

Genpact Named as a "Star Performer" in Multi-Process Human Resource Outsourcing (MPHRO) Service Provider Landscape Report from Everest Group

Genpact Listed as a Major Contender on the Everest Group PEAK Matrix Based on Growth and Strength of Services

NEW YORK, Oct. 3, 2012 /[PRNewswire](#)/ -- Genpact Limited (NYSE: G), a global leader in business process management and technology services, is recognized as a "Star Performer in MPHRO" and leading provider of Multi-Process Human Resource Outsourcing (MPHRO) services global consulting and research firm Everest Group's report, "Multi-Process Human Resource Outsourcing (MPHRO) – Service Provider Landscape and Capability Assessment."

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Everest Group's Global HRO Research team conducts an annual research study across global MPHRO Service providers to analyze the changing dynamics of the MPHRO landscape and assess service providers across several key dimensions. As part of Everest Group's 2011 Global HRO Research, 19 MPHRO service providers globally were assessed on the firm's Performance, Experience, Ability, Knowledge (PEAK) Matrix, a proprietary framework that provides an objective, data-driven, and comparative assessment of providers based on their absolute market success and delivery capability.

Everest Group identified Genpact as one of the "Multi-Process HRO Star Performers" for 2012 based on the strongest forward movement demonstrated on the PEAK Matrix Year-on-Year (YoY) along with four other service providers identified as the "2012 MPHRO Star Performers." Genpact grew both its MPHRO delivery capabilities and overall contract revenue in 2011, especially in the Asia Pacific region, through the acquisition of Nissan's HR delivery center in Yokohama, Japan. With the acquisition of Accounting Plaza in The Netherlands, Genpact also expanded its foothold in Europe and added a large client. Genpact also enhanced its application data management and IT infrastructure capabilities for HR functions in addition to Genpact's end-to-end HR solutions, which include core HR services, talent management, and workforce analytics.

"Genpact's MPHRO business has seen significant market traction and growth in 2011, so Genpact was identified as a 'Star Performer' in our research," said Rajesh Ranjan, vice president, Everest Group. "Its focus on the HRO business, investment in new capabilities and acquisitions, and strong process excellence should help Genpact succeed further in this space."

"We are honored to be recognized by Everest Group as a major contender and 'Star Performer' in the MPHRO market," said Sasha Sanyal, senior vice president, Smart Enterprise Processes, Genpact. "As we combine smart processes, analytics and technology to provide leading HR solutions for our clients, we help them become intelligent enterprises by bringing them a deep understanding of the science of the Hire-to-Retire process. We have built this science based on running these processes for our clients and internally for close to 60,000 global employees."

Genpact's HR Services practice serves more than a half million employees working in a wide range of industries and operating across multiple geographies. Genpact's core HR services encompass workforce administration, payroll functions and benefits administration. Genpact's talent management services focus on recruitment support, learning and development, and employee rewards. Genpact uses workforce analytics to give HR leaders better insights to make smarter decisions, with a suite of offerings that includes HR information services, data modeling, survey analytics, and planning and forecasting.

The full Everest Group research report can be accessed at <http://research.everestgrp.com/Product/11803>.

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 (SEPSM) 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 74 delivery centers across 20 countries supporting more than 30 languages. For more information, visit www.genpact.com. Follow Genpact on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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