Genpact Signs Multi-Year Agreement to Provide Learning Design and Development Services to Johnson Controls

Genpact to Help Strengthen Johnson Controls' Global Training Program

NEW YORK, April 3, 2012 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in business process and technology management, today announced a multi-year agreement for learning design and development services with the Building Efficiency division of Johnson Controls, the global leader in delivering solutions that increase energy efficiency in buildings.

Under this agreement, Genpact will partner with Johnson Controls Building Efficiency Talent Development Team to streamline processes and develop learning solutions across a wide variety of employee segments including service technicians, field engineers, technical instructors, sales, human resources, legal teams, and project managers. These solutions will be deployed on multiple platforms and interfaces such as e-learning, video-based learning, instructor-led training, eTools, workshops and webinars, game-based learning, website development, training content for multi-platform mobile devices, job aids, training guides, and user manuals.

"Genpact's ability to run a number of deep processes and continuously improve them using Lean and Six Sigma will help us drive innovation and effectiveness in our learning programs," said **Suzanne Sherry, director of Global Talent Development, Building Efficiency, Johnson Controls.** "Genpact has proven experience in designing, developing, and deploying engaging learning content and programs. We look forward to enhancing the learning experience for our employees and customers around the world."

In addition, Genpact will help Building Efficiency to deliver improved efficiencies and cost savings in monitoring and reporting areas, content re-use, designing for a global audience, and content translation.

"Successful training and development programs are core to our business, so we are excited to combine this experience with our process expertise to provide value to our clients like Johnson Controls," **said Tiger Tyagarajan, president and CEO, Genpact.** "Genpact will ensure that we apply our own rigorous standards and learning processes, combined with innovative content development for multiple platforms, to make Johnson Controls' training and development program best-in-class."

Genpact's Learning and Marcomm Services Center of Excellence provides an end-to-end suite of innovative learning and media services to help align business priorities to employee learning in a cost-effective and scalable manner. Genpact offers client support in strategic-training and learning-needs assessment, curriculum and training design, training development, content development, deployment and maintenance, training delivery, and performance measurement. Since 2003, Genpact has won more than 21 international awards for content design excellence including awards from the Media Communications Association International (MCAI), the American Society for Training & Development (ASTD), and Brandon Hall. Genpact has also been listed on the Top 20 Training Providers list for 2010 and 2011 by Training Industry Inc.

About Johnson Controls

Johnson Controls is a global diversified technology and industrial leader serving customers in over 150 countries. Our 162,000 employees create quality products, services and solutions to optimize energy and operational efficiencies of buildings; lead-acid automotive batteries and advanced batteries for hybrid and electric vehicles; and interior systems for automobiles. Our commitment to sustainability dates back to our roots in 1885, with the invention of the first electric room thermostat. Through our growth strategies and by increasing market share we

are committed to delivering value to shareholders and making our customers successful. In 2011, Corporate Responsibility Magazine recognized Johnson Controls as the #1 company in its annual "100 Best Corporate Citizens" list. For additional information, please visit http://www.johnsoncontrols.com.

About Genpact

Genpact Limited (NYSE: G), a global leader in business process and technology management services, leverages the power of smarter processes, smarter analytics and smarter technology to help its clients drive intelligence across the enterprise. Genpact's Smart Enterprise Processes (SEP(SM)) framework, its unique science of process combined with deep domain expertise in multiple industry verticals, leads to superior business outcomes. Genpact's Smart Decision Services deliver valuable business insights to its clients through targeted analytics, reengineering expertise, and advanced risk management. Making technology more intelligent by embedding it with process and data insights, Genpact also offers a wide range of technology services. Driven by a passion for process innovation and operational excellence built on its Lean and Six Sigma DNA and the legacy of serving GE for more than 14 years, the company's 55,000+ professionals around the globe deliver services to its more than 600 clients from a network of 57 delivery centers across 16 countries supporting more than 25 languages. For more information, visit www.genpact.com, Follow Genpact on Twitter, Facebook and LinkedIn.

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