

Genpact Consolidates Rapid Automation Robotics Solutions

Partnership with Automation Anywhere to generate operational efficiency for Genpact clients

NEW YORK, Sept. 23, 2014 /[PRNewswire](#)/ -- Genpact Limited (NYSE: G), a global leader in designing, transforming and running business processes and operations, has signed an alliance agreement with Automation Anywhere, a pacesetter provider of automation software capable of automating virtually anything. This collaboration will allow Genpact to broaden cost-effective delivery platforms for clients' process operations.

The expanded offering, called Rapid Automation, utilizes Automation Anywhere's patented technology to perform tasks and processes within enterprise applications and systems the way a human would, but more rapidly, continuously, and with an extremely low error incidence. With this technology, companies can more effectively and efficiently execute a wide variety of processes including HR services, procure-to-pay, IT tasks, testing, accounting, billing, and more. These solutions simply overlay existing systems and do not require extensive integration or configuration. Through this partnership, Genpact will be one of the first leading business process services companies to adopt mass scale rapid automation, an emerging trend that will drive significant levels of efficiency beyond labor arbitrage for BPO providers and their clients.

"Automation has emerged as an increasingly important part of the offerings and solutions that BPO service providers are bringing to the market, particularly the largest, most complex organizations," **said Charles Sutherland, executive vice president of Research at HfS Research.** "Partnerships like this are the natural culmination of the process when BPO service providers assess their methods and processes against today's maturity models for automation, and determine how the technology fits into the total picture of client value creation."

Genpact adds a key ingredient to autonomics that has so far been neglected – namely the deep understanding of process transformation and optimization that needs to complement automation efforts, and an end-to-end view of processes that optimizes the entire operation and not just tasks. The collaboration creates the opportunity to co-create platform and business-specific components aimed at increasing adoption of this technology and a reduced time to market, along with the development of new usage of this technology.

"We've been providing transformative automation solutions to multi-national enterprises for over a decade, helping them amplify their performance, competitiveness, and adaptability in the market," **said Mihir Shukla, CEO of Automation Anywhere.** "This technology is now being embraced by forward-thinking organizations like Genpact. With the immense process expertise that Genpact has, they have the ability to amplify the benefits and scale this to much larger levels. They are exactly the right organization for us to partner with in forging this new path in the outsourcing world and next-generation BPO technology."

"There's a mindshift taking place in the BPO market today, and it has everything to do with developing creative and effective options for our clients to ensure their success," **said Sanjay Srivastava, senior vice president and business leader, Enterprise Technology Services.** "This is part of Genpact's strategy to embed innovative systems of engagement technology into the fabric of clients' processes, helping them in their journey toward truly intelligent operations powering advanced operating models for a number of areas – from finance and accounting (F&A) to financial services to analytics support and many others. The non-intrusive, lightweight nature of these solutions will ensure that companies can adopt automation solutions that provide higher quality, control and compliance."

About Automation Anywhere

At Automation Anywhere, we believe that people who have time to create, think, and discover build great companies. That's why we've dedicated the last decade to driving the adoption of robotic process automation technology in leading Financial Services, BPO, Healthcare, Technology, and Insurance companies—to name a few—across more than 90 countries. Our intelligent process robots transform the way businesses operate, delivering complex business and IT work across a range of processes including procure-to-pay, quote-to-cash, HR administration, claims processing, and thousands of other front and back office processes. For additional information, visit www.automationanywhere.com.

About Genpact

Genpact (NYSE: G) stands for "generating business impact." We design, transform, and run intelligent business operations including those that are complex and specific to a set of chosen industries. The result is advanced operating models that foster growth and manage cost, risk, and compliance across a range of functions such as finance and procurement, financial services account servicing, claims management, regulatory affairs, and industrial asset optimization. Our [Smart Enterprise Processes \(SEP SM\)](#) proprietary framework integrates effective technology and data-driven insight into the fabric of enterprise processes to help our clients be more competitive. Our hundreds of long-term clients include more than one-fourth of the Fortune Global 500. We have rapidly grown to over 66,000 people in 25 countries with key management and corporate offices in New York City, but our global critical mass doesn't dilute our flexible and collaborative approach and our management team still drives client partnerships personally. Our clients attribute much of our success to our unique history – behind our 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 16 years. For more information, visit www.genpact.com. Follow Genpact on [Twitter](#), [Facebook](#), [LinkedIn](#), and [YouTube](#).

For more information:

Gail Marold

(Genpact Media Relations)

gail.marold@genpact.com

+1 919-345-3899

Matthew Kirdahy

(For Genpact U.S.)

matthew.kirdahy@ogilvy.com

+1 212-880-5358

Quintin Keanie

(For Genpact Europe)

quintin.keanie@ogilvy.com

+44 (0)207 309 1053

Jordan McMahon (Automation

Anywhere Media Relations)

jordan.mcmahon@automationanywhere.com

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