The global 3PL industry is struggling with increasing competition, growing customer expectations, asset and talent utilization and an in-effective supply chain. Genpact’s innovative global shared services model combines the power of smarter processes and smarter analytics to deliver superior business outcomes to 3PLs and manufacturers. This model helps them to anticipate evolving customer needs, adapt to the dynamic environment and outcompete their peers.

**Challenges for 3PLs – Growth and enhancing customer value**

Manufacturers and shippers value their third party logistics (3PL) relationship as strategic. They derive competitive advantage through savings in logistics costs, shorter order cycles and value added services besides enhanced service levels. However, key challenges most 3PLs face in serving their customers are:

- **Increasing competition** and the need to differentiate and profitably grow business
- **Growing customer requirements** - Maintaining profits under price pressures from customers without impacting service levels and the need to move beyond pure cost management
- **Asset and talent utilization** - Low tonnage, backlogs, year over year logistics cost deflation demand from shippers and a shrinking pool of supply chain and logistics professionals
- **Global supply chain visibility and efficiencies**
- **Increased globalization** leading to rising support costs

In this challenging environment, manufacturers and 3PLs will have to develop the intelligence and the ability to anticipate evolving customer needs, adapt to change, address both opportunities and uncertainty to drive better business outcomes and outcompete.

**Genpact advantage – Helping 3PLs operate intelligently**

Genpact’s global shared services model powers the logistics enterprise with superior business outcomes, including global cost and performance visibility and optimization, enhanced profit margins, increased supply chain effectiveness and faster speed to market. This model decouples transactional and informational flows from the physical movements in a company’s logistics supply chain and enables them to become:
• **Adaptive** through Genpact’s virtual “On-Demand as a Service” team of logistics engineers, operations research and industrial engineering professionals. This team helps companies with effective asset utilization strategies, real-time visibility into network performance and fleet-mix planning.

• **Connected** through a ‘Virtual Captive℠’ model which seamlessly integrates a company’s core and support functions, reducing its total cost of operations by 20-30% and increasing the efficiency gains by 5-7%.

• **Globally effective** through our smart location strategy. Our global delivery model of 64 delivery centers across 17 countries provides companies access to our pool of highly trained resources and talent anytime and anywhere.

**Our differentiators:**

• **Smarter Processes** – Genpact has extensive process management and supply chain expertise in the manufacturing industry. Our proprietary methodology, Smart Enterprise Processes (SEP℠) is built around this expertise and provides an end-to-end view of the logistics and fulfillment cycle. This ensures greater supply chain effectiveness and efficiency, improved on-time pickup and delivery and enhanced asset utilization. We also have the ability to provide integrated and modular solutions catering to all customer needs – Shared Services Centers, Finance and Accounting, and Process Excellence (Re-engineering, Six Sigma, Lean).

• **Smart Decision Services** – Genpact’s ‘On-Demand and Virtual’ pool of logistics and supply chain professionals brings together powerful analytical tools and integrated decision-making processes to help companies cope with demand variability, mitigate market uncertainties, predict risk, and improve profits. We have also created an open collaboration platform, SolutionXchange, which is designed to connect Genpact’s internal teams, clients and industry experts. This unique collaboration ensures faster, more accurate access to information, helping 3PL executives make intelligent and informed decisions.

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**End to end, comprehensive service offerings**

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**SHARED SERVICES**

**Managed Services**
- Carrier contract administration
- Load planning
- Shipment track and trace
- Billing

**Analytics Services**
- Carrier sourcing analytics
- Benchmarking studies
- Carrier and freight lane analytics
- Freight payment and billing analytics

**Strategic Services**
- Network analysis
- Routing and fleet sizing
- Dedicated fleet scoping
- Site selection strategy support

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**Fulfillment Services**
- Customer service
- Warranty claims support
- License, title, taxes and permits
- Bulk fuel settlement
- Fuel card administration
- Used vehicle dashboard

**Fleet Management Services**
- Counter invoicing
- Accounts payable/receivable
- General accounting
- Closing and reporting
- Treasury and tax

**F&A Services**
- G&A spend analysis
- Sales/commercial analysis
- Financial statement analysis
- Base cost and headcount analysis

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**Smart Decision Services**

**Virtual Captive℠ Model**

**Virtual ‘On-Demand’ pool of logistics and supply chain professionals**
Success stories

Penske Truck Leasing (a global $3.5 Billion company)
- Genpact has been working with Penske for over 10 years now and the engagement scope includes delivering basic transactional processes to supporting complex analytic processes.

Genpact has established a Global Shared Services platform for Penske in India and Mexico based on a Virtual Captive\textsuperscript{TM} model. This model supports 700+ employees working on 39 logistics processes in 700+ client locations across USA, Mexico and Canada. Besides delivering cost and transaction productivity, Genpact has delivered $80 – $100 million in savings for Penske across Order to Cash, Record to Report and Logistics Supply Chain areas.

To read the full case study, please click here or visit the Resource section on www.genpact.com.

A global 3PL major - Genpact implemented an end-to-end collections process redesign and centralization strategy and improved cash flows by $24 million and reduced bad debt by $14 million.

A leading furniture maker - Genpact reduced costs for the client’s outbound transportation network through a detailed network analysis and creating a process improvement roadmap.

Quick Facts

- 10+ years of experience in delivering logistics support solutions
- Expertise in different network design tools like JDA TMoD, JDA SCS, JDA TMS, LLamaSoft Supply Chain Guru\textsuperscript{®}
- Relationships with over 1,500 carriers across North America, Canada, Mexico and Europe
- Planning and tracking over 250,000 loads annually, 24x7, across industry verticals
- Managing freight of over $1 Billion across 200,000 assets
- Timely reconciliation and reporting of over 35,000 accounts across 4 countries
- Recognized process excellence and re-engineering capability - 5,000+ Lean Six Sigma projects enabling continuous improvements
About Genpact

Genpact is a global leader in business process and technology management services, leveraging the power of smarter processes, analytics and technology to help its clients drive intelligence across the enterprise. Genpact provides a portfolio of process-driven services strengthened by its industry vertical domain expertise, analytical insights, and intelligent technology solutions for better business outcomes.

www.genpact.com

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