

Genpact Corporate Profile



Genpact: A Global Leader in Business Process and Technology Management

CORPORATE FACTS

Established: 1997

Headcount: 53,000+

Stock Symbol: NYSE: G

Revenues: \$1.26 Billion

OVERVIEW

The Company traces its beginnings to 1997, where under the name of GECIS, it was established as an independent business unit of GE Capital. The organization was chartered to provide business process management capabilities that would deliver outstanding efficiencies to all businesses across GE. Genpact became an independent company in 2005 and was successfully listed on the NYSE in 2007, trading under the stock symbol G.

An early innovator in the business, Genpact has been responsible for introducing many of the concepts that have given strength to the industry. Genpact was the first to leverage Six Sigma for process transitions, delivering greater process gains to clients. With Smart Enterprise Processes (SEPSM), Genpact is the first to introduce a proven, scientific approach that delivers the benefits of effectiveness in addition to efficiency and focuses on business outcomes versus only looking at transactional results.

Genpact's approach puts process in the forefront, understanding the value process brings to a company in driving front end results such as customer satisfaction and retention, revenue generation and profitability. The Company couples deep process knowledge and insights with a focused IT approach, targeted analytics and pragmatic engineering to deliver an integrated process solution.

Genpact has built its credentials to support this direction with the single largest pool of dedicated Lean Six Sigma experts in the industry; extensive industry-leading people processes, earning it one of the lowest attrition rates in the industry; the largest global analytics and research services organization; and the technology expertise to enable great processes.

SERVICES PORTFOLIO

Genpact has a broad portfolio of core enterprise and industry-specific services including:

SERVICES:

Core Business

- Finance & Accounting
- Procurement & Supply Chain
- Collections & Customer Service
- Human Resource Services
- Legal Processing
- IT Infrastructure Services
- Enterprise Application Services

Smart Decision Services

- Analytics & Research
- Risk Management Services
- Reengineering

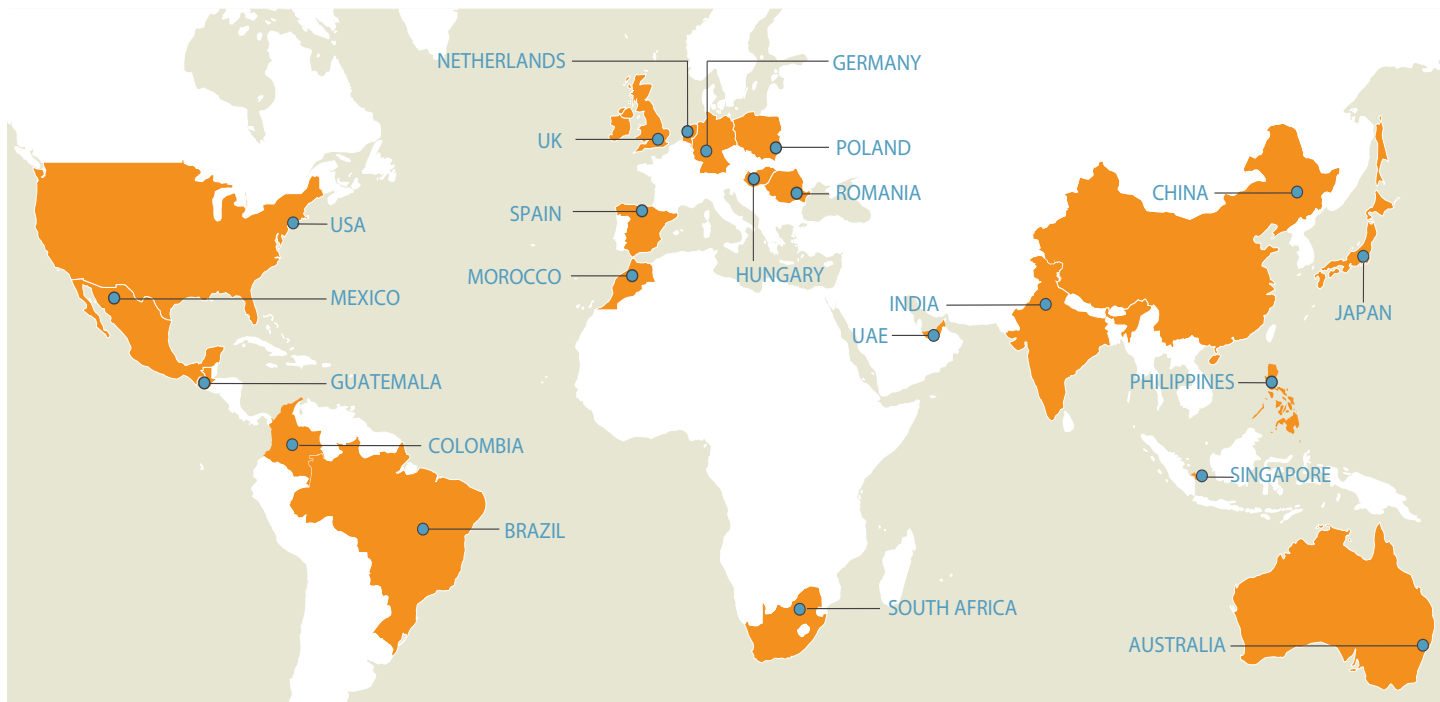
Industry Specific Services

- Insurance Operational Solutions
- Banking Operational Solutions
- Investment Management Operational Solutions
- Healthcare Operational Solutions
- Pharmaceutical Operational Solutions
- Retail/CPG Operational Solutions
- Automotive Operational Solutions
- Capital Markets

