



# Genpact Transforming Managed Services in Banking

Vendor Assessment  
Report Abstract

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11 pages





## Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of managed services processes and identifying vendor suitability for Managed 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 has been delivering managed services to the BFS industry since 1997. Genpact started as the shared services operations center for GE Capital to provide business process services. It then expanded to all of GE's global business units. In 2008 Genpact went public.

Genpact subsequently has acquired multiple vendors to enhance and grow its services capabilities. Genpact's focus has been on acquiring CX and AI capabilities. Key acquisitions which have supported the growth of its managed services capabilities include:

- Rage (2017): AI platform and consulting vendor
- TandemSeven (2017): experience design vendor
- riskCanvas (2019): Financial Crimes software platform, acquired from Booz Allen Hamilton
- Rightpoint (2019): digital . experience consultancy

## Scope of the Report

The report provides a comprehensive and objective analysis of managed 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.

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## Report Length

11 pages

## Managed Services in Banking Vendor Assessments Also Available for:

Antworks

Atos

Avaloq

Broadridge

Capgemini

Capita

Cognizant

DXC

FIS

Genpact

Happiest Minds

Infostretch

Infosys

Kuliza

Mindtree

Sopra Steria

Tech Mahindra

TCS

Genpact

Wipro

