OVERVIEW

Making IT a strategic business partner

Effective digital transformation is built on effective IT services. These services must boost efficiency and customer satisfaction, lower costs, and provide better control over spending. But the more strategic IT services have a broader reach. They have agility built in so that enterprise leaders can quickly respond to emerging business opportunities.

To transform IT into a strategic business partner, you need to combine industry and digital expertise. This is where Genpact can help. We've successfully deployed more than 500 managed IT projects and, with thousands of IT consultants, solution architects, and business analysts on our team, we have unparalleled expertise.

Genpact services

Take a look at how Genpact can support your business.

Enterprise resource planning (ERP) implementation and support	Application development and maintenance (ADM), and support	Infrastructure support	Digital and data expertise
5,500+ SAP and Oracle professionals and 200+ activations in 60+ countries	7,500+ ADM consultants globally	1,000+ apps migrated to cloud	100+ satisfied enterprise customers
20-30% faster implementations with 90% of customers returning for repeat business	Enterprise application J2EE, .NET, and Microsoft support	10,000+ databases, 15,000+ servers and 7,000 network devices	Digital and data technologies expertise
Adaptive development operations with 25%+ increase in productivity compared to traditional Application Management Syste (AMS)	Web application development expertise	Scheduling, managing, and monitoring done for more than 1 million production jobs	Cloud-based automation solutions for procure-to-pay, order-to-cash, and record-to-report
300+ high-impact projects across manufacturing and Engineering, Procurement and Construction (EPC) processes	Portals and enterprise content management expertise	3 remote operating centers and 5 global delivery centers	Robotics and rapid automation expertise
30+ SAP analytics projects delivered	24/7 maintenance and enhancement capabilities	L1, L2, and L3 support Management of more than 20 million incidents, in 25+ languages for 350,000 users across 7,000 apps	Vast experience in mobility domain

Our partner ecosystem

Microsoft GOLD CERTIFIED *Partner*

salesforce

CISCO SYSTEMS

symantec.

SOFTWARE **SAP** PARTNER

ORACLE®

informatica

Global Leaders in Regulatory Management **LIQUENT**

Veeva

Juniper NETWORKS

AVAYA

CITRIX®

The Genpact approach

With thousands of IT and analytics professionals carrying Lean Six Sigma, CMMI L3, ISO 20000, or CPA certifications, Genpact has the digital expertise needed to transform your IT services.

We create value by using design thinking to find user-centric ways to solve bottlenecks and other operational issues without losing sight of the agility needed to quickly adapt to changing requirements.

What's more, with our global ecosystem of partners operating in 70+ centers worldwide and supporting in 30+ languages, we can deliver global services at scale.

CASE STUDIES

An ERP refresh ramps up production for a materials major

Legacy systems and fragmented processes were holding back a global materials major. The firm was struggling with process gridlock, user dissatisfaction, and hundreds of operational issues every day. After Genpact updated the ERP system and streamlined processes:

- It saw a 50% decrease in application support spend over a five-year period
- Operational issues dropped from an average of 150 per day to 26 per day
- It achieved a near-perfect production attainment score of 99.87%, up from 80%
- It achieved a 100% Net Promoter Score

An improved ERP system boosts compliance in financial services

A global financial services company was looking to replace its legacy ERP system with a scalable solution to comply with local regulations. It also wanted to enhance the user experience by developing real-time analytics and reporting. In addition, Genpact knew how important it was to carefully assess the needs of the end users before implementing a new system to avoid minimal adoption.

Today, the ERP system is widely used across the business. It continually conducts governance and standardization checks to reduce manual intervention and audit conflicts, reconcile accounts, resolve issues, and produce more actionable analytics.

A invoicing checkup for a healthcare leader

A past-due invoice rate of nearly 17% was a major pain for this healthcare leader. In fact, the firm was spending an average of $18 on every invoice in an effort to resolve the issue. Nearly one-quarter of receivables were still outstanding after 90 days – and dispute resolution often stretched to 100 days.

Genpact found that the company's complex system lacked transparency. We eliminated many billing disputes by combining Predix, blockchain, and our own digital solutions. We also put an integrated e-connect platform in place that provided smart digital contracts, digital invoicing, faster payment, and improved information exchange. The results speak for themselves:

- 7% reduction in past dues, which released $2B into cash flow
- A 60% reduction in cost per invoice to collect – from $18 to $7 – releasing $50M of operating profit every year
- Complete elimination of billing inaccuracies
- A 75-80% reduction in dispute cycle time

Visibility and consolidated apps help a leading manufacturer deliver the goods on time

Dealing with many vendors was forcing a leading industrial manufacturer to spend time managing multiple handoffs and other non-value-added tasks that were keeping costs high. Its non-optimized processes and the need for manual interventions was slowing it down during times when speed was of the essence: all too often it failed to deliver high-priority products on time. Worse still, the firm couldn't quickly see where the challenges lay because there were delays in executive dashboard reporting that would have shown the leadership the average time for resolution. In general, there were too many data disconnects and the end-to-end data loading process lacked visibility throughout the business intelligence (BI) environment.

