



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

Supply Chain Transformation For Sustainability

Genpact

Report Abstract

May 2024

By Vaibhav Wardhan

Principal Analyst

NelsonHall

19 pages

Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is this Vendor Assessment for?

NelsonHall's supply chain transformation for sustainability profile on Genpact is a comprehensive assessment of Genpact's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of supply chain transformation services with a focus on sustainability services and identifying vendor suitability for supply chain services with a focus on sustainability RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the supply chain services with a focus on the sustainability sector.

Key Findings & Highlights

Genpact is a global professional services company delivering BPS and consulting services with a core focus on transformation. Genpact reported revenue of ~\$4.5bn in 2023.

The company offers core services for customer care, finance and accounting, risk and compliance, sales and commercial, sourcing and procurement, sustainability, supply chain, and trust and safety. It employs ~120,000 professionals globally. Genpact has ~20 years of experience offering SCM services. However, the major focus and growth in SCM offerings started post-2018 when Genpact acquired Barkawi Management Consultants.

Within supply chain management, Genpact aims to elevate businesses' supply chain performance by combining practical, industry-led expertise, advanced digital technologies (including generative AI), data-driven solutions, and methodologies to help organizations gain end-to-end supply chain visibility and maximize returns from existing technology investments.

Genpact offers supply chain management services across advisory, managed services, technology, and sustainability through a mix of data, technology, and analytics capabilities. Services include AI- and ML-led deployments, tech implementations, end-to-end transformations, and outcome-driven SCM offerings.

NelsonHall estimates ~12,500 SCM FTEs support Genpact's clients across managed services, engineering, reporting and analytics, and technology services. NelsonHall expects Genpact to grow its SCM offerings revenue and headcount by 10-15% annually for the next two-three years. With a focus on integrating technology, analytics, and outcome-based engagements, NelsonHall expects Genpact will further increase average SCM services revenue per client.

Genpact's strategy for SCM services is to build an ecosystem of non-linear offerings that are highly connected and autonomous with a focus on carbon emission, circular supply chain, and fair operations within the ESG framework.

Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's supply chain transformation for sustainability 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.

Supply Chain Transformation for Sustainability Vendor Assessments also available for:

Accenture

Capgemini

GEP

Infosys

TCS

Tech Mahindra

WNS.

About The Author

Vaibhav is a Principal Analyst with responsibility for NelsonHall’s F&A & Supply Chain Transformation research program.

Vaibhav assists both buy-side and vendor organizations in assessing opportunities and supplier capability and advising on operational transformation in the F&A and supply chain management domains.

Prior to joining NelsonHall, Vaibhav worked for over 13 years in various consulting/BPS industry roles, assisting clients with their sourcing and procurement transformation. Vaibhav has worked with Genpact, Accenture, and GEP, assisting Fortune 100 clients with sourcing, spend analytics, and procurement transformation assignments. He also worked with Novartis Healthcare in an internal consulting role supporting indirect procurement.



Vaibhav can be contacted at:

- Email: vaibhav.wardhan@nelson-hall.com
- Twitter: [@Vaibhav_NH](https://twitter.com/Vaibhav_NH)

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

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

29 Rose Hill
Binfield
Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris

115 rue de Reuilly,
75020 Paris
Phone: +33 (0)6 23 81 17 54

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.