HFS Services-as-Software™ Awards 2026

Best Services Eating Software

Genpact Agentic Operations: AI Orchestrated, Human Validated Enterprise Workflows

Agentic operations model live with enterprise clients (15% of the Fortune 100), embedding AI agents across accounts payable, procurement, R2R, insurance, and banking to replace labor-centric delivery.

Award standing: **1st Place**

Genpact secured 1st Place in the 2026 HFS SaS Awards, selected from more than 250 submissions across the awards program. The recognition centers on Genpact's submission, “Genpact Agentic Operations: AI Orchestrated, Human Validated Enterprise Workflows”, in the category of Best 'Services Eating Software'.



The challenge behind the Genpact entry

Enterprises are investing heavily in AI and still cannot convert it into scalable value. The constraint is not the technology, it is the operational foundation underneath. HFS Research, in collaboration with Genpact, found that four forms of enterprise debt – process, data, technology, and talent – are limiting AI value and trapping an estimated $18 trillion in enterprise value across Global 2000 companies. Only 13% of enterprises have integrated agentic AI into operations, and 85% say these debts are capping AI value. Just one-third of enterprise data is AI-ready.

What they built

Genpact Agentic Operations inverts the usual split of work. AI agents execute the high-volume, repeatable, data-intensive tasks through agentic software such as the AP Suite, and people supervise, validate, handle exceptions, and tune the system. Orchestration software moves work across agents, systems, and staff, and responsible-AI controls sit inside the architecture rather than being bolted on after deployment.

Results

In accounts payable, touchless processing moved from 26% to more than 80%, invoice accuracy from 70% to 95%+, first-pass three-way match from 78% to 90%+, and first-touch supplier inquiry resolution from zero to 95%+. The model is live, in production, and supports operations at 15% of the Fortune 100. Genpact has since extended the model beyond AP to record-to-report, procurement, insurance policy, and banking analyst suites.

Bottom line

Genpact's entry wins on evidence rather than roadmap: production volumes, before-and-after operating metrics, and a reskilling pipeline with numbers attached. If you run a services relationship and your partner cannot show you those same four things, touchless rate, accuracy, first-pass yield, and how many of their people have been retrained into agentic roles, put it on the agenda for your next quarterly review. Buying agentic delivery off a slide refinances enterprise debt instead of repaying it.

Learn more about Genpact at www.genpact.com.

© 2026 HFS Research. All Rights Reserved.

Appendix: About the Category and the Awards

Best Services Eating Software

This category tracks what HFS Research calls services codified as software: traditional, people-led services (in areas such as finance, IT operations, and back-office processing) broken down into repeatable workflows, bots, and AI agents, then repackaged as modular, platform-enabled, subscription-style offerings. Entrants are judged on how far they have moved from billing for effort toward delivering software-defined, observable outcomes.

Every submission in this category was evaluated by HFS analysts and board members against five shared criteria:

- AI-driven delivery: is the solution genuinely autonomous, or is AI still assisting humans doing the work?
- Agentic adaptability: does the platform learn and orchestrate across workflows, or does it execute fixed rules?
- Outcome orientation: are commercial terms tied to results? Is there a quantified business case?
- Scalable architecture: is the IP reusable across clients and industries, or bespoke to one engagement?
- Proven enterprise success: verifiable, production-scale evidence with named or named-tier clients.

The HFS Services-as-Software Awards recognize the enterprises and technology providers leading the shift from labor-based delivery to AI-native, software-defined operations. Finalists in each category were selected by the HFS analyst team following a structured review of submissions against the criteria above. Winners were then determined by the HFS board of external advisors, who scored and ranked the finalists to reach a final result.

About HFS Research

HFS Research is the leading global analyst firm focused on business operations, digital transformation, and enterprise modernization.

For over a decade, HFS has shaped market language — from OneOffice to Services-as-Software — helping enterprises and providers understand where operating models are headed.

We work with global enterprises, IT and business services providers, software and cloud vendors, investors, and innovators.

The Services-as-Software Awards extend that leadership by recognizing organizations delivering measurable transformation in the market.

© 2026 HFS Research. All Rights Reserved.