Genpact to Provide IT Help Desk Support to Dollar General Corporation

Genpact's Services Helping to Increase Effectiveness of Dollar General's Customer Service at its 9,800+ Stores in North America

NEW YORK, Feb. 8, 2012 /PRNewswire/ -- Genpact Ltd. (NYSE: G), a global leader in business process and technology management, today announced transition services started in 2011 have been completed and IT Help Desk production support services are now fully operational as of January 1, 2012 with Dollar General Corporation (NYSE: DG), a leading discount retailer of general merchandise. Genpact's services include providing technical and customer relations support to the more than 90,000 store employees at Dollar General's 9,800 stores in North America. Genpact will also be providing services for Dollar General's new stores as part of the retailer's expansion into California and Massachusetts.

Under this agreement, Genpact is managing a range of services out of its center in Danville, Illinois for Dollar General. Genpact's services for Dollar General include supporting point-of-sale (POS) terminals, hand-held terminals, printers, server registers, flatbed and handheld scanners, as well as both pin pad and keypad sets. Genpact is deploying tools for multi-channel delivery which increases the efficiency of overall IT help desk operations and customer relations calls. Dollar General Corporation is the nation's largest small-box discount retailer.

"Dollar General is already benefitting from Genpact's end-to-end thinking to all of these store operations support activities which will result in significant improvement in business outcomes, especially our ability to expand into new states," **said Bobby Aflatooni, vice president of Information Technology, Dollar General Corporation.**

"Genpact is excited to partner with a leading U.S. retailer like Dollar General that is focused on providing a best-in-class service and support experience to its customers and employees," **said Tiger Tyagarajan, president and CEO, Genpact**. "Our IT help desk solutions are supported by deep retail insights and process expertise, as well as data analytics, to make Dollar General's retail operations more effective."

About Genpact

Genpact Limited (NYSE: G), a global leader in business process and technology management services, has developed a science behind superior business processes. Genpact's unique process thought leadership captured in its Smart Enterprise Processes (SEP(SM)) framework, combined with deep domain expertise in multiple industry verticals, delivers better business outcomes across the enterprise, rather than simply providing efficiency gains within a single function. Genpact's Smart Decision Services deliver business insights to its clients through targeted analytics, reengineering expertise, and advanced risk management. Genpact makes technology more intelligent by embedding it with these process and data insights in addition to providing a wide range of technology services. Built on a legacy of serving GE for more than 14 years, Genpact enables companies worldwide to make smarter decisions, helping them drive revenue growth, compete more successfully, mitigate risk effectively, and improve operating margins and working capital. Driven by a passion for process and operational excellence based on its Lean and Six Sigma DNA, the company's 53,000+ professionals around the globe deliver world-class business process and technology management services everyday to its more than 600 clients – from a network of 51 delivery centers across 17 countries supporting more than 25 languages. For more information, visit www.genpact.com, Follow Genpact on Twitter, Facebook and LinkedIn.

For more information:

Gail Marold *(Genpact Media Relations)*
gail.marold@genpact.com
+1 919-345-3899

Barbara Tate *(For Genpact U.S.)*
barbara.tate@ogilvy.com
+1 212-880-5338

Rupali Kathuria *(For Genpact India)*
rupali.kathuria@bm.com
Phone: +91 124 441 7589

SOURCE Genpact Ltd.

---

https://media.genpact.com/2012-02-08-Genpact-to-Provide-IT-Help-Desk-Support-to-Dollar-General-Corporation