

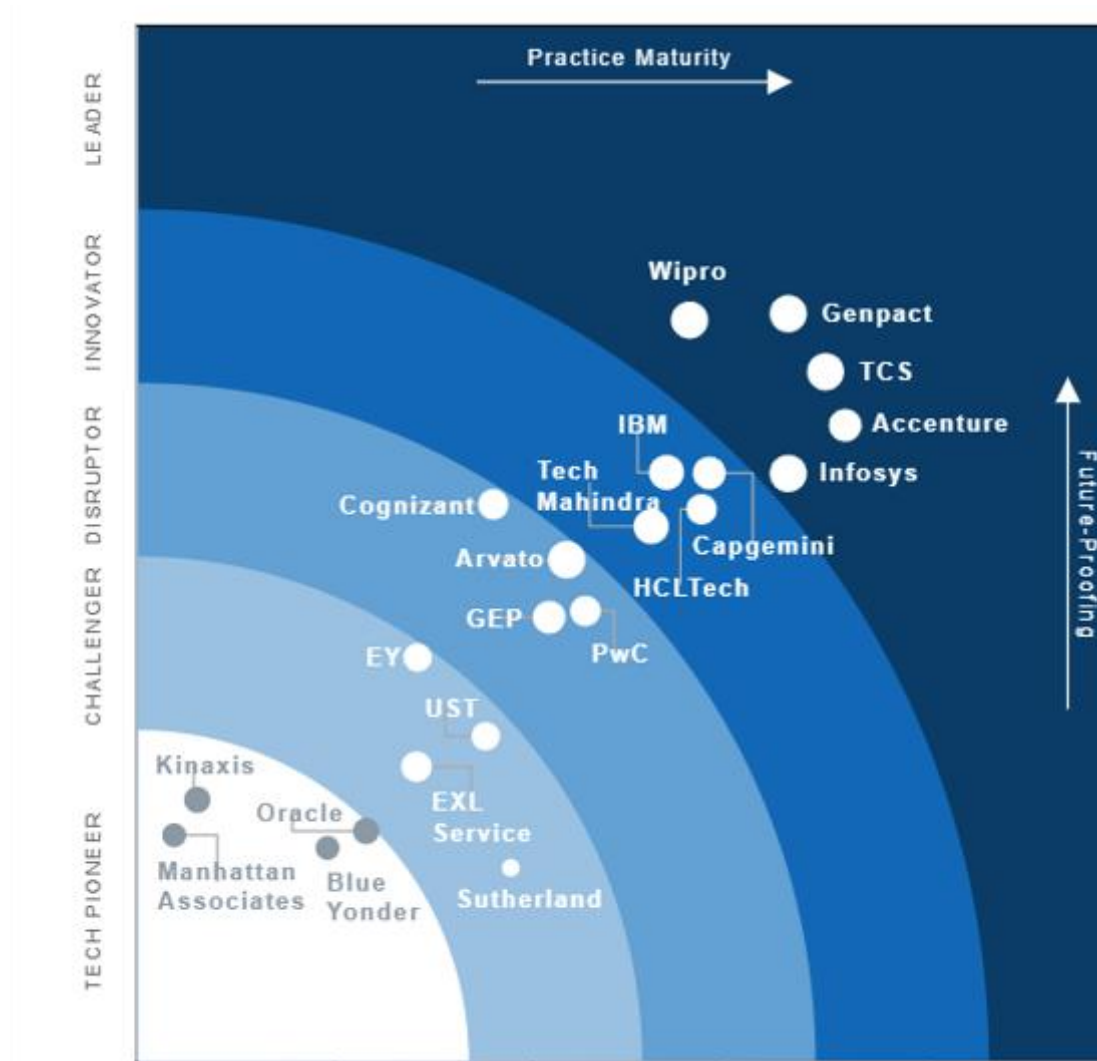


Supply Chain Operations Business Process Transformation 2026 RadarView™

Service provider profile

April 2026

Avasant recognizes 21 top-tier providers offering supply chain operations business process transformation services



Note 1: Assessments for Arvato, BlueYonder, Capgemini, Cognizant, EY, GEP, IBM, Kinaxis, Manhattan Associates, Oracle, Sutherland, PwC, and UST were conducted solely based on public disclosures and market interactions.

Genpact: RadarView profile



Practice maturity ★★★★★

Future proofing ★★★★★

Shows depth in planning, order management, and aftermarket services, with mature embedding of AI and digital twins, such as order assist, into core operational workflows.

