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Genpact
IoT Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's IoT Services Vendor Assessment for Genpact is a comprehensive assessment of Genpact's IoT service offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for IoT services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the IoT sector.

Key Findings & Highlights

Genpact had calendar year 2017 revenues of $2.7bn. Its headcount at the end of 2017 was 78k. The company has a market cap of ~$6.6bn.

During 2016-27, Genpact focused on several areas including asset management, remote monitoring and diagnostics, and preventive maintenance.

In parallel, in 2016-17, Genpact, at the corporate level, worked with management consulting firm McKinsey on its corporate strategy and its service portfolio. Both companies identified 12 service offerings that were strategic to the firm. IoT was one of these 12 strategic offerings, along with other digital transformation offerings; and is part of Genpact's e Horizon 2 services that are emerging services with mid-term commercial potential.

From an IoT perspective, the implications of this work with McKinsey include:

- Sharpening the focus of its IoT portfolio

- Focus on consulting, analytics and AI, and managed IoT services.

Unlike most of its competitors, Genpact decided not to create its own IoT platform: a core element of its IoT platform strategy lies around:

- GE Predix, with a focus on industrial IoT

- ServiceMax, an ISV acquired by GE Digital in January 2017, in terms of field services

- Microsoft around Azure IoT Suite. Genpact is heavily focusing on Microsoft, and has trained in the past six months 15 personnel on Azure IoT Suite

- Cisco Kinetics, around smart city

- Hitachi.

In addition, in the past six months, Genpact has been expanding its capabilities around Microsoft Azure IoT Suite.

Finally, Genpact believes that its USP is its domain knowledge and its business process approach to IoT projects, and wants to avoid taking pure technology approaches to IoT.

Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's IoT service offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components, accelerators, and "platforms"

- Revenue estimates

- Identification of the company's strategy, emphasis and new developments

- Analysis of the profile of the company's customer base including the company's targeting strategy

- Analysis of the company's strengths, weaknesses and outlook.

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