



Genpact F&A BPO in Financial Services

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for Genpact is a comprehensive assessment of Genpact's Finance & Accounting BPO offerings and capabilities in the financial services sector. This report is 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 F&A BPO offerings and capabilities in the financial services sector. Genpact is one of a number of F&A outsourcing services companies analyzed as part of NelsonHall's comprehensive industry-analysis programs.

Genpact is a BPO and consulting services provider headquartered in New York and one of the largest F&A BPO providers, with ~18k FTEs operating from 37 delivery centers, and with 134 clients across various industries.

BFSI accounts for 20% of overall F&A BPO business, with ~3.7k FTEs and 28 clients from the banking, financial services and insurance sectors. Genpact's first BFSI client (outside of GE Capital) was Wells Fargo; in 2006, Genpact began providing transactional F&A, before moving into banking specific processes, for this American multinational bank. Genpact began providing F&A to Employers Reinsurance Group and Genworth, prior to 2006; these insurance companies were originally part of GE before being divested.

Scope of the Report

This report provides a comprehensive and objective analysis of Genpact's F&A BPO offerings, capabilities, and market and financial strength with regard to the FS sector, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Profile and analysis of the company's customer base, including its targeting strategy
- Analysis of the company's strengths, weaknesses and outlook.



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Report Length

6 pages

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F&A BPO in Financial Services Vendor Assessments Also Available for:

EXL

HCL

IGATE

Infosys

TCS

Wipro

WNS