Genpact and Ayehu Partner to Provide Integrated IT Process Automation Solution

Addressing Paradoxically Low Level of Process Automation in IT Departments with Reduced Upfront Investment

NEW YORK, July 22, 2013 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in the transformation and management of business process and technology services, and Ayehu Software Technologies Ltd., the industry's leading provider of enterprise-class, lightweight IT process automation solutions, today announced their partnership to offer integrated IT process automation services to companies across a range of industries.

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

Under the terms of the partnership agreement, Genpact's process-driven IT Managed Services business is deploying Ayehu's eyeShare™ IT process automation solution to provide clients with efficient and scalable workflows that increase return on investment (ROI) while reducing human error, costs, and adoption cycle times. These solutions make companies more competitive by enabling the IT department to become leaner, while avoiding excessive upfront investments whose long-term ROI can be challenged by volatile market conditions. Genpact is integrating this IT process automation solution for a large capital markets client with plans to deploy for a financial services client in the coming months.

"Our clients want us to help them improve the stability of their mission-critical systems while ensuring faster response times through short adoption cycles and less operational cost," **said KNK Venkataraman, senior vice president and global leader, IT Managed Services, Genpact.** "Genpact will leverage our deep process and domain expertise to first streamline and then automate IT processes using Ayehu's tools, therefore providing our clients with a combination of smarter processes and smarter technology to help them better compete."

IT processes are among the least automated department in many organizations, where IT personnel often spend their scarce time on mundane, repetitive tasks rather than on planning and resolving business-critical issues. Combined with Genpact's IT services, eyeShare IT Process Automation helps eliminate these labor-intensive manual interactions, providing an intuitive tool that automates key processes such as system, network and application tasks. Deployed by major enterprises worldwide and supporting thousands of IT processes, eyeShare empowers IT operations to automate simple and complicated tasks, free up scarce resources, and greatly improve service levels.

"IT process automation is a key solution for IT operations management to maintain high service levels while reducing costs of operations, replacing custom scripts and manual processes to create a scalable service model," **said Gabby Nizri, co-founder and CEO of Ayehu**. "Ayehu is honored to be partnering with Genpact whose enterprise presence, process expertise and customer-centric services are a perfect complement to Ayehu's enterprise-class IT process automation solution."

Genpact and Ayehu are conducting a webinar about this partnership on Tuesday, July 23 from 11:30 a.m.-12:30 p.m. EST titled, "IT Process Automation - Your Strategy for Continual Service Improvement." To register and participate, interested parties may go to http://www.headstrong.com/events/view/webinar-it-process-automation-your-strategy-for-continual-service-improveme.

Genpact's IT Services are unique because they view IT not just as a set of technologies, but as a business process. They support over one million end-users in 25 languages; manage over 200,000 devices and monitor

400,000 plus infrastructure components with a global footprint of three ROCs (Remote Operating Centers) and 12 delivery centers across six countries. Genpact plans, designs and implements organizational IT strategies and manages mission-critical IT infrastructure for global clients. Along with key technology partnerships, Genpact IT Services combines Lean Six Sigma, and RCCA (Root Cause Corrective Action) methods to proactively eliminate defects in IT infrastructure for continuous process improvement. Genpact's relentless focus on quality, backed by proprietary tools and methodologies, enables the company to deliver better levels of service with a flexible and robust global delivery model, improve infrastructure utilization, boost end-user satisfaction, reduce total cost of ownership (TCO), improve visibility for the client technical environment, and maximize operational efficiency.

Genpact has been working with global companies for over 10 years, helping them bring in IT Infrastructure operational excellence by implementing best-in-class processes based on Genpact's heritage with Lean Six Sigma and Smart Enterprise Process (SEP^{SM}) methodologies. With an experience in handling over 3 million incidents and supporting 450,000-plus users, Genpact effectively enforces process standardization, eliminates IT redundancy costs and enhances internal and external workforce collaboration.

About Ayehu

Ayehu Software Technologies Ltd. develops and markets eyeShare™, a secure, on-premise IT process automation solution. eyeShare™ empowers IT operations to automate simple and complicated tasks, free up resources, and improve SLAs, all at an affordable price point. For more information, please visit www.ayehu.com.

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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