Genpact Wins Two European Outsourcing Awards for its Smart Enterprise Processes (SEP(SM)) and Execution and Transition Framework

SEP Wins Innovation in Outsourcing Award and Merck Partnership Wins Outsourcing End User of the Year

NEW YORK, July 17, 2012 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in business process and technology management, has won two European Outsourcing Association (EOA) awards in the EOA "Innovation in Outsourcing" and "Outsourcing End User of the Year" categories. Genpact's Smart Enterprise Processes (SEP(SM)), the company's unique methodology for business process management, was acknowledged for its scientific approach and for delivering highly impactful business outcomes for its clients.

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The European Outsourcing Association Awards, now in their third year, recognize the world's leading outsourcing suppliers, end users and support service providers for their ability to make innovative outsourcing a part of their DNA.

"To be honored by the European Outsourcing Association with both the 'Innovation in Outsourcing' and 'Outsourcing End User of the Year' awards is a significant achievement for the Genpact team," **said Tiger Tyagarajan, president and CEO of Genpact**. "The award is a testimony of Genpact's commitment to process excellence and innovation for our clients. SEP(SM) is a highly unique, granular approach that brings science to the business of process management, to deliver smarter processes."

Genpact's work with Merck was recognized for its ability to deliver highly impactful results, winning the Outsourcing End User of the Year Award. Genpact supports the Merck SBS in their transformation and globalization journey. The engagement leverages the diversity of Genpact's global delivery locations with multi-lingual delivery. The multiyear agreement has delivered savings of $15 million and a return on investment in 18 months.

Ahmed Mazhari, Genpact's European Head of Sales and Marketing, said when receiving the award on behalf of Merck, "This is a great recognition of our partnership with Merck and it emphasizes our commitment to deliver business value for our client. It's a testament to a truly collaborative approach."

This year's winners of the EAO Innovation in Outsourcing Award were selected from end users, suppliers and the support industry. The award assessed the quality of strategy behind the initiative, valued its unique qualities and examined the contribution it made to the outsourcing industry in terms of setting new standards for industry best practice.

The "Outsourcing End User of the Year" award assesses the extent to which an organisation has implemented outsourcing to enhance service delivery for customers. The winner is deemed to have delivered tangible improvements to quality of service whilst demonstrating an effective return on investment.

Genpact delivers the insights and best practices behind the SEP(SM) methodology through its experience in managing more than 200 million transactions across more than 4,500 managed processes for over 600 clients. The methodology covers business processes across industries and enterprise functions. SEP(SM) has been leveraged to build multiple frameworks categorized into business suites that include the CFO, Enterprise, Financial Services, Healthcare, Insurance, Infrastructure Technology and Manufacturing suites.

About the European Outsourcing Association (EOA) and 2012 Awards

The EOA is the umbrella organisation for a collection of not-for-profit trade associations operating across Europe, it focuses on communicating the significant benefits and strategic lessons of outsourcing across Europe. It combines experts and practitioners working on the buy-side and supply-side of outsourcing, active across the Central European markets. Now in its third year, the EOAAs will bring together some or Europe's leading outsourcing suppliers, end users and support service providers. Best practise will be rewarded and celebrated, and the efforts of companies and individuals who have demonstrated excellence in the outsourcing world in 2011/12 will also be recognised.

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 their 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 15 years, the company's 56,000+ professionals around the globe deliver services to its more than 600 clients from a network of 67 delivery centers across 18 countries supporting more than 30 languages. For more information, visit www.genpact.com. Follow Genpact on Twitter, Facebook and LinkedIn.

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