Genpact (PNMsoft) Named a Visionary in Magic Quadrant for Intelligent Business Process Management Suites

Magic Quadrant recognizes Genpact (PNMsoft) for its completeness of vision and ability to execute

NEW YORK, Nov. 15, 2017 /PRNewswire/ -- Leading analyst firm, Gartner, has named Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation, as a Visionary in Gartner's 2017 Magic Quadrant for Intelligent Business Process Management Suites report for its PNMsoft Sequence v.8.3.* This Gartner Magic Quadrant evaluated Genpact's iBPM product, PNMsoft Sequence v8.3, and its workflow capabilities that seek to enable change and experimentation. In October 2017, Genpact renamed this software as Cora SeQuence. PNMsoft, which Genpact acquired in August 2016, was also named a Visionary in this Magic Quadrant last year.

For the report, Gartner evaluated 19 intelligent business process management (iBPM) providers on the basis of completeness of vision, which evaluates market understanding, marketing strategy, sales strategy, offering (product) strategy, business model, vertical/industry strategy, innovation, and geographic strategy, and on the basis of ability to execute, which evaluates product or service, overall viability, sales execution/pricing, market responsiveness/record, marketing execution, customer experience, and operations.

"In an environment where technology changes constantly, companies want a roadmap for digital transformation that builds upon today's investments and prepares them for the future," **said Sanjay Srivastava, chief digital officer, Genpact**. "Our integration of dynamic workflow with other digital technologies helps our clients future-proof their business and accelerate transformation at scale."

Combining workflow with digital

The Genpact Cora platform integrates iBPM with other digital technologies across three key areas:

- **Digital Core:** cloud, software-as-a-service, mobility and ambient computing, robotic process automation, and dynamic workflow;
- **Data Analytics:** advanced visualization, data engineering, machine learning, and the Internet of Things;
- **AI:** conversational AI, computational linguistics, computer vision, and data science AI.

Transforming customer experiences

Genpact delivers meaningful business impact in clients' digital transformation initiatives. For example, Genpact helped a leading North American car retailer automate manual processes, enhance data visibility and establish control over multiple workflows. As a result, the company improved and standardized the way its business works, which enhanced its customer experience and drove significant cost savings.

Genpact also worked with a global nutritional supplements company to automate and reimagine the client's customer relationship management and reporting processes. The transformation significantly improved response time for order enquiries by 40 percent, enhancing service and allowing the company to assist more customers in less time.

For more information, see these links for details about Genpact Cora, Cora SeQuence, and the Magic Quadrant report.

*Gartner, Inc. "Magic Quadrant for Intelligent Business Process Management Suites" by Rob Dunie, Marc Kerremans, Van L. Baker, Jason Wong, October 24, 2017.

About the Magic Quadrant

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About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes for hundreds of Global Fortune 500 companies. We think with design, dream in digital, and solve problems with data and analytics. We obsess over operations and focus on the details – all 78,000+ of us. From New York to New Delhi and more than 20 countries in between, Genpact has the end-to-end expertise to connect every dot, reimagine every process, and reinvent companies' ways of working. We know that rethinking each step from start to finish will create better business outcomes. Whatever it is, we'll be there with you – putting data and digital to work to create bold, lasting results – because transformation happens here. Get to know us at Genpact.com and on LinkedIn, Twitter, YouTube, and Facebook.

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