



Ensuring success in operating model transformation



# We collaborate with clients to accelerate their operating model transformation

Focus on experience: Value expressed from the user perspective – providing Intelligence, technology complimenting humans (bi-lingual), when and where its needed, from a global community

**Focus on outcomes:** Value driven through end-to-end optimization,

agility, analytics, insights, innovation, governance, compliance

#### **Focus on efficiency**: Value driven through standardization, simplification, scale, labor arbitrage, transparency, control

## **Fragmented**



#### **Shared Service**

- Process and outcomes consolidated and owned by centralized functions
- Shared services typically on a single-function, regional basis

% clients





#### Globalized



- **Global Shared** Service
- Business service model with global scope and delivery
- Bolt on mergers and acquisitions
- Multi-function shared services typically transactional

20%



Reactive

Average performers

#### **Enhanced**



#### **GBS\* / Shared** Service

- Integration of governance, locations & business practices to all shared service centers (SSC) across enterprise
- Some digital capabilities e.g. robotics process automation (RPA) and analytics capability, largely within shared service centers

10%



Top companies/leaders have reached this level of integration

### **Digitized**



#### **Automated** GBS\*/SS^

- End-2-End evolution of global multifunctional shared services
- GBS is based on service products instead of functions it serves
- Robust digital capabilities and intelligent automation
- Analytics led, based on experience flows
- Distributed and highly collaborative workforce

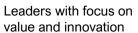
#### **Experience and Al-led**



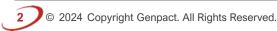
- Characterized by technologyaugmented humans
- Experience (user/customer and coworker) reflects **Business-2-Consumer** (Amazon like) features
- Focus on value and support revenue growth
- Speed, flexibility and workfrom anywhere

5%





#### **Proactive**







# 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



#### **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



### 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





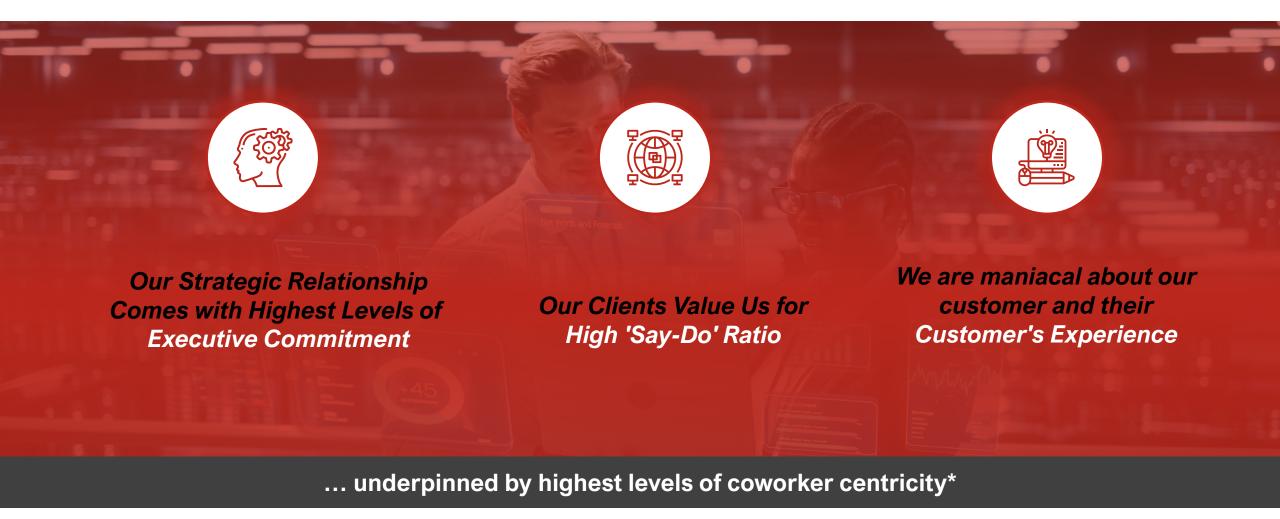




# Wrap-up



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



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