CLIENTS

Genpact manages over 4500 processes for 600+ clients across a breadth of industries. The Company's client base is diverse in terms of industry, business size and process need. This diversity serves both the Company and client base in bringing broad, practical process expertise. Genpact's proven strategy has been to grow with its clients with revenues coming from both new and existing clients. Clients include: AstraZeneca, BUPA, Ceridian, Diebold, eBay, GE, GSK, Halifax Bank of Scotland, Hertz, Hyatt, Ashland, Kimberly Clark, Miami Children's Hospital, National Australia Bank, Nissan, Serco, Walgreens, Wells Fargo, Wellpoint/Wellchoice among others.

GLOBAL PRESENCE



Genpact delivers its services from a global network of centers, spanning 17 countries: Brazil, China, Colombia, Guatemala, Hungary, India, Japan, Mexico, Morocco, Netherlands, Philippines, Poland, Romania, Spain, South Africa, UAE and the United States. Genpact's objective is to service its clients from the locations that best meet their needs, taking into consideration business objectives, cultural considerations, language requirements and cost containment goals. Genpact prides itself in driving seamless delivery and a singular service culture across its operating locations, accomplished through strong people practices and local management.

AWARDS AND INDUSTRY RECOGNITION

- Process Innovation Award for SEPSM – NASSCOM Innovation Awards 2011
- "Most Consistent Business Impact", 2011 Service Provider Excellence Award by the Outsourcing Center
- Best Performing BPO Provider and Best Performing FAO Firm – Global Services Survey, 2009
- No 1 ITeS-BPO Company in India – NASSCOM 2005-11
- Among top 20 in IAOP's Global Outsourcing 100, 2008-10
- Among top 10 Outsourcing Provider – Black Book of Outsourcing 2008-09
- Top Procurement Outsourcing Provider – Black Book of Outsourcing 2007-09
- Fastest Growing BPO of the Year – International ICT Awards, Philippines, 2009
- Among top 5 in Dataquest-IDC's BPO Employee Satisfaction Survey, 2008, 2010
- Best BPO Provider in Europe – IQPC, 2008
- Best Business Model – China Service Outsourcing CODC, 2008
- 'Top 10 Employer' Distinction, Dalian, China 2006-08
- Best ITO Service Provider and Best ITMS Provider – Chinese Enterprise Information Top 500 Conference, 2009
- No 1 BPO Company – Dataquest Top 20, 2006-2010
- Ranked No 1 in Frost & Sullivan Asia Pacific ICT awards 2010 – Business Process Outsourcing Service Provider of the Year
- Technology Company of the Year – International by EconomicTimes.com BPO awards 2010
- Excellence in Education Award by LOMA, 2010
- Gold Award Best Integration of Learning and Talent Management, Brandon Hall Awards 2010

Genpact is a global leader in business process and technology management, offering a broad portfolio of enterprise G&A and industry specific services, coupled with strong IT, analytics and reengineering capabilities.

MANAGEMENT TEAM

- NV "Tiger" Tyagarajan, President & CEO
- Robert Pryor, EVP – Strategic Relationships
- Mohit Bhatia, Chief Financial Officer
- Mohit Thukral, Banking, Financial Services, Insurance & Healthcare
- Sandeep Sahai, CEO – Headstrong & IT Services
- BK Kalra, Pharmaceutical, Consumer Products, Retail, Pharmaceutical and Hi-tech
- Patrick Cogy, CEO-Europe & Manufacturing and Services
- Charles Hunting, CEO-Asia
- Scott McConnell, Americas
- Harpreet Duggal, India to India, NGEN, Axis
- Vishal Pandit, Middle East
- Arvinder "Monty" Singh, Sales and Marketing, Client Relationships, Re-engineering
- Pankaj Kulshreshtha, Smart Decision Services - Analytics and Research
- K N K Venkataraman, IT Services
- Danford Smith, Software Services & IT Solutions
- Piyush Mehta, Human Resources
- Shantanu Ghosh, Practices, Solutions & Transitions
- Sasha Sanyal, Smart Enterprise Processes & Lean Six Sigma
- Gianni Giacomelli, Product Innovation
- Sanjeev Prasad, Chief Information Officer
- Jyoti Singh, Marketing & Communications
- Gaurav Sethi, Mergers & Acquisitions
- Victor F. Guaglianone, General Counsel
- Shishir Verma, Investor Relations