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# Accelerate productivity. Elevate experiences.

Genpact and ServiceNow



# AI is not an option— it's an expectation.

But to create meaningful  
transformation,  
enterprises need to know  
where  
**technology meets  
business outcomes.**



DID YOU KNOW?

CIOs face

**\$1.5-\$2T**

in tech debt, but AI  
could eliminate it and  
drive  
rapid modernization.



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# Genpact and ServiceNow come together to accelerate productivity and elevate experiences with AI-first business integration



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Advanced technology with domain- and industry-specific expertise



servicenow®

The AI control tower for business reinvention



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# Empowering industries with connected, intelligent workflows

Meet organizational needs in any function—including IT, HR, and finance



## Banking, Financial Services, and Insurance (BFSI)

Streamline risk, navigate compliance, and turbocharge dispute resolution operations



## Consumer Packaged Goods (CPG)

Deliver unified procurement and supply chain workflows to improve vendor collaboration



## Manufacturing

Apply real-time workflow automation and source-to-pay capabilities to optimize operations and processes



## Healthcare and Life Sciences

Enable digital transformation by automating case management, sourcing, and regulatory workflows



## High-Tech

Modernize service desks, procurement, and shared services on one AI-powered platform



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# Unlock tomorrow's innovation, today

Genpact and ServiceNow can help you get—and stay—ahead in a world that's changing at warp speed.



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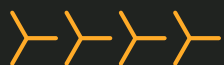
Scale with tailored solutions



Deliver AI-powered productivity



Future proof your enterprise



# Innovate faster

with end-to-end services for the entire suite of ServiceNow solutions

## SERVICENOW EXPERTISE

**1,000+**  
ServiceNow certifications

**Elite partner**  
of ServiceNow  
**2025**  
Reseller Partner of the Year

## INDUSTRY RECOGNITION

**Leader**  
Consulting and Implementation Services

**Leader**  
Innovation in ServiceNow

## CUSTOMER SUCCESS

**4.45**  
CSAT

**Elite**  
Consulting and Implementation Partner



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# Scale with tailored solutions

Partner with a business integrator that understands your industry and domain—and offers the technology to deliver best-in-class solutions built with a unique blend of **operational** and **technology** expertise.

1

Prioritize operational excellence and innovation with a **process-first, technology-next** approach.

2

Deliver solutions tailored to industry imperatives, guided by Genpact's **deep sector and domain** expertise.

3

Connect **strategy, operations,** and **technology** across the enterprise and enable data to flow together in one seamless platform.



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# Scale with tailored solutions

The proof is in the payoff for enterprises like yours:



**40-60%**

reduction in process cycle time with Source-to-Pay



**25-50%**

improvement in response time with self-service opportunities



**40%**

cost reduction in deploying new functions



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# Deliver AI-powered productivity

Move AI from experimentation to execution and embed agentic intelligence into workflows to revolutionize efficient operations.

1

Digitize the wealth of human knowledge into **streamlined, unified workflows** with domain-specific ServiceNow AI Agents.

2

Experience Genpact's breadth of knowledge in operational data to train **accurate, efficient, and high-value** AI agents.

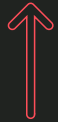
3

Establish data trust as a competitive advantage and foundation for **robust, scalable** AI ecosystems.



# Deliver AI-powered productivity

Innovate today to achieve:



**70-80%**

of processing steps  
automated in use  
cases like invoicing



**50%**

reduction in handling  
time per Global  
Business Services  
(GBS) case



**50%**

shorter procurement  
cycles



# Future proof your enterprise

Foster collaboration between CXOs and IT stakeholders to enhance experiences, align business transformation goals across functions, and reduce enterprise risk.

1

Drive overall transformation by enhancing both **customer** and **employee experiences** in key areas.

2

Empower C-suite alignment to achieve enterprisewide KPIs while driving **measurable, quantifiable impact**.

3

Stay ahead of compliance requirements with controls tailored to **industry standards** and **regional regulations**.





# Future proof your enterprise

Create a future-forward enterprise to experience:



**30-50%**

reduction in  
operational costs with  
smarter, more  
resilient systems



**50%**

faster IT query  
resolutions



**25%**

faster refunds in  
managed disputes



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CROSS-INDUSTRY SOLUTION

# Global Business Services (GBS)

**Deliver effective, efficient, and experienced GBS with ServiceNow and Genpact**

Bring together traditionally separate, siloed internal operational service functions into a single corporate support organization. Unite sourcing and procurement, HR operations, IT operations, finance and accounting, and accounts payable on one AI-enabled platform.

[LEARN MORE](#)

Increase visibility across GBS workflows to locate functions and pinpoint complexities

Automate processes and deploy AI agents to streamline GBS functions

Bring together diverse AI technologies to streamline GBS operations



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BFSI SOLUTION

# Genpact InsureStream

**Transform insurance workflows with agentic AI**

Combine technical capabilities and industry expertise to create a single solution for front, middle, and back office positions in life insurance and annuities.

Bring everything together with AI-powered workflows.

[LEARN MORE](#)

Push technology capabilities to the next level

Avoid time-sensitive manual processes with powerful out-of-the-box capabilities

Improve end-customer and employee satisfaction with solutions aligned to specific business needs



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CROSS-INDUSTRY SOLUTION

# Source-to-Pay

**Capitalize on a single workspace to streamline work for maximum value**

Leverage AI capabilities to enhance procurement team productivity, simplify user experience, and increase cost efficiency in the source-to-pay process.

