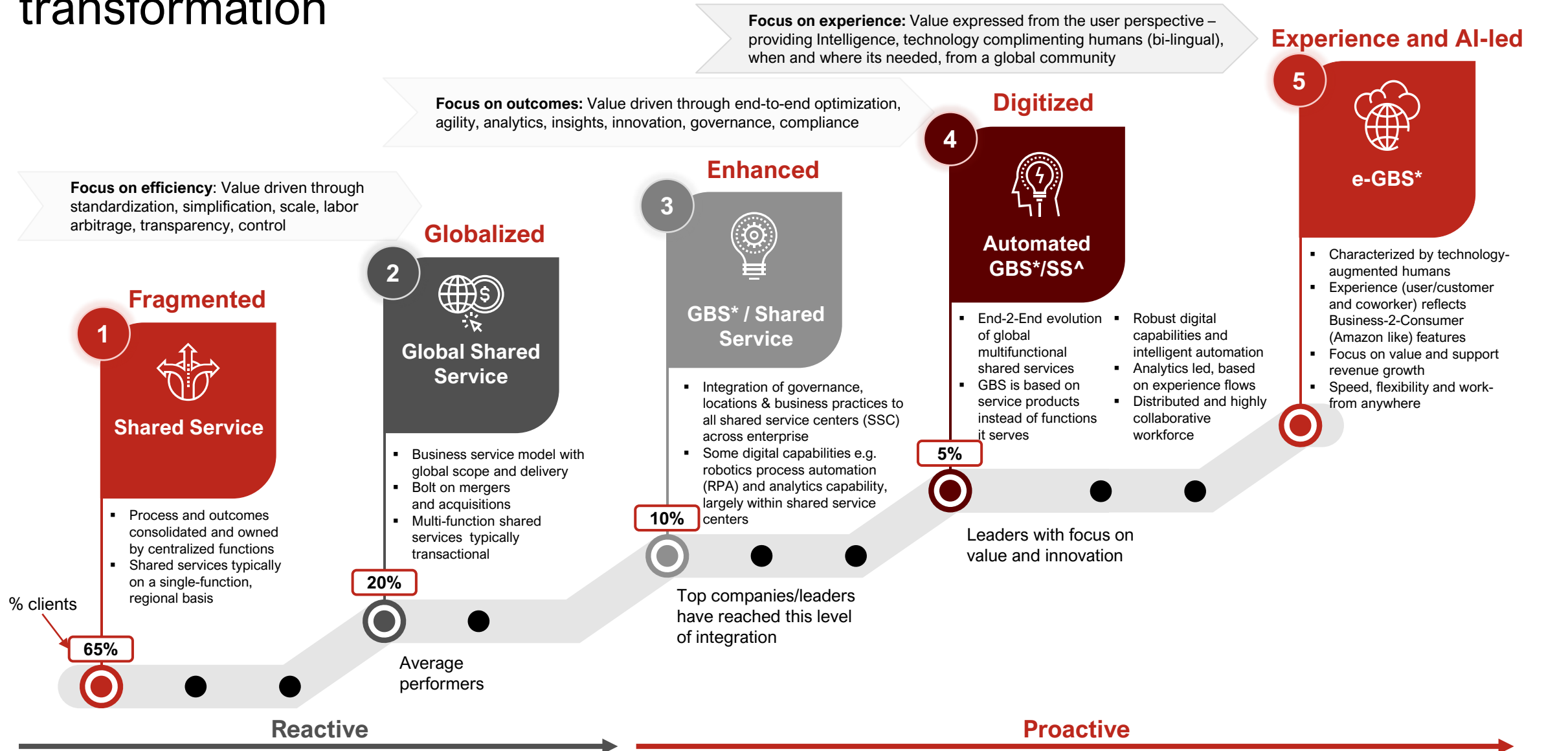




Ensuring success in operating model transformation



We collaborate with clients to accelerate their operating model transformation



And with deep experience coupled with our proprietary accelerators and capabilities, we help clients unlock business value

Process improvement at scale

- Focused and siloed process improvement
- Interview-driven process analysis and documentation



Basic process metrics

Connected processes

- Efficiencies via end-to-end (E2E) integration
- Best practice, qualitative insight-led process improvement



E2E throughput-based metrics

Intelligent processes

- Process mining-led transformation
- Real-time event driven intervention and remediation



Outcome-driven metrics

Autonomous processes

- Continuous improvement – human interventions decrease over time
- System learns how to handle exception scenarios



Predictive/Prescriptive analytics

Genpact has led an evolution to autonomous intelligence

We accelerate the customer journey to mature autonomous operations by combining our proprietary accelerators and tri-lingual delivery capability – *process, data and domain*



Domain operations expertise

Domain experts with tailored frameworks



Process maturity

Integrated operations with best of breed solutions/automations



Genpact apps

Purpose-built process mining applications



Predictive/Prescriptive modeling

To anticipate outcomes and automate action flows



Wrap-up



When large enterprises need a trusted partner to scale, grow and enhance business performance, **they think of us.**



***Our Strategic Relationship
Comes with Highest Levels of
Executive Commitment***



***Our Clients Value Us for
High 'Say-Do' Ratio***



***We are maniacal about our
customer and their
Customer's Experience***

... underpinned by highest levels of coworker centricity*

*<https://www.prnewswire.com/news-releases/genpact-recognized-by-forbes-as-one-of-the-worlds-best-employers-for-third-consecutive-year-302094766.html>