Genpact Designated a "Leader" and "Star Performer" in 2013 Everest Group Global Banking Business Process Outsourcing (BPO) Market Report

Genpact dual designation highlights deep industry experience and increasing banking BPO market share

NEW YORK, Oct. 23, 2013 /PRNewswire/ -- Genpact Limited (NYSE: G), a global leader in transforming and running business processes and operations, is recognized as a "Leader" and a "Star Performer" in the annual Global Banking Business Process Outsourcing (BPO) Service Provider Landscape with PEAK Matrix™ Assessment by the consulting and research firm Everest Group in its 2013 review.

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

This is the second consecutive year that leading firm Everest Group has positioned Genpact as a Leader and the first year as both a Leader and a Star Performer. These designations reflect Genpact's increasing success in delivering services to a growing number of banking and financial services clients around the world.

Everest Group's prestigious annual study analyzes the shifting dynamics of the BPO landscape and assesses BPO service providers across several key attributes. For this report, Everest Group classified 17 BPO service providers on the Everest Group Performance, Experience, Ability, and Knowledge (PEAK) Matrix into three categories of Leaders, Major Contenders, and Emerging Players.

"Genpact's high positioning reflect its ability to increasingly meet the banking BPO industry's demands for analytics services to help improve customer operations and risk management," **said Rajesh Ranjan, vice president, BPO Research, Everest Group.** "Genpact distinguished itself in 2012 with the highest year-over-year revenue growth (15%) in the Leaders category, with the most new deal wins among companies assessed, and with its tie for the largest share of the banking BPO market at 24%."

"Everest Group's recognition of Genpact as a 'Leader' and 'Star Performer' in the global banking BPO market validates our extensive global operations delivery excellence and deep banking and financial services domain and process expertise, especially our unique Smart Enterprise Processes (SEP^{SM}) framework for making business processes and operations more effective," **said Mohit Thukral, senior vice president, Banking, Financial Services, Insurance and Healthcare, Genpact.** "With unprecedented regulatory changes, Genpact combines smarter processes, analytics, and technology to provide solutions that help our clients navigate increasing industry volatility and transform their businesses to achieve greater financial stability and profitability."

Genpact's banking and financial services practice generates business impact for a number of large clients across commercial leasing and lending, investment and retail banking, investment services and wealth, and mortgage services. Genpact provides Lean and Six Sigma-trained process re-engineering, risk management, and analytics expertise to banking and financial services organizations along with targeted SEP^{SM} services and proprietary and transformative business-process-as-a-service (BPaaS) and software-as-a-service (SaaS) solutions.

Leaders in the Everest PEAK Matrix™ assessment embody the top quartile performance across market success and delivery capability. Delivery capability is evaluated by Everest Group on four key areas: scale of operations, scope of services provided, capability and investment in tools and technology, and delivery footprint. Everest Group measures market success as a direct function of revenues from banking BPO deals. Everest Group confers the Star Performers title to providers with the strongest forward movement year-over-year on the PEAK Matrix.

The full Everest Group research report can be accessed at https://research.everestgrp.com/Product/EGR-2013-11-R-0946/Banking-BPO-Service-Provider-Landscape-with-PEAK-Matrix-Asses.

About Genpact

Genpact Limited (NYSE: G) is a global leader in transforming and running business processes and operations, including those that are complex and industry-specific. Our mission is to help clients become more competitive by making their enterprises more intelligent through becoming more adaptive, innovative, globally effective and connected to their own clients. Genpact stands for Generating Impact – visible in tighter cost management as well as better management of risk, regulations and growth for hundreds of long-term clients including more than 100 of the Fortune Global 500. Our approach is distinctive – we offer an unbiased, agile combination of smarter processes, crystallized in our Smart Enterprise Processes (SEP^{SM}) proprietary framework, along with analytics and technology, which limits upfront investments and enhances future adaptability. We have global critical mass – 60,000+ employees in 24 countries with key management and corporate offices in New York City – while remaining flexible and collaborative, and a management team that drives client partnerships personally. Our history is unique – behind our single-minded passion for process and operational excellence is the Lean and Six Sigma heritage of a former General Electric division that has served GE businesses for more than 15 years. For more information, visit www.genpact.com. Follow Genpact on Twitter, Facebook, and LinkedIn.

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