



Genpact Order to Cash

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's F&A outsourcing profile on Genpact is a comprehensive assessment of Genpact's O2C outsourcing offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of O2C outsourcing services and identifying vendor suitability for O2C outsourcing 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

This NelsonHall vendor assessment analyzes Genpact's offerings and capabilities in O2C outsourcing services. Genpact is one of a number of O2C outsourcing service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Genpact's O2C services sit within its F&A BPO service line, along with Accounts Payable and Order to Cash.

Originally Genpact's O2C services were offered exclusively to its parent company GE and GE subsidiaries. Today Genpact has a large B2B O2C business.

Most of Genpact's clients are global corporations for which Genpact provides O2C services from multiple locations across multiple geographies. Given Genpact's GE heritage, both the manufacturing and BFSI sectors remain a significant target market for O2C services.

Genpact is looking to expand its sales capabilities in O2C and continue to grow its CFO partner network.

Scope of the Report

The report provides a comprehensive and objective analysis of Genpact's O2C outsourcing offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- Identification of the company's strategy, emphasis 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
- Key client examples
- Analysis of the company's delivery organization including the location of delivery locations



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Report Length

16 pages

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F&A Outsourcing Vendor Assessments:

Accenture, Capgemini, EXL Service, Firstsource, IBM, Steria, Sutherland, WNS, Xerox