Inaccurate demand forecasts, surplus inventory, and high material acquisition and logistics costs can significantly impact an organization’s cash flow, affecting both competitiveness and profitability. Companies that focus on improving targeted segments of the supply chain to overcome these inefficiencies generally produce only short-term, one-time gains. Organizations that take an end-to-end view achieve far better global effectiveness and productivity, at lower cost. Genpact calls such companies intelligent enterprises, for they outcompete in all their markets and demonstrate a willingness to embrace innovations that allow them to adapt quickly to change. Our Smart Enterprise Processes (SEP$^\text{SM}$) approach to supply chain processes is tailor-made for the intelligent enterprise.

**Smart processes end to end**

For over 14 years Genpact has been powering the intelligent enterprise through process. Lean Six Sigma is ingrained in our DNA, and we built our proprietary Smart Enterprise Processes (SEP$^\text{SM}$) framework around it. SEP$^\text{SM}$ combines the power of smart processes, smart analytics, and smart technologies to address the supply chain end to end and deliver significant and sustained business impact.

SEP$^\text{SM}$ provides a holistic, enterprise-wide view of supply chain processes to drive both greater efficiency and greater effectiveness. Founded firmly on science, SEP$^\text{SM}$ takes common processes and transforms them into smart processes through a combination of rigorous process execution, reengineering, industry-specific analytics, and focused IT solutions. Our analytics leverages industry and functional expertise and incorporates insights from the process ecosystem to drive performance and identify opportunities for delivering business impact. By benchmarking your operations against best-in-class, we link key performance drivers to desired business outcomes that drive progress toward your goals. Targeted IT solutions improve workflow and access to information while helping clients harness data from existing platforms and solutions, and identify opportunities to leverage the latest computing and mobility trends.

Our approach provides end-to-end process management that breaks down silos and provides the enterprise-wide view across functions and geographies so critical to a global supply chain.
Smart solutions that get results
Time and again we have proven that our SEP methodology can deliver two to five times business impact on key business outcomes such as reduction in total cost of ownership (TCO), working capital optimization, and availability of material and services, when compared to processes that run at average or below. Our Supply Chain Management solution leverages SEP to improve the entire supply chain, from Forecasting and Inventory Planning to Sourcing and Procurement, Fulfillment and Logistics, and Aftermarket Services.

Forecasting and planning services
Genpact helps you forecast accurately, reduce inventory management costs, optimize working capital and increase customer satisfaction using proprietary demand forecasting and inventory optimization toolkits built on deep domain experience, Six Sigma, Lean and advanced analytics methodologies. Our highly specialized inventory management specialists across multiple industries create customer-centric solutions with significantly higher returns for minimum investment in infrastructure. We use advanced analytics models to simulate multiple demand patterns and manage inventory investment, providing more accurate and timely insight into market trends and daily operations.

Sourcing and procurement services
Genpact drives best-in-class performance across sourcing, procurement and supplier payment processes for both direct and indirect materials. We provide end-to-end business process
management expertise that enhances visibility into best-in-class performance measures. SEP™ provides the means to clearly link performance measures and key drivers to business outcomes, providing a clear roadmap for achieving your business goals. Our experience and global delivery structure gives us the unique ability to provide sourcing and procurement services (S2P) services ranging from low-value/less complex to high-value/highly complex as you require.

- We manage over $25 billion in indirect spend, $2 billion of direct spend and over 14,000 supplier contracts annually
- 5 million purchasing transactions managed and 40 million invoices processed annually
- Multi-geography and multi-commodity expertise
- Strategic and technology partnerships with leading procurement service providers
- World class academy for training and developing sourcing and procurement professionals
- Consistently recognized as a top procurement BPO provider

**Fulfillment and logistic services**

Genpact’s global shared services model enables manufacturers and shippers to achieve global cost visibility and optimization, enhanced profit margins, increased supply chain effectiveness and faster speed to market. Our approach decouples transactional and informational flows from the physical movements in a logistics supply chain and provides an end-to-end view of logistics planning and execution functions. This in turn drives down cost per mile, improves on-time pickup and delivery, and enhances asset utilization. We work on a “Virtual Captive” model that seamlessly integrates LSP core and support functions with yours, putting our 10 years of managing global logistics supply chains to work solving your logistics and fulfillment challenges from Day 1.

