

Genpact Establishes Operations in Kuala Lumpur

Shared services delivery center opens to strengthen operations in Asia

NEW YORK, July 11, 2016 /[PRNewswire](#)/ -- Genpact (NYSE: G), a global leader in digitally-powered business process management and services, has established operations in Malaysia's capital city of Kuala Lumpur, further strengthening its footprint in Asia, with the plan to provide finance and accounting (F&A), sourcing, and procurement services for a growing number of clients at this site. This will help Genpact deliver more holistic finance solutions to clients based on its Lean DigitalSM approach that leverages the power of digital technologies through middle and back office operations.

Malaysia, one of Asia's dynamic economies, has emerged as a thriving global business services hub. With a stable and attractive business environment, government support, educated workforce, and world-class infrastructure, Kuala Lumpur has become an increasingly important business location for many of Genpact's clients comprising approximately one-fifth of the Fortune Global 500 – the majority of which have operations in Malaysia and other Asia-Pacific countries. This supports one of the company's strategies of delivering services from regions where their clients run key operations.

Genpact is already working with GSK in this Kuala Lumpur location and expects to hire a number of professionals with domain expertise in F&A and procurement processes who will serve clients across a number of industries including financial services, insurance, and manufacturing. Being in an optimal time zone for supporting Asian operations, Genpact's Kuala Lumpur site will provide services in all South East Asian languages including Malay, Bahasa, Tagalog, Vietnamese, and Thai in addition to English – with the ability to provide Mandarin, Cantonese, Japanese, and Korean language services as a secondary location.

During an opening celebration at the center today, **Dato Wan Peng, Chief Operating Officer of Malaysia Digital Economy Corporation (MDEC), said**, "I welcome Genpact to Kuala Lumpur and wish them all the very best. We look forward to working with Genpact in their growth journey."

"Genpact is excited to establish our operations in Kuala Lumpur, where we'll be able to deliver transformation-driven business process, consulting, analytics, and digital services for existing and new clients in Asia," **said BK Kalra, senior vice president and business leader, Consumer Goods, Retail, Life Sciences and Healthcare, Genpact**. "Given the available and highly-skilled talent pool as well as favorable economic climate, we plan to grow this location over the next few years. This will strengthen our foothold in the Asia Pacific region, where we already have multiple large delivery centers in China, Japan, India, Singapore, and the Philippines."

About Genpact

Genpact (NYSE: G) stands for "**generating business impact**." We are a global leader in digitally-powered business process management and services. We architect the **Lean DigitalSM** enterprise through our patented Smart Enterprise Processes (SEPSM) framework that reimagines our clients' operating model end-to-end, including the middle and back offices. This creates Intelligent OperationsSM that we help design, transform, and run. The impact on our clients is a high return on transformation investments through growth, efficiency, and business agility. For two decades, first as a General Electric division and later as an independent company, we have been passionately serving our clients. Today, we generate impact for a few hundred strategic clients, including approximately one-fifth of the Fortune Global 500, and have grown to over 70,000 people in 25 countries, with key offices in New York City. The resulting business process and industry domain expertise and

experience running complex operations are a unique heritage and focus that help us drive the best choices across technology, analytics, and organizational design. For additional information, visit www.genpact.com. Follow Genpact on [Twitter](#), [Facebook](#), [LinkedIn](#), and [YouTube](#).

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