Genpact Newsroom

Genpact Named a Leader in Everest Group's Banking Operations PEAK Matrix® Assessment 2025

Recognition highlights Genpact's AI-first, front-to-back banking operations capabilities across lending, payments, and servicing to deliver banking transformation

NEW YORK, Jan. 22, 2026 /PRNewswire/ -- Genpact (NYSE: G), an advanced technology services and solutions company, today announced it has been named a Leader in the ***Everest Group Banking Operations – Services PEAK Matrix® Assessment 2025***. The recognition highlights Genpact's ability to deliver end-to-end banking operations by combining deep domain expertise, AI-first digital platforms, and proven operational excellence. Download and read the full report here.

According to Everest Group, Genpact stands out for its comprehensive banking operations services and its ability to integrate modular platforms with AI to deliver measurable business outcomes across core banking journeys.

"Genpact supports a broad range of banking operations across consumer, commercial, and payments, combining deep domain expertise with digital platforms that streamline onboarding, lending, servicing, and transactions," said **Dheeraj Maken, Practice Director, Everest Group**. "The company's modular assets enable more consistent decisioning and workflow orchestration across credit and mortgage journeys."

The Leader positioning also reflects Genpact's focus on modernizing core banking operations at scale.

Raising the bar for banking operations

The Everest Group report highlights Genpact's differentiated approach to banking operations, including:

- **AI-enabled modular platforms** such as riskCanvas®, lending-as-a-service, Cora LiveSpread and asset finance-as-a-service that scale across credit, lending, and risk workflows
- **Digital twins** that reduce rework in mortgage journeys and speed up credit decisions
- **Advanced analytics and orchestration** that strengthen KYC (know your customer), customer service, and operational efficiency
- **Outcome-based commercial models** that tie pricing to measurable business milestones such as delinquency rates, fraud levels, and customer satisfaction
- **Genpact's Amazon Bedrock™** integration further strengthens AI-first financial crime risk management by improving detection quality while increasing efficiency at scale

"Banks don't need more pilots; they need platforms and partners that deliver results at scale," said **Anu Sachdeva, Business Leader for Banking & Capital Markets, North America, Genpact.** "This recognition reflects the power of our deep banking expertise, built over decades, and our ability to embed advanced technologies like agentic AI and digital twins into the core of operations, not just the edges. From faster credit decisions to smoother mortgage origination and stronger financial crime controls, we're helping banks turn innovation into real business impact."

To learn more about Genpact's services and solutions for Banking and Capital Markets, click here.

About Genpact
Genpact (NYSE: G) is an agentic and advanced technology solutions company. We leverage process intelligence

and artificial intelligence to deliver measurable outcomes. With a strong partner ecosystem and decades of client trust, we provide innovative solutions that transform how businesses run. Powered by a team with an active learning mindset and client centricity at its core, we deliver lasting value for the world's leading enterprises. Get to know us at genpact.com and on LinkedIn, X, YouTube, and Facebook.

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