

Genpact Accelerates Innovation through Service-as-Agentic-Solutions

Moves beyond generic AI models to domain-specific autonomous agent-led delivery

NEW YORK, Feb. 5, 2025 /PRNewswire/ -- Genpact (NYSE: G), a global advanced technology services and solutions company, today announced the launch of its Agentic Solutions as part of its pivot to reimagining delivery. Genpact's Service-as-Agentic-Solutions will accelerate innovation for enterprises by fundamentally changing the way services are delivered, enabling business operations to evolve from traditional, linear models to autonomous agent-led delivery.

"The rapid evolution of intelligence is reshaping the future of work. Businesses are looking to effectively embed AI at scale," **said Balkrishan "BK" Kalra, President and Chief Executive Officer, Genpact**. "The key unlock is mass personalization and precision supported by strong governance of autonomous agent-led delivery. Our deep domain and process expertise allow us to build scalable Agentic Solutions, empowering enterprises to realize the full potential of AI while enhancing control and trust."

Accelerating the company's move to Service-as-Agentic-Solutions, Genpact is introducing its own Agentic Solutions. These are trained with an industry-specific semantic layer that allows agents to learn, adapt, and make autonomous decisions based on real-world feedback.

Genpact's Agentic Solutions are uniquely positioned to:

- **Enable mass personalization:** Genpact's contextual expertise facilitates modular design, ensuring flexibility, scalability, and efficiency in every solution. The company moves businesses beyond standardized processes to hyper-personalized, AI-driven service delivery.
- **Drive precision:** Unlike generic AI implementations, Genpact embeds granular industry-specific knowledge into its agents – making them self-improving to drive precision, adaptability, and deeper insights.
- **Deploy responsible AI:** As businesses delegate more tasks to AI, observability, security, and control become critical. Genpact's teams act as guardians to agents by integrating guardrails and providing human oversight to monitor AI actions, prevent errors, and maintain compliance.

The first Agentic Solution to launch in a series is "Genpact AP Capture" from Genpact's Accounts Payable (AP) suite, which is designed to modernize Accounts Payable. With pressure placed on today's CFOs to evolve the way their teams work, Genpact AP Capture leverages data and insights to enable faster invoice extraction with higher precision to deliver superior value.

Genpact's launch of Agentic Solutions follows the introduction of [Genpact AI Gigafactory](#), an AI accelerator that enables clients to develop, deploy, and scale AI.

For more information – please visit: [Service as Agentic Solutions | Genpact](#)

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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