

Global Supply Chain Management BPO: Genpact Named Leader by Analyst Firm Everest Group

Receives top score for services scale, scope, technology, delivery footprint, and market success

NEW YORK, April 23, 2015 [/PRNewswire/](#) -- Genpact (NYSE: G), a global leader in designing, transforming, and running intelligent business operations, today announced that it has been named a "Leader" in independent research firm Everest Group's latest PEAK Matrix™ assessment of supply chain management (SCM) business process outsourcing (BPO) service providers.

Genpact receives the highest collective score in the evaluated areas of service scope, technology capability, and overall market success – and is also recognized for its scale of operations along with a diversified client industry portfolio.

In today's volatile and interdependent business environment, organizations' competitiveness is increasingly reliant on highly effective supply chains. However, inaccurate demand forecasts, surplus inventory, surging materials and acquisition costs, and a host of other issues can have a significant negative impact on supply chain performance.

As supply chain processes and the management thereof become increasingly complex, many enterprises are leveraging third-party service providers to harness smarter, more robust solutions for their operations. To provide SCM BPO buyers with the insights they require to make informed decisions, the Everest Group report analyzes the industry and reviews 11 service providers.

Genpact's SCM solutions leverage its proprietary Smart Enterprise Processes (SEPSM) business process management framework to design, transform, and run intelligent supply chain operations by aligning operational processes, analytics, and information technology more tightly to business objectives. The company's SCM technology capabilities include a proprietary integrated business planning/sales and operations planning/collaborative planning, forecasting and replenishment platform, and partnerships with numerous business-process-as-a-service (BPaaS) providers.

Genpact reduced a leading consumer packaged goods (CPG) company's quality costs by 30 percent through a Kanban lean manufacturing process. It also designed, developed and deployed an integrated planning solution to reduce a global high tech security company's finished goods inventory by 25 percent.

Genpact also utilized a "should cost" analysis to help a top energy firm save \$1 million in direct materials costs and save 60 percent time in parts negotiations. It also helped a consumer appliance major save over \$5 million annually by performing network analyses to improve shipment consolidations, mode shifts, supplier window time, and frequency.

"We are delighted with this recognition of the value of our work. With our domain expertise in manufacturing and practical combination of process, derived among others from our heritage as a General Electric (GE) unit, and proprietary and third-party technology and analytics capabilities, Genpact has generated substantial results for its clients," **said Patrick Cogny, senior vice president and business leader, Infrastructure, Manufacturing and Services, Genpact.** "Our highly targeted approach focuses on the sustainable improvement of operations that drive measurable business impact, and offers a more concrete solution for many organizations."

Genpact's SCM solutions include indirect source to pay services, direct procurement support, logistics and

fulfillment support, purchase order management, sourcing strategy, supply chain decision services, spend and pricing analytics, and supply chain analytics. Genpact leverages its delivery capability across all SCM sub-processes, including make/manufacture, deliver, aftersales, master data management, reporting and compliance, and supply chain analytics.

To access a summary of Everest Group's report Supply Chain Management (SCM) BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2014, please [click here](#).

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 make our clients more competitive as they help them grow 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 \(SEPSM\)](#) proprietary framework helps companies reimagine how they operate by integrating effective Systems of EngagementTM, core IT, and Data-to-Action AnalyticsSM. Our hundreds of long-term clients include more than one-fourth of the Fortune Global 500. We have grown to over 67,000 people in 25 countries, with key management and a corporate office in New York City. Our global critical mass doesn't dilute our flexible and collaborative approach, and our management team still drives client partnerships personally. We generate impact quickly because of our business domain expertise and experience running complex operations, driving our focus on what works and making transformation sustainable. 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 additional information, visit www.genpact.com. Follow Genpact on [Twitter](#), [Facebook](#), [LinkedIn](#), and [YouTube](#).

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