

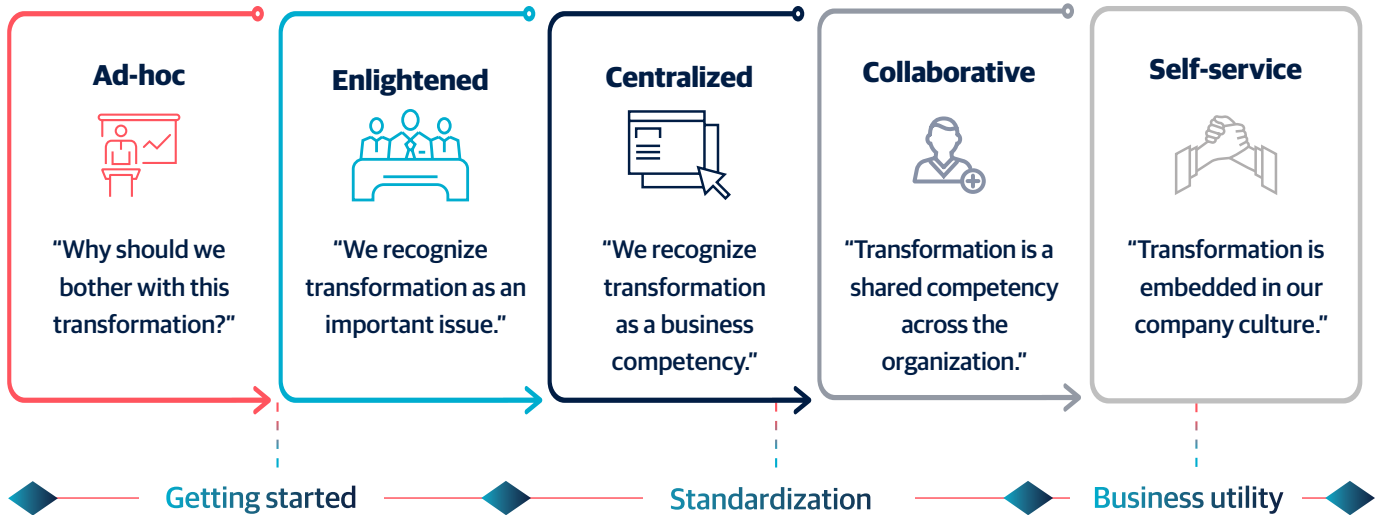


Unlock innovation with **Genpact** and **servicenow**®

Create fast, intelligent workflows
to meet your business goals



For every stage of your transformation journey



Our value proposition

Augment your workflows with fast, intelligent workflow automation backed by machine learning (ML) and generative AI capabilities

Unified user experience

AI-enabled system of engagement

Differentiated offerings for business units

Genpact's IP in key focus areas

Technology

ServiceNow modules

Build industry and business unit specific solutions and services

Leverage AI/ML capabilities, including gen AI, to manage multiple processes, disparate data, and legacy systems

Agile and flexible tools to help you thrive

Source to pay as-a-service

Cloud-based procurement as-a-service that puts people first
Streamline accounts payable processes with payables as-a-service



