HfS Research Ranks Genpact Among Top Three Leaders in Artificial Intelligence

Genpact Cora platform's expansive set of AI technologies cited as key factor in recognition on HfS 2017 AI-powered OneOffice Premier League

NEW YORK, Aug. 8, 2017 /PRNewswire/ -- Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation for clients, today announced that HfS Research, a leading industry analyst firm, has named Genpact a top three early leader in providing artificial intelligence (AI) capabilities to the enterprise. HfS cited Genpact Cora, the company's modular, AI-based platform that accelerates digital transformation at scale, as a key factor in leveraging an expansive set of AI technologies.

Genpact ranks 3 among 22 global service providers in HfS' 2017 AI-powered OneOffice Premier League report, which evaluates five key pillars that align the front, middle, and back offices: digital customer engagement, design thinking for digital outcomes, digital underbelly, and intelligent digital support functions and processes.

"Genpact's process expertise and industry experience are proving real differentiating qualities in its ability to deliver real business results from artificial intelligence," **said Phil Fersht, chief executive officer, HfS Research.** "Genpact has been making smart investments in AI and related technologies, both organically and through strategic acquisitions, that are helping its ambitious clients speed digital transformation throughout their operations."

The HfS report acknowledges service providers whose vision and investments enable the AI-powered OneOffice, which HfS defines as enabling a broad set of automation and process technologies and approaches with AI advancing the decoupling of service delivery and labor arbitrage. Genpact believes it is the first in the industry to fully integrate automation, analytics, and AI engines – in a single, unified platform, embedded with and drawing insights from Genpact's deep domain expertise that comes from running thousands of intelligent operations and processes for hundreds of Fortune 500 companies across numerous industries.

In the report, HfS also noted both the expansion of Genpact's Lean Digital approach – which combines lean principles, design thinking, analytics, and digital technologies with domain and industry expertise to deliver disruptive business outcomes – and Genpact's acquisitions of Rage Frameworks and PNMsoft.

"To support clients on their automation journey, Genpact's Cora platform is providing all their automation and AI assets in a modular way. This includes the recent acquisition of Rage Frameworks whose capabilities allow for an expansive integration of semi and unstructured data," **said Tom Reuner, senior vice president, Intelligent Automation, HfS Research**. "The command and control center of Cora is providing a governance layer that is critical for scaling deployments."

"The challenge with digital transformation today is that enterprises have to take on substantial effort in effectively curating, risk-mitigating, and integrating various AI technologies," **said Sanjay Srivastava, senior vice president and chief digital officer, Genpact.** "HfS' analysis underscores both AI's ability to effectively drive innovation in digital transformation journeys, and the modular, integrated Genpact Cora platform's ability to combine industry acumen, process expertise, and artificial intelligence to deliver powerful business results."

Genpact's AI capabilities are part of its ongoing strategy to drive digital-led innovation and digitally-enabled intelligent operations for clients around the world. Learn more here about Genpact Cora. Click here to access the HfS report.

About HfS Research

HfS Research is The Services Research Company™—the leading analyst authority and global community for business operations and IT services. The firm helps enterprises validate their global operating models with world-class research and peer networking. HfS Research coined the term The As-a-Service Economy to illustrate the challenges

and opportunities facing enterprises needing to re-architect their operations to thrive in an age of digital disruption, while grappling with an increasingly complex global business environment. HfS created the Eight Ideals of Being As-a-Service as a guiding framework to help service buyers and providers address these challenges and seize the initiative. For additional information, visit www.hfsresearch.com .

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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