Genpact Celebrates 20 Years in China

From its lead as one of China's first business process management centers to expanding operations throughout Asia, Genpact continues to strengthen capabilities to meet growing needs of clients

DALIAN, China, June 18, 2020 – Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation, is celebrating the 20th anniversary of opening its first delivery center in China.

As a pioneer in helping companies transform operations to drive strategic impact, Genpact opened one of the country's first business process management centers in Dalian in June 2000, providing clients with a flexible sourcing model to easily enter and expand in the Asian markets. Since then, Genpact has proven its ongoing commitment to the region by investing in 11 delivery centers throughout Asia, including Tokyo, Kuala Lumpur, and Singapore, and serving approximately 85 Japanese and global clients.

"In the last two decades, Genpact has grown substantially in Asia, serving as a trusted partner to help our clients reimagine their operations, while at the same time transforming our own business with deep investments in digital technology and domain expertise to drive greater impact for the companies we serve," said **Tiger Tyagarajan, chief executive officer, Genpact.** "Throughout this journey, China has been a strategically important location in our global delivery model, and our teams have formed long-lasting relationships with our clients who continually give us high marks for the value and customer satisfaction we bring to their businesses."

Over the past 20 years, Genpact expanded in the region from a site in Dalian, to growing its business with a strong regional network across several countries throughout Asia, such as Japan, Malaysia, and Singapore. Service offerings include finance and accounting, sourcing and procurement, customer service, human resources, and information technology in multiple languages including English, Mandarin, Cantonese, Japanese, Korean, Thai, Malay, and Vietnamese. In addition, the company has significantly strengthened its digital and consulting capabilities to drive innovation with artificial intelligence, intelligent automation, advanced analytics, and other cutting-edge technologies.

"As one of our chosen geographies, we are committed to growing further in Asia by continuing to strengthen our capabilities as a trusted digital transformation partner to our clients," said **Vivian Ho, chief operating officer, China, Japan, Malaysia, and Singapore, Genpact.** "We offer clients the opportunity to optimize their global businesses and unlock resources by leveraging our deep technology, process, and domain expertise, as well as extensive experience running operations for hundreds of global companies over the last 20 years in this market, and since Genpact's founding in 1997."

Genpact's operations in Asia have grown with an agility that delivers strategic business impact for its clients on a global scale. Recently, challenges related to COVID-19 impacted the centers in China earlier than other locations, and Genpact quickly pivoted to new operating models, delivering strong business continuity in the market. This fast action provided best practices for other regions to help clients around the world adapt, rise, and thrive in the global economy.

For more information, see Genpact Celebrates 20 Years in China.

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 primarily for Global Fortune 500 companies. We think with design, dream in digital, and

solve problems with data and analytics. Combining our expertise in end-to-end operations and our AI-based platform, Genpact Cora, we focus on the details – all 90,000+ of us. From New York to New Delhi and more than 30 countries in between, we connect every dot, reimagine every process, and reinvent companies' ways of working. We know that reimagining each step from start to finish creates better business outcomes. Whatever it is, we'll be there with you – accelerating digital transformation 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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MEDIA CONTACTS:

Satoko Hashiba
(For Genpact China and Japan)
+81-80-4944-3907
satoko.hashiba@genpact.com

Ashton Consulting
Genpact@ashton.jp