Manufacturers and shippers have instant access to our on-demand analytics, leveraging our virtual team of logistics engineers and operations research and industrial engineering professionals. By providing faster, more accurate access to information, we help managers make better, more timely decisions using our demand and inventory analytics, sourcing analytics and logistics analytics to understand both their own operations and what is happening in the market.

- Relationships with over 1,500 carriers across North America, Canada, Mexico and Europe
- 24/7 planning and tracking of over 250,000 loads annually, across multiple industrial verticals
- Over $1 billion of freight managed across 200,000 assets
- Timely reconciliation and reporting of over 35,000 accounts across 4 countries
- Recognized process excellence and reengineering capability based on over 5,000 Lean Six Sigma projects that are enabling continuous improvements

**Aftermarket services**

Genpact drives best-in-class performance across the entire service lifecycle. Using SEP™, we take a holistic, enterprise-wide view of AMS processes to drive both greater efficiency and greater effectiveness in meeting such critical metrics as First Time Fix Rate, a key driver of customer satisfaction. We benchmark service process performance at a granular level, using over 25 AMS performance measures and 115 performance drivers to continuously move operations toward best-in-class. We are able to maximize return on investment from existing CRM/ERP systems and leverage advanced analytics to help our customers make better strategic decisions and bring visibility to Cost to Serve. By creating centralized support platforms supported by superior processes, we enable effective local execution that optimizes field service operations, drives supplier recovery, improves the parts planning and management process and produces a positive impact on service costs.

**Our approach delivers:**

- Improved Service Revenue: Up to 25 percent
- Reduced Service Cost: Up to 20 percent
- Improved Customer Loyalty: Up to 10 NPS (Net Promoter Score) points

**Genpact AMS services for our customers include:**

- Managing over 100 processes and daily tracking of over 150 performance metrics
- Handling over $250 million worth of customer calls and 300,000 field calls per year
- Managing over 500 contracts and processing over $300 million worth of warranty claims per year
- Supporting 300,000 Installed Base and over 3,500 Field Engineers
- Strategic and technology partnerships with leading service lifecycle management companies
- Expertise in multiple CRM, ERP, billing and mainframe systems

**Proven solution, proven results**

Genpact’s powerhouse combination of smarter processes, smarter analytics, and smarter technologies drives measurable, repeatable results and year-over-year performance improvements that significantly increase business impact:

**Improved forecasting and inventory management**

- Helped a global Aviation company achieve increase inventory visibility along with 48% reduction in raw material inventory and 41% increase in inventory turns over a 9-month period
- Improved working capital within 6 months for a global Chemical company through 27% reduction in on-hand inventory carrying costs and increased inventory visibility

**Reduction in total cost of ownership and improved availability of material and services**

- Transformed the source-to-pay (S2P) function and helped a Fortune 100 IT software company achieve savings of over $160 million
- Provided spend analytics and sourcing for a global Energy company’s key indirect spend categories, delivering 35% improvement in spend visibility and increased compliance
- Identified improvement areas in a large Pharmaceutical company’s S2P process. We are currently implementing a 2-year transformation plan for an estimated $35 million in savings and $300 million cash flow impact
- Identified improvement opportunities of $10 million via e-Procurement, workflow, spend analytics, eRFX and e-Auction technology for a global Automotive manufacturer
- Reduced Requisition-to-PO span by 53% and improved on time delivery by 5% for a global Energy company
Streamlined order fulfillment and logistics management

- Established a global shared services platform for a large truck leasing company, delivering cost and transaction productivity of $80–100 million over a 10-year engagement
- Implemented an end-to-end collections process redesign and centralization strategy for a global 3PL company, delivering cash flow improvement of $24 million and reducing bad debt by $14 million

Enhanced aftermarket services and improved customer satisfaction

- Genpact manages the Aftermarket service operations for a global Healthcare technology company and has delivered over $100 million impact in the last three years, with field productivity increased by 20%
- For a global Energy company, Genpact redesigned the shipment process and reduced working capital requirements by over $23 million annually

Today’s economy demands smart solutions to complex problems. Genpact’s Supply Chain Management offering helps enterprises run more intelligently and outcompete wherever they operate. Our unique SEP℠ framework is our proven key to driving down costs, driving up profits, and achieving greater effectiveness from end to end of the supply chain process. Let us put it to work for you.