Practice overview		Client case studies		
- Practice size: 17,000+ - Active clients: 310+ - Delivery highlights: Delivery and excellence centers spread across 15 countries worldwide		- Supported a global food and beverage client facing fragmented planning processes and a lack of visibility by implementing an integrated planning center. It set up a central planning hub with a cross-functional CoE, deployed digital accelerators for reporting and forecasting, and managed operations. This resulted in €85M in cost savings, a 53% reduction in cycle time, and a 25% reduction in order blocks. - Helped a global solar panel manufacturer facing limited visibility and a lack of tracking across a complex, multiparty supply chain by implementing a Celonis-based digital twin app. This enabled real-time asset tracking, SLA-driven returns, demand forecasting, and process orchestration, reducing excess stock and enhancing visibility. This resulted in efficient management of a returnable asset pool of over \$60M. - Addressed fragmented returns management and lack of circular economy capabilities for a global e-commerce client by deploying an AI-powered, omnichannel returns management solution. It integrated logistics, payments, repair ecosystems, and self-service interfaces with virtual agents. This streamlined returns processing and achieved a 90% reduction in GHG emissions.		
1,400+ Certified ServiceNow professionals	20%-25% Supply chain BPO growth, Dec. 2024-2025	Key IP and assets		Key partnerships
- Cora OrderAssist: A digital order management system - Control Tower and Digital Twin Solution: An AI solution for real-time supply chain visibility - OTIF Analyzer: An analytics tool for on-time and in-full order - Cora SeQuence: An intelligent business process management suite - Supply chain risk AI solution: An end-to-end agentic AI solution to assess supply chain risk		Supply chain platform vendors ORACLE KINAXIS resilinc SAP o9 BlueYonder e2open Technology partners AUTOMATION ANYWHERE UiPath celonis ss&c blueprism		Sample clients
		- A global food and beverage client - A global solar panel manufacturer - A global e-commerce client - A multinational pet food company - A North American CPG firm - A scientific research, healthcare, and education products and services provider - A US doors and windows manufacturer - A US retailer		Industry coverage
				Aerospace & defense Government Healthcare & life sciences High-tech Manufacturing Nonprofits Retail & CPG Telecom Travel & transportation Utilities & resources

Darker color indicates higher value chain coverage ●●●●●

Genpact: RadarView profile

Analyst insights

Practice maturity



- Genpact provides end-to-end service breadth across the SCOR value chain (plan, source, make, deliver, and return) delivered through a combination of managed services, analytics, and AI-enabled solutions. It positions it as a unified SCM services line rather than siloed functional towers, with delivery aligned to outcomes.
- It exhibits strong depth in planning, order management, and aftermarket services. This is complemented by AI-led capabilities such as demand planning agents, inventory optimization, and order assist tools, reflecting maturity in embedding intelligence into core operational layers rather than peripheral automation.
- Genpact is advancing toward a semi-autonomous supply chain operating model through agentic AI, where AI agents augment or replace manual decision-making across planning and execution processes. It indicates a maturity in embedding AI into core operations rather than using it as a standalone layer.
- Genpact operates a global delivery model with offshore hubs in India and an additional presence across LATAM and Europe. It adjusts talent allocation, including planning and global trade roles, based on demand requirements, supporting flexibility in service delivery and resource deployment.
- It serves various industries, with manufacturing and telecom representing the largest share of its supply chain revenue.

Future-proofing



Domain ecosystem

- Genpact maintains a broad ecosystem of supply chain technology partners across planning, execution, and analytics, including Kinaxis, o9 Solutions, SAP, Oracle, ServiceNow, Salesforce, Celonis, and AWS. These partnerships support delivery across supply chain functions, enabling integration with client systems.
- Over the past year, it collaborated with Microsoft, AWS, Salesforce, and Google Cloud to support supply chain orchestration through cloud-enabled platforms and scalable infrastructure. It also leveraged XponentL's expertise in data products and AI to strengthen its data and analytics capabilities, supporting enhanced supply chain solutions and service delivery.

Investments and innovation

- In January 2025, Genpact launched an AI-driven Smart Command Center in Japan to centralize and transform equipment service and supply chain operations. Built through a strategic partnership with Coca-Cola Bottlers Japan and Thinkrun, it helps optimize end-to-end supply chain processes and decision-making.
- Genpact is investing in Gen AI and agentic AI capabilities, with over 30 AI agents and 10 connectors and accelerators developed as proprietary IP to address supply chain use cases across planning, execution, and aftermarket functions. These include solutions such as the AI Order Assist agent for order management, deployed across multiple clients, reflecting the firm's focus on embedding AI-driven automation and orchestration into core supply chain operations.

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