



FOR IMMEDIATE RELEASE

Genpact Extends Re-engineering Project with Miami Children's Hospital

New York, NY (August 25, 2008) – Genpact (NYSE: G), a leader in the globalization of services and technology, and a pioneer in managing business processes for companies around the world, today announced an extension of its contract with Miami Children's Hospital to provide re-engineering and process improvement services. Genpact will work with MCH to further increase efficiency and improve the patient experience at the hospital's nationally-ranked emergency room and streamline clinical processes throughout the hospital in advance of implementing an electronic medical record system.

"We are excited to continue our work with Genpact to provide patients with an increasingly efficient ER experience," said Kevin Hammeran, Senior Vice President and Chief Operating Officer at Miami Children's Hospital. "In less than two weeks, their approach to continuous process improvement helped us identify ways to significantly reduce the average patient wait time while still upholding the highest possible standards of patient care."

MCH initially engaged Genpact to address increases in patient processing times caused by a steady rise in patient numbers. Genpact re-engineering specialists worked closely with hospital staff to identify thirteen ways to increase operational efficiencies in order to improve ER workflow. The results of this combined effort will translate into a potential 50% reduction in patient-related paperwork, a streamlined registration process for new and returning patients and optimization of staff schedules. In addition, MCH rearranged the trauma center floor plan which increased available floor space by 25% and made it easier for staff members to access critical supplies and equipment. The objective of the project is a 10% reduction in operating costs and a marked improvement in employee satisfaction for MCH.

"Our work with MCH has been successful because its staff is 100% committed to continually improving the patient experience," said S. Bala, Senior Vice President of Global Re-engineering. "We look forward to building on that success and working together to further increase operational efficiency."

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About Genpact

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. Genpact helps companies improve the ways in which they do business by applying Six Sigma and Lean principles plus technology to continuously improve their business processes. Genpact operates service delivery centers in India, China, Hungary, Mexico, Guatemala, the Philippines, the Netherlands, Romania, Spain and the United States. For more info visit www.genpact.com.

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