



Genpact Multi-Process FAO

Vendor Assessment
Report Abstract

March 2013

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19 pages

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Who Is This Vendor Assessment For?

NelsonHall's multi-process F&A BPO (MP FAO) Vendor Assessment for Genpact is a comprehensive assessment of Genpact's MP FAO offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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 multi-process finance & accounting outsourcing (MP FAO) services. Genpact is one of a number of F&A Outsourcing services companies analyzed as part of NelsonHall's MP FAO industry analysis.

Genpact is a \$1.9bn BPO and IT services provider headquartered in Gurgaon, India. Genpact was founded in 1997 as the captive shared services operations of General Electric (GE) and completed its IPO in 2007.

Genpact currently employs ~16,150 FTEs in its F&A business, of which ~12,000 are engaged in the delivery of multi-process F&A BPO (MP FAO) services.

With 6 MP FAO deals signed, Genpact can point to 2012 as being another successful year for its MP FAO business, underpinned by its investments in its SEP methodology and Smart Business Services analytics.

Genpact is looking to the European market to provide the main source of MP FAO opportunities in 2013. Having already established an enviable roster of global clients, including 20+ U.S. and European headquartered organizations supported from its main European delivery center in Bucharest, Romania, its Accounting Plaza acquisition provides Genpact with not only an expanded near-shore delivery footprint but also a growing European retail client-base.

Scope of the Report

The profile provides a comprehensive and objective analysis of Genpact's MP FAO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

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Multi-Process FAO Vendor Assessments are Available for:

Accenture, Capgemini, Genpact, HP, IBM, Infosys, TCS, Wipro, WNS Global Services.