



# 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 has a horizontal service line for IoT that provides consulting, implementation, and operations. The IoT service line has ownership, through its leader, over P&L, sales, CoE, and delivery. Its core team comprises ~450 IoT personnel (at the end of CY 2016).

The IoT service line also call upon capabilities in other Genpact units, e.g. analytics, digital (which also includes ML, LP/NPG, and RPA), and other Genpact units.

Genpact's IoT service line targets manufacturing, supply chain, and aftermarket services functions in the manufacturing sector. This, along with its background as a GE captive and the emergence of GE Digital's Predix as an IoT platform (with strengths in the manufacturing sector), explains why GE remains a key element of Genpact's IoT strategy.

Genpact has ~200 developers trained on Predix. An estimated 50 are certified by GE. Genpact is targeting to train 1k personnel on Predix by December 2017.

Genpact's IoT service line offers a wide range of services including consulting, systems integration, and managed services.

Genpact highlights that one of its USPs is its Machine to P&L Impact approach, which it uses across phases of IoT projects.

Machine to P&L relies on a business benefit-led service (as opposed to a IoT technology based approach). It is built around eight steps, ranging from a business perspective ("re-define" business outcomes to business process re-engineering, or "redesign" business processes and identify data needs), to operations and monitoring (taking an iterative approach, and feeding back into the design phase).

## 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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## Report Length

Seven pages

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