As a first step, Genpact established a regular incident trend analysis and applied design thinking to identify areas for consolidation and application reduction. Next, we put a server and application monitoring tools in place to ensure 100% application availability. We also set up an internal L1, L2, L3 team, distributed across geographies to provide round-the-clock support for faster issue resolution. In addition, we created a regular metrics and reports mechanism to provide timely visibility for factors such as mean time to repair and first-time-right so that the company could take prompt action to resolve issues. The results:

- With newly automated critical processes and reduced manual touchpoints, executive dashboards showed that the average time for on-time delivery improved substantially

- A value stream mapping (VSM) system for critical processes in BI delivered process excellence and optimization, resulting in productivity improvements and fewer backlogs in service level agreements

- Faster resolution of critical issues

- Applications became more widely available

- A streamlined change management process

- Rationalized and consolidated applications

A robust app infrastructure for a global retailer

Poor customer service can break a business. This global retailer knew that its ineffective customer support process was costing it money – and threatening to damage its reputation.

After thorough exploration of the current process, we established a mobile app framework that integrated with customer apps to better connect employees to customers. We also deployed a customer service bot to respond to queries more quickly. This resulted in:

- Increased customer satisfaction

- A hassle-free shopping experience for customers

- Analytics for employees to monitor consumer satisfaction health

- A customer query resolution rate of ~90% across 3,000 stores

CASE STUDIES

A solid foundation for new IT infrastructure

A major US retailer had plans to open 600 new stores each year, but its IT operations lacked maturity. The leadership had its hands full dealing with the expanding business, and had little time to focus on IT. Unsurprisingly, the firm's fragmented operations made it tricky to keep track of documentation. And, to make matters worse, the company had built its infrastructure on a mix of disparate technologies.

Genpact got to work creating an incident knowledge base, asset management program, and consolidated SharePoint documentation library. We launched Lean and Six Sigma projects focused on intelligent process automation to reduce the mean time to repair (MTTR) IT systems. Next, we established a remote operational command center to generate IT health reports. As a result, the company achieved:

- An overall business impact of ~$5M across enterprise operations
- A 12% MTTR reduction using a defined process framework
- A 25% reduction in critical business application downtime
- An 18% incident volume reduction through automated resolutions
- A 12% incident reduction elimination through proactive health checks
- Meeting 100% of measurable service level agreements

Moving past robotic process automation to intelligent automation

An aerospace company wanted to use robotic process automation (RPA) to lower costs and improve productivity. Genpact saw an opportunity to also move from RPA into intelligent automation by using AI to boost productivity.

In a 12-week period, Genpact drastically increased the size of the company's digital workforce using bots. Combining the power of RPA and AI helped the company reach its goal of realizing 30-50% productivity savings. The pilot program alone produced $1M of savings, covering its own cost. Now the firm expects to:

- Expand automation across the enterprise
- Reduce human error and mitigate the risk that comes with it
- Achieve $50M in operational savings in just two years
- Realized overall savings of $200 million over the next five years

An automated spreading solution for a financial services firm

This global financial services company was still using manual spreadsheets and knew it had to change its outdated practice. What's more, the sheer volume of the financial spreading process was becoming unmanageable. The company knew it must also reduce associated costs to stay competitive.

Genpact's LiveSpread solution automated and embedded machine intelligence across the spreading process. The solution harnessed machine learning and artificial intelligence in two areas (extraction of data and normalization of data) to match desired templates. This solution helped the firm achieve:

- 75% reduction in costs associated with spreading
- Instant processing of 80% of financial statements
- Institutionalized standards and credit policies for more effective operations
- A more stable operating model unaffected by resourcing limitations

About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes primarily for Global Fortune 500 companies. We think with design, dream in digital, and solve problems with data and analytics. Combining our expertise in end-to-end operations and our AI-based platform, Genpact Cora, we focus on the details – all 90,000+ of us. From New York to New Delhi and more than 30 countries in between, we connect every dot, reimagine every process, and reinvent companies' ways of working. We know that reimagining each step from start to finish creates better business outcomes. Whatever it is, we'll be there with you – accelerating digital transformation to create bold, lasting results – because transformation happens here, at Genpact.com.

For additional information visit https://www.genpact.com/digital-transformation

Get to know us at Genpact.com and on LinkedIn, Twitter, YouTube, and Facebook.

genpact
Transformation
Happens Here