

Horizon 2 Enterprise Innovator

Enterprise-wide Value
Driving Stakeholder Experiences

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Cards and payments service providers, 2023

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Domain and deep payments
process expertise helps
deliver transformations for
cards and payments



Value proposition: Genpact is helping the cards and payment ecosystem—payment facilitators and acquirers, processors, payments gateways, issuing banks, card networks, and sponsoring banks—to operationalize, modernize, and transform through data, analytics, AI, automation, and experience design.

Growth proof points: Recruiting focused industry leaders and the acquisition of riskCanvas in 2019 formalized its payments practice. The acquisition of Rightpoint enhances user and employee experience capabilities for commercial and consumer payments products and supports e-commerce needs in the payment context. Deepening partnerships with technology providers help Genpact serve up custom and innovative partner-integrated solutions.

Key differentiators: Genpact leads with consulting. It strengthened its consultancy expertise in cards and payments by launching a dedicated practice and integrated its depth in FCRM. Payments domain experts are involved in pre-sale activities and are embedded as advisors in the solution process, conducting detailed “blueprinting” for actionable roadmaps. The firm approach is more customer oriented, practical, and agnostic, not always offering bundled end-to-end solutions but modular to fill missing gaps and stabilize friction points in their card, merchant, or payments processes. Marrying its horizontal expertise in an industry context while integrating data and analytics chops enables its strong delivery.

Outcomes: Customer outcomes include straight-through processing for a leading payment gateway that reduced customer services tickets by 10% and average merchant onboarding time by 18%. It also executed an end-to-end due diligence transformation for card issuance and merchant adjudication that significantly reduced risk, cost, and handling time.

Customer kudos: Clients appreciate the firm's methodical approach, deep knowledge, commitment, and leadership.

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Access the report at www.hfsresearch.com