



Genpact and Axeda Partner to Deliver New Remote Service On-Demand Capability

Remote Monitoring, Management and Repairs Lead to Increased Efficiency, Lower Cost

New York, NY (October 16, 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 a strategic partnership with Axeda, the on-demand remote service software leader, to address the remote service monitoring and management requirements of its global clients.

The combined solution will deliver end-to-end remote service management capabilities – allowing clients to choose the Genpact Service Management Processes along with Axeda® ServiceLink remote management software for a “Service On-Demand” Model capable of lowering current service management costs by up to 30%.

“This partnership is an opportunity for us to reduce service costs and increase client satisfaction while growing our service revenue,” said Genpact’s Senior VP, Procurement & Supply Chain, Navanit Samaiyar. “It brings forth the best of both companies – Axeda’s world-class on-demand remote service software and Genpact’s extensive experience in remote service process management,” he added.

The partnership will help Genpact serve its clients better and faster by reducing on-site service visits, lowering call volumes, increasing machine uptime and speeding deployment and issue resolution.

Clients will also gain from Genpact’s best-in class services and global reach in extended aftermarket service offerings like field engineer & parts dispatch, service billing & collections, managing key service metrics and analyzing the net promoter score of service operations.

Commenting on the partnership, Axeda President & CEO Dale Calder said, “Genpact and Axeda have each led fundamental transformations in their own industries. With this partnership, Axeda will bring its proven remote service solution to Genpact’s expertise in remote process management. By combining our unique strengths, we will meet the demands of global clients.”

Axeda and Genpact have also agreed to a joint go-to-market strategy which will offer a full range of services to both companies’ clients. Teams from both companies will be extensively trained in each other’s expertise in order to more effectively sell, implement and support the new Service On-Demand solution for existing and prospective clients.

About Genpact

Genpact is a leader in the globalization of services and technology 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

About Axeda

Axeda Corporation delivers on-demand remote service capabilities to some of the world's leading manufacturing companies and large enterprises. The award-winning Axeda ServiceLink solution helps companies, including Abbott Laboratories, Diebold and EMC, proactively service and support products to drive optimal uptime at the lowest possible cost. In 2006, Axeda became the first and only remote service application provider to receive the prestigious VeriSign® Security Certification. Axeda Corporation is a privately held company headquartered in Foxboro, Mass. and can be reached at www.axeda.com.

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