Genpact Positioned by Gartner as a Visionary in its 2017 Magic Quadrant for Managed Workplace Services, North America

Genpact also recognized in Gartner Critical Capabilities report covering service desk, digital workplace, and end-user device support services

NEW YORK, June 22, 2017 /PRNewswire/ -- Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation for clients, today announced that Gartner has named Genpact as a Visionary in its January 2017 Magic Quadrant for Managed Workplace Services (MWS), North America report. Gartner also recognized Genpact across three use MWS cases – Service Desk, Digital Workplace and End-User Device – in its Critical Capabilities for Managed Workplace Services, North America report published March 2017.

The Gartner Magic Quadrant evaluated 21 service providers of MWS based on 15 criteria, ability to execute, and completeness of vision. According to the report, providers positioned as a Visionary "have a clear vision of the market's direction and are focused on preparing for, but can improve their service delivery capabilities. Providers in the Visionaries quadrant have an effective vision of the MWS market, but have not invested in or delivered to that vision enough in the market to emerge as Leaders at this time. Three service providers qualified for inclusion in the Visionaries quadrant."

"We are honored to be named as a Visionary by Gartner because we feel Genpact has consistently driven innovation in the Managed Workplace Services market for our diverse client base," **said Monty Singh, senior vice president and business leader, Capital Markets and IT Services, Genpact.** "We leverage our strong workplace process transformation capabilities coupled with digital-led cognitive platforms to deliver services that significantly enhance the user experience for our clients' end user customers."

Genpact provides a user-centric digital workplace solution, WorkDesk. Leveraging leading virtualization technologies and integrating with automation, artificial intelligence (AI)-linked cognitive technology, and self-heal solutions, WorkDesk delivers a high level of efficiency and self-service through its neural chat, interactive chat, real-time chat translation, and mobile capabilities. Genpact has integrated this automation platform with all channels to deliver an excellent customer experience on behalf of its clients and drive up to 20 percent zero-touch support.

Genpact takes a proactive approach in troubleshooting by using a self-heal platform, designed to reduce turnaround time and improve user productivity. WorkDesk also integrates Panacea software with the Artificial Neural Intelligence from Genpact, providing a best-in-class platform with natural language processing (NLP) capabilities and AI to converse over voice and text. Acting as a virtual assistant, the platform interfaces between users and systems to seamlessly manage issues.

For more information about Genpact's MWS, see http://www.genpact.com/what-we-do/business-services/it-managed-services. For details about Genpact's Lean Digital^{SM} approach, visit http://genpact.com/leandigital. Gartner clients can access the two reports on gartner.com.

Gartner Disclaimer

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including

any warranties of merchantability or fitness for a particular purpose.

About Genpact

Genpact (NYSE: G) is a global professional services firm focused on delivering digital transformation for our clients, putting digital and data to work to create competitive advantage. We do this by integrating lean principles, design thinking, analytics and digital technologies with our domain and industry expertise to deliver disruptive business outcomes – an approach we call Lean Digital[SM]. We deliver value to our clients in two ways – through digital-led, domain-enabled solutions that drive innovation, and through intelligent operations enabled by digital that design, transform and run clients' operations. Our approach is continually refined in one of the world's largest digital process sandboxes, where we test and improve thousands of processes. For two decades, first as a General Electric division and since 2005 as an independent company, we have been passionately serving our clients. We generate impact for clients from the Fortune Global 500 and beyond, and employ over 77,000 people in more than 20 countries, with key offices in New York City, Palo Alto, London, and Delhi. For additional information, visit www.genpact.com. Follow Genpact on LinkedIn, Twitter, YouTube, and Facebook.

For more information:

Christian Coffield	**Abby Trexler**
(Genpact Media Relations)	*(for Genpact U.S.)*
christian.coffield@genpact.com	atrexler@peppercomm.com
+1 203-512-2535	+1 212-931-6179

To view the original version on PR Newswire, visit:http://www.prnewswire.com/news-releases/genpact-positioned-by-gartner-as-a-visionary-in-its-2017-magic-quadrant-for-managed-workplace-services-north-america-300478247.html

SOURCE Genpact Limited

---

https://media.genpact.com/2017-06-22-Genpact-Positioned-by-Gartner-as-a-Visionary-in-its-2017-Magic-Quadrant-for-Managed-Workplace-Services,-North-America