



Genpact and Austin Logistics Partner to Provide Best-in-Class Solutions to Manage Credit Accounts

Combined Capabilities Improve Process Expertise in Credit Risk Management

New York, NY and Austin, Texas – August 15, 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, and Austin Logistics, a recognized leader in event-based decision management, have combined their complementary operational and analytic capabilities to enable clients around the globe to interact more effectively with their customers. This partnership leverages Genpact’s extensive analytics, customer service and collections services with Austin Logistics’ innovative event based analytic solutions to provide rapidly deployable customer management solutions that increase revenue while maintaining or even lowering costs.

The Genpact-Austin Logistics partnership will offer solutions that transform data from disparate sources into actionable intelligence implemented within credit and call center applications. Clients will be able to increase sales and collection agent productivity through analytically driven strategies and determination of optimal account level treatments coupled with increased “right party contacts”.

“Our clients today are faced with a challenging environment of managing rising delinquencies while containing costs,” said Genpact Executive Vice President Tiger Tyagarajan. “Our partnership with Austin Logistics will provide solutions to help our clients increase engagement with their customers, provide significant intra-year payback and still work within their budget and IT constraints.”

Rather than replacing existing systems, Austin Logistics’ software platform is designed to complement investments in existing technology, enabling quick deployment and rapid ROI. The solutions leverage embedded analytics to make superior and consistent decisions that increase revenue in a cost efficient manner.

“Genpact’s global delivery capabilities and process excellence expertise will help us expand the distribution and delivery of our solutions,” said Tom Miller, Senior Vice President for Austin Logistics. “With more than 35,500 associates and 30 delivery centers across nine countries, Genpact further enables Austin Logistics to provide world class support to our clients throughout the geographic markets we serve.”

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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, the Philippines, the Netherlands, Romania, Spain and the United States. For more info visit www.genpact.com

About Austin Logistics

Austin Logistics is the leading provider of event-based analytic solutions that increase the profitability of customer interactions. For more than 15 years, Austin Logistics has helped industry leaders optimize interactions throughout the customer life cycle from early customer management through the collection of outstanding debt. Its clients represent many of the world's leading financial services and telecommunications companies, with more than 80 product installations across North America, the United Kingdom and the Asia Pacific region. Austin Logistics leverages proprietary decision support technology to non-intrusively integrate clients' existing infrastructure and provide a complete and measurable return on investment inside a year. For more information visit www.austinlogistics.com.

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