

Genpact Re-defines Patient Care at Major Hospitals in New Delhi

Successfully implements process optimization program aimed at delivering increased efficiency and improved patient experience at Dr. Ram Manohar Lohia and Lok Nayak Hospitals

Gurgaon, December 14, 2009: Genpact (NYSE: G), a leader in managing business processes, today announced the successful implementation of two pilot projects using the Hospital Operating System based on its proprietary Smart Enterprise Processes (SEPSM) methodology for New Delhi based Lok Nayak Hospital and Dr. Ram Manohar Lohia Hospital respectively.

Genpact has effectively optimized the hospitals' layouts to improve core clinical activities including eliminating waste in doctor time to positively impact patient care. The projects at both hospitals were aimed at enhancing patient access to the hospitals' emergency sections. These process improvements have led to a 30% increase in patient flow and a 20% increase in doctors' capacity over a period of 12-14 weeks.

"Genpact is proud to be part of projects that are seeking to re-define patient care practices in India and grow it to the next level. We are excited about the opportunity that the Indian healthcare industry presents and believe that Genpact is best positioned to partner with hospitals in the country to create centers of excellence that will deliver premium patient care to citizens. Leveraging our unique Smart Enterprise Processes (SEPSM) methodology will help us deliver significant value to this endeavor", said **Tajinder Vohra**, Senior Vice President and Head of Healthcare vertical at Genpact.

Genpact's team is closely engaged with the hospitals' staff to implement training programs as well as create training modules to ensure a sustained and improved patient experience.

"We are very happy with the intervention and inputs resulting in continuous improvements effected by Genpact at Lok Nayak Hospital and hope that we can continue to move forward in our pursuit of improving the patient experience in our hospitals," said **Mr. J P Singh, Principal Secretary of Health, Government of Delhi**. "I would like to thank our friends at Genpact, who have not only been a source of wisdom and energy, but also a mighty driving force for the achievements at Lok Nayak hospital."

Genpact's Healthcare practice specializes in increasing revenue, reducing administrative costs and improving cash velocity for clients in the Payer, Provider, Life Sciences, Equipment Manufacturing and Services segments. Genpact's Lean Six Sigma and Re-engineering solutions leverage a unique combination of custom technology, process excellence, experienced staff and sound quality management practices.

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About Genpact

Genpact is a leader in managing business processes, offering a broad portfolio of enterprise and industry-specific services. The Company puts process in the forefront, coupling its deep process domain knowledge and insights with focused IT capabilities, targeted analytics and pragmatic reengineering to deliver comprehensive solutions for clients. The Company's culture is uniquely ingrained in Lean and Six Sigma and views process management as a science. Genpact has significantly invested in and developed the first scientific approach to process management, known as Smart Enterprise Processes (SEPSM), which focuses on optimizing process effectiveness in addition to efficiency to deliver superior business outcomes. Genpact seamlessly delivers services from a global network of centers to meet a client's business objectives, cultural and language needs and cost reduction goals. Genpact manages over 3,000 processes for over 175 clients worldwide. Learn more at genpact.com.

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