

Genpact Launches AI-Driven Smart Command Center to Transform Equipment Service and Supply Chain Operations for Clients in Japan

Unlocking new opportunities for growth and innovation across industries

Tokyo, JAPAN, January 6, 2025 – Genpact Japan K.K., a subsidiary of Genpact (NYSE: G), a global professional services and solutions firm delivering outcomes that shape the future, today announced the launch of the Genpact Japan Smart Command Center K.K. (“Genpact SCC”). The SCC is a wholly owned enterprise set to redefine equipment service and supply chain operations in Japan through advanced data and AI technologies.

"Genpact SCC represents a significant step in leveraging advanced data and AI technologies to drive digital transformation," **said Allen Fukada, Representative Director and President, Genpact Japan K.K.** "By enhancing operational efficiency, accelerating service delivery, and optimizing supply chain processes, we are helping the beverage industry stay competitive while setting the stage for expansion into diverse sectors, unlocking new opportunities for growth and innovation."

Genpact SCC was created through a strategic partnership with Coca-Cola Bottlers Japan Inc. (“CCBJI”), a subsidiary of Coca-Cola Bottlers Japan Holdings Inc., and thinkrun Holdings Co., Ltd. (“thinkrun”), a leading operational service provider in the beverage industry. Originally [announced](#) on August 2, 2024, this collaboration heralds a new era of operational excellence and technology innovation. Genpact SCC centralizes the planning and management of equipment services and supply chain operations for the joint venture between CCBJI and thinkrun with the goal of improving field service speed and efficiency, driving innovation, and fostering broader collaboration.

Supported by a team with deep industry expertise, Genpact SCC leverages an advanced digital platform featuring data analytics with AI, machine learning, and cloud computing to deliver data-driven insights to optimize operations and enable smarter decision-making. By seamlessly integrating vast datasets, the platform enables real-time actionable insights, intelligent automation and supply chain optimization at scale.

Key objectives of Genpact SCC include:

- **Efficient Field Execution:** A unified platform consolidates data from digital work orders and core systems, automating KPI reporting, and generating actionable alerts. This enables real-time service tracking, early issue detection, and predictive decision-making for streamlined operations.
- **Supply Chain Optimization:** The platform enhances demand forecasting, inventory planning, and order management by analyzing historical data, inventory status, and lead times. These capabilities reduce spare parts inventory and boost field service productivity.

Looking ahead, Genpact SCC plans to expand beyond the beverage industry into sectors such as medical equipment and equipment maintenance, as well as international markets. By leveraging advanced, technology-driven solutions, it aims to establish itself as a world-class smart command center and model for sustainable growth.

Visit [here](#) to learn more about Genpact’s solutions and services in Supply Chain Management.

Outlines of Genpact Japan Smart Command Center K.K. (as of January 6, 2025)

- Name: Genpact Japan Smart Command Center K.K.
- Address: 5-5-13 Toyosu, Koto-ku, Tokyo
- Representative: Isao Oku, Representative Director and President
- Description of business:
 - 1) Contracted planning and management operations related to the placement, refurbishment, repair, and quality control of various sales equipment including vending machines
 - 2) Planning and consultation services related to the above
- Capital stock: ¥51,000,000
- Date of foundation: September 2, 2024
- Date of company split and share transfer: January 6, 2025
- Number of employees: Approx. 110
- Investment status: Genpact Japan K.K.: 100% (*All shares held by Coca-Cola Bottlers Japan Inc. will be transferred to Genpact Japan K.K. following the split of Coca-Cola Bottlers Japan Inc. and Coca-Cola Bottlers Japan Business Services Inc.)

About Genpact

Genpact Japan K.K. is a Japanese corporation of Genpact (NYSE: G), a global professional services and solutions firm delivering outcomes that shape the future. Our 125,000+ people across 30+ countries are driven by our innate curiosity, entrepreneurial agility, and desire to create lasting value for clients. Powered by our purpose – the relentless pursuit of a world that works better for people – we serve and transform leading enterprises, including the Fortune Global 500, with our deep business and industry knowledge, digital operations services, and expertise in data, technology, and AI.

Get to know us at genpact.com and on [LinkedIn](#), [X](#), [YouTube](#), and [Facebook](#).

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