



Genpact Analytics and Reporting BPS in Banking

Vendor Assessment
Report Abstract

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10 pages





Who Is This Vendor Assessment For?

NelsonHall's Analytics and Reporting BPS in Banking vendor assessment for Genpact is a comprehensive assessment of Genpact's analytics and reporting BPS in banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for analytics and reporting BPS in banking 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 assessment analyzes Genpact's offerings and capabilities in analytics and reporting BPS in banking. Genpact is one of a number of analytics and reporting BPS companies analyzed in NelsonHall's comprehensive industry analysis programs.

Overview

Genpact began delivering financial industry-specific processes (including analytics BPS) to General Electric Capital in 1998 (two years after the founding of GECIS, which at the time was part of General Electric). The financial services experience gained with GE Capital allowed Genpact to bid for other financial services business.

This vendor profile focuses on analytics and reporting BPS. Initially, analytics were provided for F&A within the accounts receivable process (collections for loans and leases). When GECIS went public as Genpact in 2005, Genpact began acquiring other financial institutions as clients for analytics and reporting BPS.

Delivery Capabilities

Genpact's analytics and reporting BPS delivers services from four delivery centers:

- NCR (capital region)
- Bangalore
- Kolkata
- Hyderabad.

Target Markets

Genpact's primary targets for analytics and reporting BPS are:

- GE Capital
- Top U.S. banks
- Mid-tier U.S. banks
- Tier one mortgage servicers
- Auto finance captives
- Large wealth management firms in the U.S.
- Commercial finance companies in the U.S.
- Tier one and regional European banks (especially Germany and Nordics)
- Tier one Australian banks
- Large U.K. banks.

In future, Genpact will continue to target U.S., U.K., German speaking, Nordics, and Australian financial institutions.

Strategic Direction

Genpact is looking to grow its analytics and reporting BPS business by:

- Deploying an analytics and reporting platform, Intelligent Process Insights Engine (IPIE), to facilitate an automated set of services, adapted to individual client engagements
- Working with universities and partners to access the required skills, which are in short supply in the industry
- Scaling support for existing clients by supporting compliance efforts, primarily via shared services.

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Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's analytics and reporting BPS in banking 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.

Report Length

10 pages

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Analytics and Reporting BPS in Banking Vendor Assessments Also Available for:

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