

# Genpact Firsts



## A HISTORY OF INNOVATION THAT HAS ENABLED AN INDUSTRY

Genpact was an early mover in the industry and as such was a pioneer in many of the areas that have given strength to Business Process Management and the globalization of services. These key methodologies, business initiatives, and practices have been emulated by many others in the industry and around the globe. We believe our constant focus on innovation enables our clients to stay ahead of the curve and continuously benefit from what is new in process management.

YEAR	THE FIRST	SIGNIFICANCE
1997	First to Support Broad Portfolio of Business Processes	Genpact (formerly GECIS) was the first business process management operation to support a broad range of business processes. This has contributed to the depth of process knowledge and insights that the Company offers its clients today. It also provided an early understanding to the inter-linkages between distinct processes in a company, contributing to Genpact's belief in taking an enterprise-wide view to Business Process Management.
	First to Introduce Six Sigma for Process Transitions	Genpact was the first to leverage the power of Six Sigma for Process Transitions. This has enabled our clients to realize far greater process performance gains in addition to smoother transitions. Genpact's unique Six Sigma oriented DNA stems back to our heritage as one of the first Six Sigma beta sites within then parent organization GE.
	First Six Sigma Center in India	Owing much to its GE heritage relative to Six Sigma, Genpact was the first full fledged Six Sigma shared services center in India.
	First to Develop Transitions Toolkit	Recognizing the criticality of process transitions to the success of a client, Genpact was the first to standardize the approach to process transitions through an innovative Transitions Toolkit. This set a standard in the industry, Genpact's Toolkit being emulated by many.
1998	First Approved "Voice" Operation Out of India	Genpact was the first service provider to receive approval by the Indian government to deliver "voice" services. This enabled Genpact to expand its portfolio to include call center and collections offerings as well as pioneer the industry's "voice" best practices.
	First Global Delivery in Mortgage Underwriting	Genpact saw the value of global services in the mortgage industry and was the first to provide a solution for mortgage underwriting.

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1999	First to Expand to a Tier 2 City to Support Voice and Transactional Work (Hyderabad)	Genpact was an early innovator in driving a Smart Location Strategy. This approach includes adopting Tier 2 cities to expand the talent pool and maintain pricing advantages for our clients. Other attributes of the approach include striving to be a first mover in key locations to corner the talent pool and set industry standards and applying a common methodology to set up and run our operations worldwide to achieve seamless delivery and a singular service culture.
	First to Set Up Services in China to Serve Japan (Dalian)	Genpact worked early on to expand its global footprint and thereby its language capabilities and talent pool. Genpact's entry into China enabled the Company to better serve clients in Japan, North Asia and China.
	First Global Delivery in Predictive Scoring Solutions	Genpact was the first provider of global services to focus on analytics as a part of greater process solutions. As such, it was the first company to offer predictive scoring solutions.
2000	First Global Delivery in Database Marketing Solutions	Based on the needs of a key financial services account, Genpact had early exposure to the role of database marketing and was the first to provide global delivery in database marketing solutions.
	First Global Delivery in Insurance Claims Processing	An early mover in the Insurance industry, Genpact was the first to afford insurance companies an efficient solution to claims processing by leveraging global resources.
	First Global Delivery in Consumer Risk Modeling	Genpact has always looked for ways to optimize process solutions versus simply focusing on providing efficiency. As the first to provide global delivery in consumer risk modeling, Genpact was able to provide greater value in its financial services solutions.
2001	First to Initiate KPO Work	While the industry didn't start calling it "KPO" until 2006, Genpact started early on doing the high end work that is now referred to as Knowledge Process Outsourcing Services e.g. reporting, book closing, actuarial, underwriting, analytics etc. Genpact was an early driver in building this space.
	First Global Delivery in Insurance Actuarial	Actuarial services are a natural for global delivery, enabling Insurance vendors to focus on how they grow their business. Recognizing this, Genpact was the first to provide global deliver in Insurance Actuarial.
	First Global Delivery in Catastrophe Risk Management Services	Analytics play a key role in predicting catastrophic outcomes. A premier provider in global analytic services, Genpact was the first to provide global delivery in catastrophe risk management.
	First Global Delivery in Treasury Back Office	Genpact recognized the value of Treasury services and the value of providing a global delivery model. Genpact became the first service provider to offer this as a standard offer.
2002	First Indian-based Provider to Set Up Services in Eastern Europe to Serve Western European Clients (Hungary)	Genpact has always had an eye for skill and language talent. Seeing the opportunity to meet the expanding needs of Western European clients, Genpact made a bold move in 2002 to set up shop in Eastern Europe.
	First Global Delivery in Consumer Risk Management Strategies	Understanding consumers and the inherent risk related to their accounts can be key to running a business. Understanding this, Genpact was the first to introduce a global delivery capability for consumer risk management strategies.

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2003	First In the Industry to Apply Six Sigma to Solve Employee Issues	Genpact was the first in the Business Process Management industry to leverage Six Sigma to solve employee issues that result in turnover. This tool among others has helped Genpact maintain an industry low attrition rate.
2004	First to Focus on Call Center Staffing Optimization	Genpact was the first in the Business Process Management industry to drive optimal call center staffing levels relative to call volumes. This resulted in increased agent satisfaction and improved customer service.
	First Complete Process Lifecycle Capability in Leasing and Commercial Lending	Genpact was an early leader in the philosophy of end-to-end process capabilities. Genpact was the first to offer such a capability for a leasing and commercial lending transaction, offering: lead generation, risk underwriting, booking and funding, servicing, collections, billing and cash application, accounting and reconciliation, end of term remarketing and analytics around every stage.
2005	First Global Delivery in Corporate/Wholesale Bank for Financial Modeling/Underwriting	With a strong history in the Financial Services industry, Genpact was the first to offer a financial modeling/underwriting solution in a global model.
	First to Introduce Virtual Captive <sup>SM</sup> Model	Genpact was the first to offer a hybrid solution to clients, giving them the benefits of the well understood captive services model as well as the benefits of working through a third party.
2006	First to Leverage Sophisticated Attrition Reporting & Analysis Tool	People are the life blood of any services company. To better understand the attrition patterns of these critical resources, Genpact was the first to introduce a unique online system for advance attrition reporting and analysis.
2007	First Global Delivery in Market Risk Analytics	Understanding the business of one's market is key to long term success and growth. Genpact was the first to offer a global delivery capability for Market Risk Analytics enabling companies to take greater advantage of this important information.
2008	First to Introduce a One Button, One Stop Employee Information System	The Super Assist tool is a unique one stop, one button access capability to support supervisors in their management of employees. This enables today's busy supervisors and managers access to critical employee management data, leading to higher employee sat and lower attrition.
2009	First to Introduce an Expert Community to Serve the Needs of Process – SolutionXchange	Understanding the virtues of the new social community paradigm, Genpact was the first to apply it to the business process world. The introduction of SolutionXchange, a virtual expertise community, enables Genpact and clients to benefit from a virtual community of domain expertise to solve specific business challenges.
	First to Introduce Scientific and Highly Granular Approach to Process Management - SEP <sup>SM</sup>	Genpact again raised the industry bar with the introduction of the Smart Enterprise Processes (SEP <sup>SM</sup> ) process methodology. With its introduction, Genpact became the first in the industry to understand and deliver the value of driving process effectiveness (in addition to efficiency) and focusing on business outcomes (in addition to transactional outcomes). SEP <sup>SM</sup> brings science and repeatability to business process management.

**A HISTORY OF INNOVATION**



\* Partial list

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.