

## Genpact Ranked a "Leader" in Retail Banking and Capital Markets BPO Overall Market Segments in NelsonHall's Vendor Evaluation and Assessment Tool (NEAT)

Rankings based on ability to deliver immediate benefits and meet client future requirements

NEW YORK, May 28, 2014 /[PRNewswire](#)/ -- Genpact Limited (NYSE: G), a global leader in transforming and running business processes and operations, has been positioned as a "leader" in both retail banking BPO and capital BPO overall market segments in NelsonHall's two recent NEAT evaluations.

# GENPACT

INTELLIGENT ENTERPRISES POWERED BY PROCESS

NelsonHall's vendor evaluation and assessment tool "NEAT" score is based on a combination of analyst assessments of a vendor's "ability to deliver immediate client benefits" and feedback from clients on levels of partnership and "ability to meet future client requirements." NEAT is a method by which strategic sourcing managers can evaluate outsourcing vendors and is part of NelsonHall's Speed-to-Source initiative.

With demand moving from mature to emerging economies and to emerging client segments, banks are looking for operating models for reduced cost and capital allocation, faster local market entry and quicker product introductions. NelsonHall's assessment reflects the fact that Genpact's global service capability and expertise for retail banking BPO, built from long term engagements with global clients and the ability to drive operational excellence through analytics and Lean Six Sigma methods enables clients' need for advanced – or industrialized – operating models. Genpact's operating model solutions cover compliance, risk management, fund management, reporting, process and platform transformation, and mortgage origination services.

Genpact's extensive capabilities in investment banking cover asset management, custody and fund administration, retirement services, record keeping services, brokerage and wealth management firms. Its ability to drive efficiency and effectiveness improvement enables clients to improve data quality, reducing turn-around time, simplifying and automating processes, and benchmarking of processes. These are critical operational needs for capital markets players grappling with the transformation of their business models.

"Genpact provides a wide range of retail banking and capital market BPO services with an emphasis on analytics, data management, and risk management," **said Andrew Efstathiou, director, Banking Sourcing Program, NelsonHall.** "Genpact clients rely on them to maintain workforce stability by using their large staff, in a field where turnover typically undermines client specific process knowledge. Genpact is relied on for lean project capabilities, which is perceived as a core strength of the company."

"Genpact is privileged to be positioned as a leader in the NEAT evaluations for retail banking and capital markets BPO market segment assessments," **said Mohit Thukral, senior vice president and business leader, Banking, Financial Services, Insurance and Healthcare, Genpact.** "Our deep domain expertise and experience helps our clients through their transformation journeys as we consolidate and standardize their

business operations by integrating analytical tools, Smart Enterprise Processes (SEP<sup>SM</sup>) methodology and targeted technology solutions."

### **About NelsonHall**

[NelsonHall](#) is the leading global BPO and IT outsourcing research & analysis firm with analysts across the U.S., U.K. and Continental Europe.

Founded in 1998, The Company takes a global approach to analysis of vendors and outsourcing markets and is widely respected for the quality and depth of its research.

NelsonHall also offers a suite of "speed-to-source" tools, ([NEAT](#)), that assist buy-side executives in saving time and money, while enhancing the quality of their sourcing decisions, in business process outsourcing and IT outsourcing evaluations.

In particular, NelsonHall helps organizations ensure that key BPO and ITO sourcing decisions are based on industry reality not market hype, providing the detailed and objective market and supplier knowledge required for sourcing success through its sourcing tools, online information, and unrivalled analyst access.

### **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<sup>SM</sup>) proprietary framework, along with analytics and technology, which limits upfront investments and enhances future adaptability. We have global critical mass – 64,000+ 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](http://www.genpact.com). Follow Genpact on [Twitter](#), [Facebook](#), and [LinkedIn](#).

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