Genpact Launches Cora CommandCenter to Transform Digital Workforce Performance and Automation Governance

Centralized, continuous monitoring helps protect technology assets and improve return on investment

SAN FRANCISCO, Sept. 19, 2018 /PRNewswire/ -- Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation, today announced the launch of Cora CommandCenter, a cloud-based product that improves performance of an enterprise's digital workforce by reimagining how companies govern and monitor automation operations.

Cora CommandCenter centralizes robotic process automation (RPA), intelligent automation, and workflow orchestration into a single view across locations, systems, and functions, providing visibility that companies have never had before. Management can see performance and productivity across operations, all in one place, with advanced analytics that drive predictive insights aligned to business outcomes.

By proactively tracking bot operations – 24 hours a day, seven days a week – Genpact helps protect companies' technology assets and drive greater return on investment. Cora CommandCenter can increase effectiveness of automation initiatives, while also dramatically reducing the time business and technology teams need to manage their digital workforce.

"One of the single largest shifts in the industry is the move from an entirely human workforce to a combination of people and machines," **said Sanjay Srivastava, chief digital officer, Genpact**. "Many executives don't realize that a digital workforce requires just as much – if not more – management as a human workforce. As companies expand the use of bots, the questions are around governing and monitoring performance, especially when integrating hybrid automation solutions. Cora CommandCenter answers these questions. It aggregates governance across leading RPA solution providers, improving operations of critical processes with the necessary controls."

Mitigates risk, improves security and compliance

Genpact Cora CommandCenter uses best-in-class security and data encryption technologies, which helps companies mitigate risk and improve compliance in automation and artificial intelligence (AI) implementations. User-friendly dashboards with auditing and analytics tools deliver predictive insights across business units, processes, and RPA solutions. Machine learning-enabled exception and incident management provides real-time push alerts.

By easily monitoring bot performance, task queueing, system livelihood, and process completions, across a wide range of RPA solutions and use cases, Cora CommandCenter facilitates scalability to speed digital transformation. Moreover, the product helps free up staff to focus on growth initiatives such as identifying new revenue streams and improving customer service.

Digital transformation for competitive growth

Cora CommandCenter is part of Genpact's ongoing strategy to drive digital-led innovation and digitally-enabled intelligent operations that help clients drive more meaningful business impact. Genpact has automated approximately 100 million transactions, identifying new ways of working that drive strategic business results. Genpact helps companies around the world unlock areas for competitive growth, achieving more than $325 million in annual savings and an average 40 to 50 percent increase in productivity for clients with RPA and

intelligent automation initiatives.

For example, a global food and beverage company's teams can now take on more strategic roles to improve customer service since Genpact helped automate 80 percent of invoices and 65 percent of help desk queries. Cora CommandCenter monitors key performance indicators to insure the digital workforce delivers quality results that align with strategic growth initiatives. The collections and cash automation delivers 90 percent of transactions with 99 percent accuracy, and RPA has lowered processing costs per invoice by 60 percent.

Cora CommandCenter is powered by Genpact Cora, a modular, AI-based platform that accelerates digital transformation at scale. The platform has capabilities in natural language understanding, conversational AI, computer vision, deep learning, big data, data science, data engineering, machine learning, RPA, ambient computing, dynamic workflow, and software-as-a-service. Genpact Cora allows companies to easily integrate advanced technologies, all delivered through a mature application program interface and open, flexible architecture.

Visit Genpact's website to learn more about how Cora CommandCenter and Genpact Cora help enterprises speed digital transformation to grow their business. See Genpact's products in action at booth 200 at the AI Summit in San Francisco, where Genpact is a premier sponsor and Srivastava has a keynote speech on September 19.

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 80,000+ 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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