Genpact Helps Companies Speed Digital Transformation with Diagnostic Tool that Quantifies Intelligent Automation

Intelligent Automation Index determines process readiness for automation-from basic robotics through artificial intelligence-driving stronger business outcomes and greater return on investment

NEW YORK, July 31, 2017 /PRNewswire/ -- Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation, today announced enhancements to its intelligent automation (IA) services, with its Intelligent Automation Index, a patent-pending diagnostic tool that allows companies to quantify the automation potential of business processes.

The Intelligent Automation Index provides an algorithm-based assessment that objectively calculates automation potential, evaluating various technologies—basic robotics, machine learning, and cognitive automation—and offering indicative efficiency potential. As a result, companies have a clearer road map for their digital transformation journeys, to drive stronger business outcomes and achieve greater return on investment (ROI) through systematic planning from robotic process automation through intelligent automation using artificial intelligence.

The diagnostic tool leverages Genpact's deep domain expertise, which has helped clients automate more than 750 different type of processes at hundreds of companies around the world, resulting in an average 44 percent increase in productivity by significantly reducing cycle times.

"There is much hype about robotic process automation, intelligent automation, and artificial intelligence, leaving many companies unsure of where to start, and what ROI they will achieve," **said Shantanu Ghosh, senior vice president and global head of CFO Services and Consulting, Genpact**. "Our expertise in driving process transformation through automation, combined with our extensive industry knowledge, provides a quantifiable framework to guide automation strategically, and helps our clients future-proof their business and protect technology investments."

Using numerous parameters that Genpact has identified which significantly influence the potential for intelligent automation, the diagnostic tool assigns values to companies' processes, as well as sub-processes, and provides user-friendly heatmaps, dashboards, and detailed reports, driving more effective planning of digital transformation strategies.

Genpact is an industry leader in intelligent automation, as evidenced by its placement in two recent analyst and research firms' reports: the winner's circle of HfS Research's *2016 Blueprint Report on Intelligent Automation* , and a leader in *Zinnov Zones for Robotic Automation Services 2017* .

Genpact's IA capabilities are part of its ongoing strategy to drive digital-led innovation and digitally-enabled intelligent operations for clients around the world. For more information on Genpact's Intelligent Automation Index, see http://www.genpact.com/insight/solution-overview/genpact-intelligent-automation-index-quantify-plan-and-realize-strategic-outcomes-from-intelligent-automation?prrl-ia-082017.

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.

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