

Genpact Wins 2010 Global Services 100 Honor

Marks Genpact's Fourth Consecutive Year as a Leading Service Provider That Defines Global Outsourcing

NEW YORK, August 25, 2010 – Genpact Limited (NYSE: G), a global leader in business process and technology management, today announced that it has been recognized as one of the world's top outsourcing service providers as featured in the 2010 Global Services 100 provider list. This marks the fourth consecutive year that Genpact has been acknowledged as one of the top service providers. The 5th Annual GS100 study was conducted by Global Services in association with NeoAdvisory, the globalization and sourcing advisory firm. Genpact secures its place in the GS100 list and has been featured in five categories: Top BPO, FAO, HRO, Procurement Outsourcing and Top Industry-specific BPO Vendors in recognition for its competence and excellence as a service provider.

The 2010 GS100 list represents companies that serve mature global clients through advanced global delivery models, have broad portfolio of service offerings or niche leadership, and have demonstrated business excellence. The study involves an extensive survey seeking both quantitative and qualitative information from service providers who voluntarily opt to participate. Over 200 data points, regarding leadership, effective operations, service offerings, client relationships and human capital are evaluated to arrive at this list. Genpact has been a consistent performer in the Global Services 100 Survey, having been named winner of the Best Performing BPO category for the last three years – 2007, 2008, and 2009. In 2009, Genpact was named number one in the Finance & Accounting Outsourcing (FAO) category.

“We thank Global Services and neIT for once again recognizing Genpact as a leading provider of business process management services for global companies,” said **Pramod Bhasin, president & CEO, Genpact**. “We would also like to thank our clients, who drive us to be best-in-class everyday. We see the listing as an important recognition of the success we have achieved in delivering

business impact through innovative solutions for our clients around the world,” he added.

“2009 was a tough year for the outsourcing industry. Service providers in the GS100 list are typified by their resilience to weather the economic downturn, the ability to retain market leadership, and the flexibility to play by the changed rules of the industry,” **said Ed Nair, editor, Global Services.**

“There is a recognition in large companies that outsourcing as a means to reduce costs has had its time; these companies are increasingly looking at service providers being able to make their operations more effective globally and even to transform key areas of their business. The GS100 companies are the ones who are delivering on these fronts and are equipped to demonstrate new forms of value in outsourcing to their clients,” **says Atul Vashistha, Chairman, NeoAdvisory.**

Companies who opted to participate in the survey were asked to share extensive information through an online survey done during the months of April and May in 2010. The top 100 list and the names in the categories are derived using a scientific research methodology based on over 200 data points and several qualitative parameters. The GS100 model for analysis is based on four primary pillars; Management Excellence, Customer Maturity, Global Delivery Maturity, and Breadth of Services Portfolio. A weighted scoring scheme is used to rate each of the above areas based on a scoring scheme designed by a panel from Global Services’ and NeoAdvisory’s practice experts.

About Global Services and GS100

Global Services, a media platform by CyberMedia, serves the global ITO and BPO industry through quality content, research, services, and marketing solutions. A multi-shore team spanning the U.S.A. and India drives the Global Services brand. The Global Services brand is an integrated media platform that includes the website globalservicesmedia.com, conferences, research, webinars, e-magazines, custom publishing, and various other content delivery formats. GS100 is the annual survey and analysis of the global ITO-BPO industry done by Global Services in association with NeoAdvisory. The survey recognizes service provider excellence and maturity to serve the global market. The GS100 is a benchmark in the global ITO and BPO industry because of its rigorous methodology, exhaustive coverage, and value to the services buyer community.

About NeoAdvisory

Neo Advisory is a consulting and advisory firm that enables organizational transformation by leveraging outsourcing and globalization, while ensuring that their clients become “Great Globalizers”. Through a blend of consulting and implementation, backed by a robust knowledge database and hands on experience of consultants, NeoAdvisory provides objective and actionable advice and help clients to truly leverage Globalization and Outsourcing. The company provides consulting and advisory services in globalization, sourcing, vendor management, transition management, performance management, and governance.

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 (SEPSM), 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.

For more information:

Gail Marold
(Genpact Media Relations – U.S.)
gail.marold@genpact.com
+ 1 (919) 345-3899

Arunita Dutta
(For Genpact - India)
arunita.dutta@bm.com
+91 9811740901

Kristen Stippich
(For Genpact – U.S.)
kristen.stippich@ogilvypr.com
+1 (212) 880-5278