. 	<ul style="list-style-type: none"> ▪ Genpact has one of the highest retention rates in the industry and a deeply embedded culture of operational excellence driven by Lean, Six Sigma and reengineering. ▪ Our goal is to deliver significant value to our clients by continuously improving their processes and to provide end-to-end business impact.
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Did you know?	<ul style="list-style-type: none"> ▪ Genpact manages processes for every GE business, from consumer & commercial finance, to jet engines and locomotives, to appliances and healthcare. ▪ Genpact has over 5,500 Six Sigma-trained green belts, 300 Six Sigma-trained black belts and 60 Six Sigma-trained master black belts, as well as more than 4,500 Lean-trained employees. ▪ Genpact was one of the first companies in business process services to enter such locations as Dalian, China; Budapest, Hungary; Bucharest, Romania; and Gurgaon, Jaipur and Kolkata in India. 	<ul style="list-style-type: none"> ▪ Genpact is an 'Employer of Choice' – 1,000+ hires/month, 5,600+ enrollments in continuing education programs, and highest retention rate in the industry. ▪ Genpact's largest owned facility is a 449,286 sq. ft. software and IT services complex in Hyderabad, India. ▪ Genpact is one of the world's largest providers of Enterprise Application Services, offering end-to-end Oracle and SAP solutions – including global program management and support – to companies around the world. ▪ Genpact provides services in 25+ different languages.
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Management Team	<p>Pramod Bhasin, President and CEO Tiger Tyagarajan, Executive Vice President, Business Development & the Americas Vivek Gour, Chief Financial Officer Walter Yosafat, Chief Information Officer Rakesh Chopra, SVP – Financial Services Anju Talwar, SVP – Client Operations Tajinder Vohra, SVP – Software and IT Services Pankaj Kulshreshtha, SVP & Head, Global Analytics Juan Ferrara, SVP – Operations, Americas</p>	<p>Patrick Cogy, CEO – Europe Mitsuru Maekawa, SVP – China & Japan Victor Guaglianone, SVP – General Counsel Piyush Mehta, SVP – Human Resources Harpreet Duggal, SVP & Head - India Business Jyoti Singh, SVP – Marketing and Customer Loyalty Gaurav Sethi, SVP – Corporate Development Mudit Saxena, SVP – Six Sigma and Transitions Anil Nayar, SVP – Investor Relations</p>
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