



# Genpact Banking BPO Services

## Vendor Assessment Report Abstract

Andy Efstathiou  
Banking BPO Analyst  
NelsonHall

5 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's banking BPO profile on Genpact is a comprehensive assessment of Genpact's banking BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of banking BPO services and identifying vendor suitability for banking BPO services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector

## Key Findings & Highlights

This NelsonHall vendor assessment analyzes Genpact's offerings and capabilities in banking BPO services. Genpact is one of a number of banking BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Genpact has been providing banking BPO and technology management services since 2000. Genpact has a broad list of tier 1 banking clients that give it a diversified portfolio of banking services it delivers at scale.

Genpact's banking BPO services include retail banking, commercial banking, capital markets and KPO.

Genpact has a strong base of business and a global presence which should allow it to grow rapidly over the next 5 years. Its strong IT services practices in Oracle and SAP will also help it to support tier 1 banks' initiatives to adapt their custom platforms for additional outsourcing, including BPO.

## Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's banking BPO offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- Analysis of the company's strengths, weaknesses and outlook
- Revenue Summary
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's delivery organization including the location of delivery locations



## Contents

1. Background
2. Organization Structure
3. Target Markets
4. Key Offerings
5. Summary

## Report Length

5 pages

## Report Author

Andy Efstathiou

andy.efstathiou@nelson-hall.com

## Banking BPO Vendor Assessments:

Cognizant, CSC, Easiprocess, HCL, IBM, iGate, Infosys, Intelenet, NIIT, TCS, WNS