# Genpact Positioned by Leading Analyst Firm in Challengers Quadrant in 2012 Help Desk Services Report

**Evaluation Based on Ability to Execute and Completeness of Vision**

NEW YORK, Aug. 21, 2012 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in business process management and technology services, has been positioned by Gartner, Inc. in the Challengers quadrant in its report, "Magic Quadrant for Help Desk Outsourcing, North America," authored by Helen Huntley, David Edward Ackerman, Bryan Britz, and William Maurer, published July 24, 2012.

(Logo: http://photos.prnewswire.com/prnh/20120501/NY98560LOGO )

Gartner positioned Genpact in the Challengers quadrant based on the evaluation criteria of ability to execute and completeness of vision in the area of end-user support for all IT services. As described in the report, "The competitive landscape, extensive client choices, continuing economic challenges and a zeal for cost cutting are keeping the price of help desk outsourcing low. This has driven many service providers to include alternative geographic locations for help desk agents. These locations may be onshore, nearshore or offshore."

"We are honored to be positioned in Gartner's Magic Quadrant, as we believe it validates Genpact's continued growth in providing intelligent technology solutions for our clients built upon effective business processes and domain expertise in key vertical industries," **said KNK Venkataraman, senior vice president, IT Services, Genpact.** "With a 100% client renewal rate, Genpact has provided clients with contract flexibility to accommodate additional volume, as well as an ability to build new delivery capabilities to adapt to client business changes, resulting in greater business outcomes."

Genpact leverages technology and process excellence, based on its Lean and Six Sigma heritage and Smart Enterprise Processes (SEP(SM)) methodology, to add value by lowering clients' total cost of ownership (TCO) and providing business impact such as incident reductions. The company is further developing its technology and IT infrastructure library consultancy/operations execution to complement its core Level 1/1.5 service desk offerings. Genpact is also expanding its practice to include robust desk side, asset management and software distribution services. The company has strong global and regional delivery capabilities, with help desk agents who can support delivery in more than 30 languages.

To learn more about the 2012 Magic Quadrant for Help Desk Outsourcing, North America, Gartner clients may access the report on www.gartner.com.

**About the Magic Quadrant**

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**About Genpact**

Genpact Limited (NYSE: G), a global leader in business process management and technology 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 58,500+ professionals around the globe deliver services to its more than 600 clients from a network of 70 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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