

# Genpact Formalizes Research Institute for Intelligent Operations

**Unique focus on enterprise operations' art of the possible through collective insights of a specialized ecosystem**

NEW YORK, Nov. 4, 2014 /[PRNewswire](#)/ -- Genpact Limited (NYSE: G), a global leader in designing, transforming, and running intelligent business operations, announces the formalization of the [Genpact Research Institute for Intelligent Operations](#). The Institute is a specialized think tank harnessing the "crowd-sourced" insights of Genpact – as one of the largest enterprise operations providers in the world – together with its ecosystem of clients, partners, and thousands of process operations experts. The Institute has already been operating for over 12 months, ensuring that Genpact generates a continuous feedback loop when partnering with clients to solve their business challenges.

The Institute's mission is to help companies run better by extending the art of the possible of advanced operating models for business process operations, from back to front office, across nine industries. The goal is to make enterprises' operations more intelligent by weaving technology and analytics into business processes and operations. The Institute oversees external collaborations with leading academic institutions such as MIT, as well as the engagement of global experts sourced through Genpact's proprietary operations solutions marketplace.

Cloud-based and mobile applications, advanced analytics, and powerful collaboration tools multiply the effect of well understood levers such as shared services, outsourcing, global delivery and process reengineering – and looking at them holistically will generate material impact. The Institute will give leaders with an operational mindset a practical place to understand what works and can be applied today to run their enterprises' operations better.

Some notable research outcomes of the Institute to date have been the [Business Process Operations compendium](#), [Target Operating Model for Finance](#), [Volatility and Adaptation Index](#), [Data-to-action-to-insight](#), and [Rigorous Business Case for Advanced Operating Models](#), as well as the advancement of other practices documented by [Genpact Insights](#). One particularly exciting result has been the [operations network analytics solutions](#) built on methods developed by MIT.

"There are very few sources of insight for leaders who are tired of often abstract visions and product vendors' hyperbole, yet discern the strategic value of process operations and want to make technology and analytics yield material results," said Gianni Giacomelli, senior vice president and chair of the Institute, Genpact. "Thanks to our work we observe and now share practical approaches to transformation that shrink the time to results and enable operational agility needed to run effectively in these uncertain and volatile times."

## 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 \(SEP <sup>SM</sup>\)](#) 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](http://www.genpact.com). Follow Genpact on [Twitter](#), [Facebook](#), [LinkedIn](#), and [YouTube](#).

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