

## Genpact Signs Three-Year Help Desk Services Contract with Federal-Mogul Corporation

**NEW YORK, June 15, 2010:** Genpact Limited (NYSE: G), a global leader in business process and technology management, today announced the signing of a three-year contract with Federal-Mogul Corporation (NASDAQ: FDML), a leading global automotive supplier, to provide IT help desk services and support-related solutions. Under this contract, Genpact will provide a single-point-of-contact help desk, supporting the markets of North America, Europe, South America and Asia for Federal-Mogul. The help desk will operate 24 x 7 and in multiple languages including Japanese, Mandarin, German, French, Italian, Polish and Portuguese.

Federal-Mogul Corporation is a \$5.3 billion leading global supplier of powertrain and safety technologies for original equipment and aftermarket applications in the automotive, small engine, heavy-duty, marine, railroad, aerospace and industrial markets.

Commenting on the partnership, **Dave Bachleda**, director of information systems for Federal-Mogul Corporation, said, “Genpact’s proven ability in providing world-class global help desk services and customer support, and an inherent understanding of our operations, were key factors that helped us in deciding to partner with them. We believe this partnership will enable us with flexibility and the productivity tools to support and grow our operations across the globe.”

“Genpact is honored to partner with a company that is focused on providing a best-in-class service and support experience to its employees and customers,” said Genpact Chief Operating Officer **NV ‘Tiger’ Tyagarajan**. “We will leverage our deep domain experience in the automotive industry to bring innovation in the way these processes are handled for Federal-Mogul, driving real business value for them.”

Genpact has extensive experience in providing IT help desk services and enables enterprises to achieve greater productivity at lower costs. With its global single-point-of-contact help desk, robust Lean Six Sigma methodology and extensive analytics, Genpact enables its clients to achieve overall IT cost reduction (not just help desk costs) through enhanced remote resolution and offers year-on-year productivity improvements on average between 5% and 15%.

Genpact provides 24 x 7 multi-lingual customized global support to IT users in over 25 languages through a global delivery network of more than 35 operations centers. Genpact provides help desk services with access through email, voice and web chat.

**About Federal-Mogul**

Federal-Mogul Corporation is a leading global supplier of powertrain, chassis and safety technologies, serving the world's foremost original equipment manufacturers of automotive, light commercial, heavy-duty, agricultural, marine, rail, off-road and industrial vehicles, as well as the worldwide aftermarket. The company's leading technology and innovation, lean manufacturing expertise, as well as marketing and distribution deliver world-class products, brands and services with quality excellence at a competitive cost. Federal-Mogul is focused on its sustainable global profitable growth strategy, creating value and satisfaction for its customers, shareholders and employees. Federal-Mogul was founded in Detroit in 1899. The company is headquartered in Southfield, Michigan, and employs nearly 41,000 people in 33 countries.

**About Genpact**

Genpact is a global leader in business process and technology management, offering a broad portfolio of enterprise and industry-specific services. The company manages over 3,000 processes for more than 400 clients worldwide. Putting process in the forefront, Genpact couples its deep process knowledge and insights with focused IT capabilities, targeted analytics and pragmatic reengineering to deliver comprehensive solutions for clients. Lean and Six Sigma are an integral part of Genpact's culture and Genpact views the management of business processes as a science. Genpact has developed Smart Enterprise Processes (SEP<sup>SM</sup>), a groundbreaking, rigorously scientific methodology for managing business processes, which focuses on optimizing process effectiveness in addition to efficiency to deliver superior business outcomes. Services are seamlessly delivered from a global network of centers to meet a client's business objectives, cultural and language needs and cost reduction goals. Learn more at [www.genpact.com](http://www.genpact.com).

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