



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

Property & Casualty Operations Transformation

Genpact

Report Abstract

December 2023

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19 pages

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Who is this Vendor Assessment for?

NelsonHall's P&C Operations Transformation profile on Genpact is a comprehensive assessment of Genpact's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Genpact and identifying vendor suitability for P&C Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the P&C Operations Transformation sector.

Key Findings & Highlights

Genpact is a global business process management and technology company headquartered in New York, NY, U.S. Genpact offers industry services across various domains, including insurance, banking, capital markets, consumer goods and retail, healthcare, and life sciences, high-tech, manufacturing, media, publishing, and entertainment, private equity, software, and digital platforms. Overall, Genpact has ~800 clients globally with a net revenue of ~\$4.37bn for FY 2022. Genpact has ~115,000 employees and operates out of ~100 delivery centers across North America, EMEA, APAC, and LATAM regions.

Genpact's P&C insurance business covers personal, commercial, specialty, and Lloyd's of London. NelsonHall estimates that the P&C insurance space globally accounts for ~5% of Genpact's total revenue, and P&C BPO services account for ~1% of overall revenue.

Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's P&C Operations Transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

P&C Operations Transformation Vendor Assessments also available for:



Cogneesol

Cognizant

DXC Technology

Mphasis

Tata Consultancy Services (TCS)

WNS Global Services (WNS)

Xceedance

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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