Genpact to Manage Finance and Accounting for Centrica, One of the World's Leading Energy Services Companies

Plans to Drive Effectiveness and Continuous Improvement in Centrica's Finance and Accounting and Management Reporting Processes

NEW YORK, Nov. 6, 2012 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in business process management and technology services, today announced a five-year agreement with Centrica, one of the leading energy services companies in the world. Centrica is a top 30 company on the FTSE 100 Index with operations predominantly in the UK and North America. Under the terms of the agreement, Genpact will streamline and manage finance and accounting (F&A) and management reporting processes for British Gas, which serves 13 million households and 1 million businesses in the UK, and for its sister company, Direct Energy, which serves 6 million customers across Canada and the United States.

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

Genpact will drive end-to-end process excellence through its proprietary Smart Enterprise Processes (SEP^{SM}) framework and be Centrica's strategic partner in providing F&A and management reporting services. Genpact will deliver and ensure continuous improvement in those processes, reduce operational risks and improve financial controls while helping both British Gas and Direct Energy manage these costs and take these processes to best in class. This will support Centrica's strategic objectives of growth, building an integrated North American business, and driving overall superior financial returns.

"We are looking forward to the development of our business relationship with Genpact," **said Ian Peters, MD, Energy for British Gas.** "We chose Genpact because of their track record in F&A and reporting, combined with their commitment to process excellence and optimization that was truly a differentiator."

"We look forward to a very long-term partnership with Centrica. Our framework and approach using the 'science of process' called SEP^{SM} is what we will deploy to drive leading end-to-end processes that will deliver improvements in outcomes," **said Tiger Tyagarajan, president and CEO, Genpact.** "It is vital in today's competitive marketplace that energy services providers maximize the value that effective business processes can create, especially in terms of the insights they can build for their customers, the improvement in customer service, and the bottom-line impact they can create."

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 60,500+ 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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