Genpact Recognized for Client Impact at the NASSCOM Customer Service Excellence Awards 2018

Award celebrates Genpact's ability to leverage AI-based Cora platform to drive digital transformation

NEW YORK, Oct. 23, 2018 /PRNewswire/ -- Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation, has won an award in the Transformation category at the NASSCOM Customer Service Excellence Awards 2018.

Genpact's ongoing strategy to drive digital-led transformation services and digitally-enabled intelligent operations has been key to this recognition because of the significant business impact delivered to a reinsurance client. Using its Genpact Cora SeQuence dynamic workflow product, Genpact reduced lengthy information processing time caused by inconsistent data feeds and accelerated the process speed from 20 days to one day. Genpact's Lean Digital approach and its AI-driven platform, Genpact Cora, drove automation and efficiency in its operations, and increased customer satisfaction through speedy and accurate service, therefore enhancing the client's competitive advantage in the market.

"In today's dynamic environment, clients are looking for partners who understand their business intimately and can help them accelerate their transformation initiatives, leveraging digital to unlock the true potential in their organizations," **said Riju Vashisht, Digital Solutioning, RPA and Transitions Leader, Genpact. "**By combining our deep domain expertise with digital technologies, analytics, Lean principles, and design thinking methodologies, we are able to drive competitive advantage for clients like this leading reinsurer, making their businesses more intelligent, while also helping them achieve optimal ROI from their digital investments."

Expressing her delight on the achievement, **Debjani Ghosh, President, NASSCOM, said,** "It gives me great pleasure to announce that the Indian BPM Industry has been witnessing commendable growth over the recent years and has sustained itself as the leader in this space. Genpact among others have been pioneers in this domain and it is endearing to witness them receiving accolades for their contribution. It is wonderful to see the innovation and development carried out by the adoption of newer technologies, I hope these continue to revolutionize our processes and industry functions."

The award honors Genpact for delivering intelligent operations, powered by digital and analytics, to digitize the client's processes and deliver quicker outcomes by combining orchestration, workflow, and omnichannel intake.

NASSCOM's Customer Service Excellence Awards 2018 received 175 applications from 67 companies. Genpact was one among a total of three companies who have been awarded in the Transformation category at this year's NASSCOM Customer Service Excellence Awards.

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.

For more information:

Danielle D'Angelo	**Siya Belliappa**	**Laura Brooks**
(Genpact Media Relations - Global)	(*Genpact Media Relations - India)*	*(for Genpact U.K.)*
danielle.dangelo@genpact.com	siya.belliappa@genpact.com	Laura.Brooks@peppercomm.com
+1 914-336-7951	+91 - 98231333	+44 207 680 7113

View original content to download multimedia:http://www.prnewswire.com/news-releases/genpact-recognized-for-client-impact-at-the-nasscom-customer-service-excellence-awards-2018-300736111.html

SOURCE Genpact

---

https://media.genpact.com/2018-10-23-Genpact-Recognized-for-Client-Impact-at-the-NASSCOM-Customer-Service-Excellence-Awards-2018