Genpact Newsroom

Genpact Named a Leader in Everest Group's 2026 Financial Crime and Compliance Operations Services PEAK Matrix® Assessment for the Sixth Consecutive Year

Everest Group cites Genpact's shift to agentic AI in financial crime investigations, backed by scaled end-to-end operations

NEW YORK, Nov. 25, 2026 /PRNewswire/ -- Genpact (NYSE: G), the Agentic Operations company, has been named a Leader in Everest Group's 2026 Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment for the sixth consecutive year. Everest Group highlighted how Genpact pairs scaled, end-to-end FCC operations with proprietary solutions, including the riskCanvas® platform and the Genpact Banking Analyst Suite, using governed agentic AI to improve investigation efficiency.

"As financial institutions navigate evolving regulatory requirements across jurisdictions, they are increasingly seeking providers that can combine domain expertise with agile, scalable operations and technology-led transformation," said **Dheeraj Maken, Vice President, Everest Group**. "Genpact combines a scaled global FCC practice with its proprietary riskCanvas platform and Banking Analyst Suite, leveraging governed agentic AI to improve investigation efficiency and support more consistent compliance operations. Clients recognize its operational excellence, ability to scale across complex financial crime requirements, and collaborative approach to addressing evolving operational challenges. These strengths, alongside its shift toward technology-led and outcome-oriented managed services, have contributed to its recognition as a Leader in Everest Group's Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment 2026."

Everest Group evaluated 37 FCC operations providers across know your customer (KYC), AML, sanctions, fraud, investigations, and regulatory reporting. Everest Group highlighted these Genpact strengths:

- **Agentic AI in financial crime investigations:** Genpact is moving from gen AI-assisted workflows to agentic FCC operations through its Banking Analyst Suite. The Transaction Monitoring Analyst has already been deployed for Level 1 investigations with human-in-the-loop governance and measurable productivity impact.
- **Integrated platform and operations:** Genpact pairs scaled, end-to-end FCC operations with riskCanvas, its proprietary financial crime and compliance platform, rather than relying primarily on third-party platforms.
- **Broad technology ecosystem:** Genpact has built a broad FCC technology ecosystem that complements its proprietary technology across transformation programs.
- **Outcome-oriented managed services:** Genpact is shifting its FCC portfolio toward technology-led, outcome-oriented managed services, increasingly using transaction- and productivity-linked commercial models.
- **Expanding global footprint:** Genpact has strengthened its presence beyond North America, especially in Asia Pacific and Europe, supported by expanding Australian relationships and delivery investments in locations such as Lisbon and Bucharest.

"Financial crime teams can't afford to choose between speed and defensibility," said **Satish Acharya, Service Line Leader, Financial Crime & Risk Management, Genpact**. "As the Agentic Operations company, we run these operations every day, and that's where our AI agents learn: on real alerts, real cases, and real exceptions, with our investigators making the calls that matter. Being named a Leader by Everest Group reflects what our clients see in their results. We are on it because we are in it."

To learn more, read Everest Group's 2026 FCC Operations Services PEAK Matrix® Assessment.

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About Genpact

Genpact (NYSE: G) is the Agentic Operations company, where frontier AI meets context-rich process intelligence. For decades, we have run mission-critical operations for the world's leading enterprises across finance, risk, supply chain, banking, insurance, and procurement. Today, with Agentic Operations, agents run the work, and our experts own the outcomes, so clients grow faster, operate leaner, and convert more to cash. Get to know us at genpact.com and on LinkedIn, X, Instagram, YouTube, and Facebook.

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