Genpact
Intelligent Automation Services in Banking

Vendor Assessment
Report Abstract

January 2021

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12 pages

Who Is This Vendor Assessment For?

NelsonHall's Intelligent Automation Services in Banking Vendor Assessment for Genpact is a comprehensive assessment of Genpact's Intelligent Automation in Banking offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation processes and identifying vendor suitability for intelligent automation 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

Genpact started its process automation practice in 2014. Initially, it provided BPS delivery of its RPA and AI services; but now it delivers RPA and AI services to its client's internal shared services environments.

The intelligent automation practice was launched as part of the Lean Digital strategy in April 2015. The Lean Digital strategy employed new technologies, including RPA, NLP, NLG, Translation, IoT, Machine Learning, and Cognitive and AI.

To build the practice, Genpact hired internally and developed IA and automation skill sets, as well as acquired firms to enhance its capabilities. Firms acquired include:

- PNMSoft (Q3 2016): Vendor of dynamic workflow, case management, and work optimization solutions

- Rage Frameworks (Q2 2017): Artificial Intelligence for Financial Services

- Barkarwi Consultants (Q3 2018): Supply chain management consulting

- Tandem Seven (Q4 2017): Digital Customer Experience Design

- RiskCanvas (Q1 2019): Risk management and digital financial crimes compliance

- RightPoint (Q4 2019): Digital Customer Experience Design

- Something Digital (Q4 2020): Digital Customer Experience Design

Scope of the Report

The report provides a comprehensive and objective analysis of intelligent automation services 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.

Contents

Report Length

12 pages

Managed Services in Banking Vendor Assessments Also Available for:

Accelirate

Atos

Broadridge

Capgemini

CGI

Cognizant

Conneqt

Datamatics

FIS

Genpact

Infosys

LTI

Mindtree

Mphasis

Quantifi

TCS

Tech Mahindra

Teleperformance

UST

Virtusa

Wipro