Genpact Unveils Industry-First Operating Playbook for Scaling Responsible Generative AI Projects

Foundation Model Operations (FMOps) playbook, developed with Nasscom, provides blueprint for enterprise-wide generative AI projects

NEW YORK, Nov. 28, 2023 /[PRNewswire](#)/ -- [Genpact](#) (NYSE: G), a global professional services firm focused on delivering outcomes that transform businesses, has unveiled an industry-first playbook: *[FMOps – The Generative AI Imperative for Production](#)*. The playbook, which focuses on Foundation Model Operations (FMOps), provides practical guidelines for building solid and efficient foundations for generative AI solutions.

"As Generative AI reshapes enterprises across sectors, we continue to find that clients need clear directions for building ethical and scalable generative AI solutions," **said Sreekanth Menon, Global AI/ML Services Leader, Genpact.** "This playbook offers that blueprint, guiding the transition from pilot generative AI projects to production."

Developed in collaboration with Nasscom, a non-profit industry association and the apex body for India's $245 billion technology industry, the playbook delves into the fundamentals of FMOps. It meticulously outlines their operational benefits within AI systems: improved collaboration, faster release cycles, enhanced efficiency, rapid model deployment, seamless scalability, and risk reduction. The playbook also provides detailed discussions on FMOps, Large Language Model Operations (LLMOps) and Machine Learning Operations (MLOps), including:

- Understanding the distinctions of generative AI from traditional AI
- Recognizing the significance and importance of FMOps
- The role of LLMOps within FMOps and generative AI
- Key differences between MLOps and LLMOps

The playbook takes an in-depth look at LLMOps, which serve as the foundation for operational capabilities and infrastructure required to deploy generative AI solutions, and the steps necessary for successful implementation:

- Identifying the right model, technique, team, and technology stack
- Understanding the current LLMOps landscape
- Creating a Responsible, Accountable, Consulted, and Informed (RACI) framework for LLMOps implementation
- Operationalizing Large Language Models (LLMs) with LLMOps
- Selecting appropriate metrics
- Setting up policy management guardrails

The collaborative effort between Genpact and Nasscom builds upon previous work on [MLOps best practices](#), a set of principles that help technology teams develop, deploy, monitor, and scale AI models effectively.

To download a complimentary copy of the playbook, visit: [Moving Generative AI from Possibilities to Production](#).

About Genpact
Genpact (NYSE: G) is a global professional services firm delivering the outcomes that transform our clients' businesses and shape their future. We're guided by our real-world experience redesigning and running thousands of processes for hundreds of global companies. Our clients – including many in the Global Fortune 500 – partner

with us for our unique ability to combine deep industry and functional expertise, leading talent, and proven methodologies to drive collaborative innovation that turns insights into action and delivers outcomes at scale. We create lasting competitive advantages for our clients and their customers, running digitally enabled operations and applying our Data-Tech-AI services to design, build, and transform their businesses. And we do it all with purpose. From New York to New Delhi and more than 30 countries in between, our 115,000+ team is passionate in its relentless pursuit of a world that works better for people. Get to know us at Genpact.com and on LinkedIn, Twitter, YouTube, and Facebook.

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