[LEARN MORE](#)

Unite user interfaces to provide a guided buying experience for effortless engagement

Integrate workflows with AI, digitizing processes to decrease maverick spending and reduce cost to serve

Deliver advanced analytics to boost work-team efficiency and create end-to-end visibility

CROSS-INDUSTRY SOLUTION

# Autonomous IT

**Start your journey to automate, modernize, and transform IT**

Powered by two crucial pillars, AI Tech Suite delivers the agentification of IT operations and modernizes the infrastructure and applications to reimagine IT.

Design an AI-led, human-controlled, self-healing enterprise.

[LEARN MORE](#)

Power autonomous execution with AI Agent Control Tower

Drive innovation throughout your modernization journey

Deliver impact at scale with tangible outcomes through self-funded transformation

## BFSI SOLUTION

# Disputes as a service

Protect your business and keep customers happy

Reduce manual processes, integrate systems, and improve transparency with dispute management as a service. Blend decades of Genpact expertise with the ServiceNow AI Platform to address key challenges.

Build smart case management processes to:

[LEARN MORE](#)

Connect siloed systems with an automated workflow designed to accelerate dispute resolution process

Assign cases intelligently to employees to prevent agent burnout and support high-quality decision-making

Track service-level agreements, fix process bottlenecks, and identify fraud trends with advanced analytics

BFSI SOLUTION

# Wealth management

**Deliver a unified system of engagement for wealth management**

Combine automation and AI to streamline processes, improve case management, and remove manual tasks. This AI-first approach boosts productivity across front, middle, and back offices to drive meaningful growth.

[LEARN MORE](#)

Digitize client onboarding experiences for seamless, efficient, and personalized services

Streamline platform infrastructure to integrate seamlessly with teams, systems, and data across the lifecycle

Redesign processes with intelligent chatbots to respond to customer and advisor inquiries



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# Accelerate productivity. Elevate experiences— together.

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Genpact and ServiceNow

[LEARN MORE](#)

## CASE STUDY

# Enable faster procurement cycles with Source-to-Pay

## THE CHALLENGE

A leading healthcare provider struggled to scale procurement across its hospital network. Disconnected systems, manual requisitions, and limited process visibility caused inefficiencies and slowed fulfillment.

## THE SOLUTION

Genpact implemented Source-to-Pay with integrations into ERP and carrier systems. The solution automated sourcing, requisition, and approval workflows, introduced buying through an intuitive portal, and delivered real-time analytics for procurement visibility.

## THE IMPACT

# 67%

reduction in cycle times



improved technician satisfaction



enhanced procurement agent productivity

## CASE STUDY

# Streamlined finance operations for a leading U.S. warehouse chain

## *THE CHALLENGE*

The organization relied heavily on email and paperwork to manage processes, resulting in slow, error-prone operations. Invoice payments lacked real-time visibility, and reporting was constrained by limited data access. Every step required significant human intervention and increased the risk of human error.

## *THE SOLUTION*

AI-powered Optical Character Recognition (OCR), integrated across ServiceNow and SAP, automated invoice processing for the organization. Procurement and case workflows were streamlined with Virtual Agent, live chat, and clear Service Level Agreement (SLA) tracking. A new Shared Services portal unified procurement, incident management, and IT reporting, boosting efficiency across the board.



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## *THE IMPACT*

# 95%

accuracy achieved while  
reducing manual intervention

# 30%

reduction in cycle time

# 25%

increase in agent productivity

## CASE STUDY

# Transformed IT for a leading international insurance firm

## *THE CHALLENGE*

Outdated and manual IT asset management systems lacked efficiency and scalability, and were inconsistent across teams. The existing system had functional limitations, and multiple tools created data silos and compliance gaps.

## *THE SOLUTION*

Genpact implemented out-of-the-box ServiceNow ITOM, ITAM, and CMDB to streamline IT operations, automate hardware and software tracking, standardize IT support, and strengthen compliance monitoring and governance through automated IT tracking and centralization.

## *THE IMPACT*



reduced manual effort



improved regulatory compliance



gained real-time insights into hardware, software, and dependencies

## CASE STUDY

# Drive end-to-end transformation in securities, asset, and wealth management

## THE CHALLENGE

A leading technology and operations provider in wealth management faced high costs, poor quality, and limited innovation. Bespoke workflows, manual reporting, and fragmented systems led to inefficiencies, lack of standardization, and minimal real-time visibility across operations.

## THE SOLUTION

Genpact implemented an end-to-end system of engagement across capital market operations. The solution unified client-facing and core functions on a single platform, automating workflows and integrating AI-driven task intelligence, data extraction, and reporting to enable real-time transparency and a seamless information transfer across the business.

## THE IMPACT

# 20-30%

improvement in customer and agent experience

# 50%+

reduction in errors through embedded risk mitigations

# 100%

straight-through ZeroOps and Autonomous Ops processes

## CASE STUDY

# Reinvented HR and IT as an intelligent service experience for a global nutrition company

## THE CHALLENGE

Limited service visibility and siloed HR and IT systems reduced accountability and efficiency, while fragmented experiences made support harder to access. Inconsistent change management caused repeated disruptions, and poor documentation delayed resolution.

## THE SOLUTION

By unifying HR, IT, and finance on the ServiceNow Platform, this organization automated key workflows, improved visibility, and delivered self-service at scale. AI agents streamlined support across languages and teams, while centralized knowledge and case management eliminated silos and sped up resolution.

## THE IMPACT

**67%**

reduction in HR processes

**6,000**

employees onboarded with enhanced accessibility and employee experience



Improvement in response times, IT productivity, and governance



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