Genpact Builds Its Dutch Presence

One Year After the Acquisition of Accounting Plaza, Genpact Provides Business Process Management and Technology Services to Growing Number of Dutch Clients

NEW YORK and WORMER, Netherlands, May 1, 2013 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in business process management and technology services, has significantly strengthened its services delivery operations in The Netherlands one year after its acquisition of Accounting Plaza. Providing an expanded services portfolio and enhanced career opportunities for its employees, Genpact now serves more than 20 clients with Dutch operations including Ahold, MSD, Achmea and Nationale Nederlanden.

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The April 2012 acquisition of Accounting Plaza – a provider of finance and accounting (F&A), human resources (HR) services and PeopleSoft ERP services to Ahold and additional clients –expanded both Genpact's domain expertise in the retail industry in addition to its services delivery footprint in The Netherlands, Poland and Czech Republic.

"It has been one year since Accounting Plaza was acquired by Genpact and this transition has gone very smoothly. We have experienced tremendous energy in revitalizing our F&A processes, and Genpact's heritage in Lean and Six Sigma-based process improvements and industry expertise has been the driver for this," **said Ton Nolet, senior vice president of Group Control at Ahold Europe.**

One of Genpact's newer Dutch clients includes MSD, the Dutch subsidiary of pharmaceutical leader Merck. The new team in Wormer is providing information center services for MSD in The Netherlands market and beyond.

For technology services, Genpact consolidated its Enterprise Application Services center in Wormer through the unification of the former Accounting Plaza ERP Services unit with its SAP consulting team in Rotterdam. As a result of the synergies created, Genpact was selected as the preferred supplier for Achmea's business intelligence competency center. Genpact also provides PeopleSoft support and consultancy to insurance company Nationale Nederlanden, part of ING.

"The incorporation of Accounting Plaza into Genpact's European operations has provided tremendous value to the services we deliver to our clients and has positioned us in The Netherlands as a leader in BPM and ERP services," **said Pascal Henssen, senior vice president and COO, Genpact Europe.** "We definitely see additional growth opportunities in the Dutch market as more and more European companies across multiple industries recognize that transforming their business processes results in significant business impact – from increased working capital and cost reductions to the ability to more easily expand into new markets."

The company's shift in operations focus post the acquisition – from mainly transactional work to end-to-end solutions for clients – has provided new opportunities for Genpact employees in The Netherlands. Genpact has added new roles in Wormer to support the growing number of global clients and provides employees with international career opportunities. The company is investing heavily in training employees in Lean and Six Sigma methodologies, as it plans to further grow its pool of process experts.

From The Netherlands, Genpact delivers a broad range of services for clients in a number of industries, including consumer goods, retail, life sciences, financial services and insurance. Genpact's European operations are also strengthened by its Smart Decision Services encompassing analytics, process re-engineering and risk

management, as well as its Smart Enterprise Processes (SEP[SM]) framework for making business processes more effective. In addition to The Netherlands, Genpact currently has 14 European delivery centers across Poland, Czech Republic, Romania, Hungary, and Morocco.

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 60,000+ professionals around the globe deliver services to its more than 700 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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