Genpact Named Horizon-3 Market Leader in Generative Enterprise Services by HFS Research

HFS Horizons 2025 report highlights Genpact's deep industry knowledge and technology expertise to drive business outcomes across industries

NEW YORK, Feb. 3, 2025 /PRNewswire/ -- Genpact (NYSE: G), a global advanced technology services and solutions company, has been recognized as a Horizon 3 Market Leader in the *HFS Horizons: Generative Enterprise Services 2025* report. This annual report evaluates professional services firms based on their ability to deliver value to enterprise clients adopting AI and advanced technologies.

"The evolution of Agentic Intelligence marks a fundamental shift in how businesses must leverage AI to scale outcomes across the enterprise," said **Riju Vashisht, Chief Growth Officer, Genpact**. "As enterprises move beyond traditional AI implementations, they need partners that can combine agentic solutions with deep industry expertise and operational intelligence to drive outcomes at speed and scale. At Genpact, we're empowering our clients to scale intelligence rapidly and efficiently."

HFS' Generative Enterprise Horizons report highlights key trends shaping businesses, including the rise of Agentic AI, the shift to Services-as-Software, and the growing importance of AI-driven ecosystems and hyper-personalization. As enterprises move beyond point solutions toward scalable, intelligent automation, these trends reinforce Genpact's approach in driving innovation and outcomes for its clients.

The report calls out Genpact's AI Factory, which was formally announced on January 28 as the Genpact AI Gigafactory, a first-of-its-kind AI accelerator designed to help enterprises rapidly scale AI solutions from pilot to full-scale production. The report highlights Genpact's strong value proposition, combining domain knowledge with cutting-edge innovation to drive outcomes.

"Genpact is establishing itself as a trusted leader in generative enterprise services," said **David Cushman, Executive Research Leader, HFS Research**. "With a powerful combination of advanced AI capabilities and deep expertise, the team consistently delivers transformative, measurable outcomes—positioning them as a reliable partner for driving sustained growth."

The *HFS Horizons: Generative Enterprise Services 2025* report evaluated 40 service providers, analyzing their ability to address the "Why, What, How, and So What" of Generative Enterprise services. Providers were assessed on their value propositions, execution, innovation, go-to-market strategies, and market impact using HFS's proprietary criteria.

For more information on Genpact's AI capabilities, please visit Artificial Intelligence Business Solutions | Genpact.

About HFS Research
HFS Research, a leading global research and advisory firm, helps Fortune 500 companies navigate IT and business transformation with fearless insights and actionable strategies. With unrivaled access to Global 2000 executives, HFS empowers organizations to make confident technology and service decisions that drive competitive advantage. www.hfsresearch.com

About Genpact

Genpact (NYSE: G) is 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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