IT services transformation

Better IT services, operations, and asset management



Enterprise and unified helpdesk

A single integrated enterprise helpdesk platform



Lending as-a-service

Automate and scale your loan processes



Risk as-a-service

A tailored risk and compliance framework



Digital health

A centralized experience for improving health outcomes



Industries we support



Banking and capital markets



Consumer goods and retail



Insurance



Manufacturing

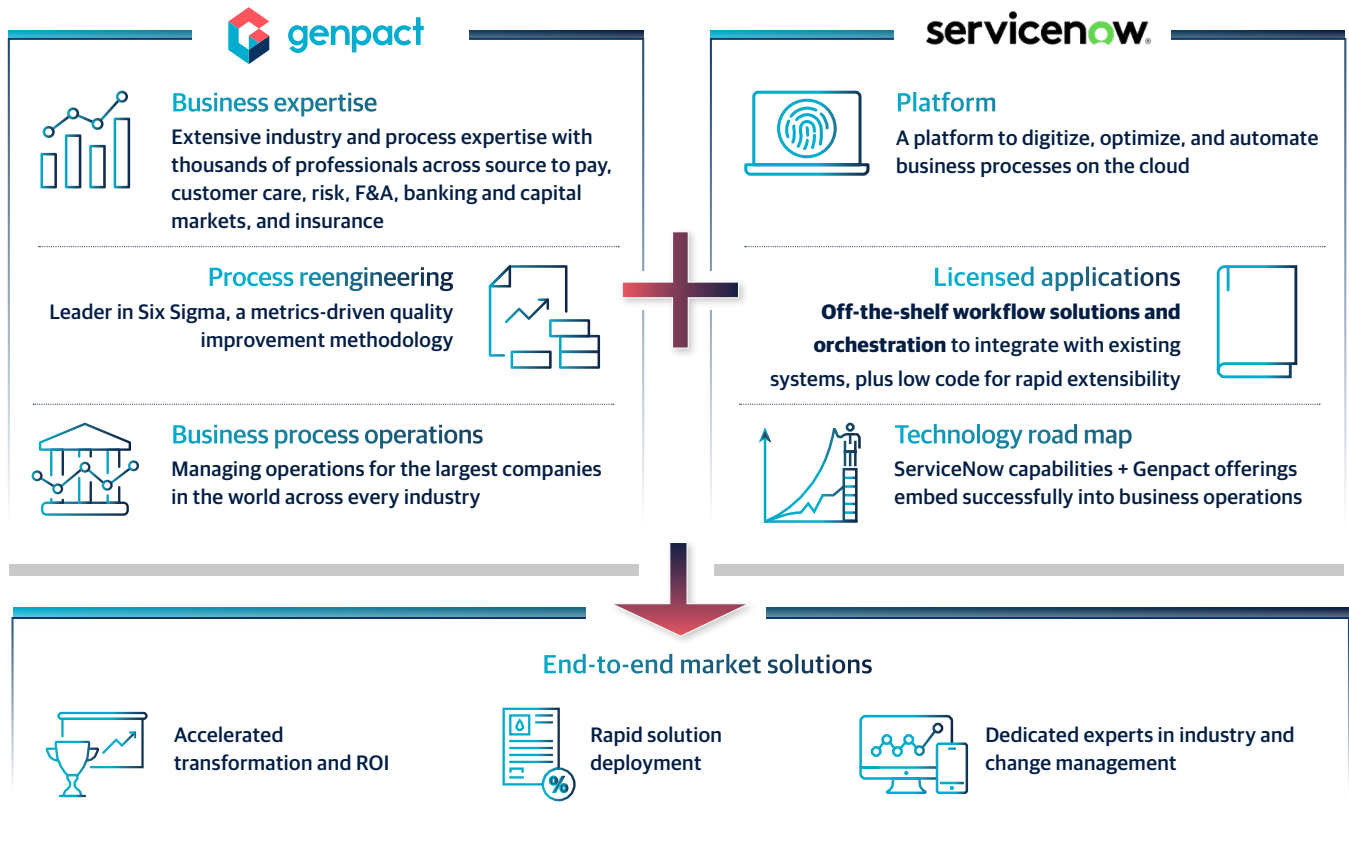


Healthcare and life sciences



High tech and services

Delivering operational success for your business



The power of our partnership

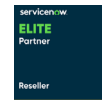


Tried, tested, and trusted for your industry

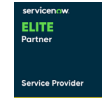
“ Genpact is an Elite partner of ServiceNow, and together, we have built best-in-class industry solutions and differentiated offerings. Through our ongoing collaboration, we look forward to delivering compelling business outcomes to clients as they accelerate their digital transformation initiatives.”

David Parsons, SVP, Global Alliances and Partner Ecosystem, ServiceNow

Recognized “Product Challenger” in ISG ServiceNow Provider Lens™ report – 2024



1. Elite partner Reseller - Genpact markets and resells ServiceNow products and packaged services



2. Elite partner Service Provider - Genpact delivers as-a-service and managed services to drive customer success at scale.



3. Elite partner Consulting and implementation - Genpact delivers implementations, consulting, transformation, and deployment, offering creation, adoption, and ongoing support

Genpact and ServiceNow in action



Dropbox

Dropbox selected ServiceNow, alongside Genpact as its consulting and implementation partner, to build an efficient, cross-functional, and transparent purchasing experience for employees



Olympus

We built a multilingual ServiceNow helpdesk for consistent services across different Olympus locations, giving employees fast access to support without language barriers



Kraft Heinz

Kraft Heinz combats supply challenges with ServiceNow and Genpact to streamline order management for greater efficiency and an improved customer experience



A medical technology device manufacturer

Genpact and ServiceNow transformed procurement for a leading medical technology company for better employee and customer experiences



A leading financial organization

Improving business continuity with an operational resilience framework built on the ServiceNow Integrated Risk Management (IRM) platform

About Genpact

Genpact (NYSE: G) is a global professional services and solutions firm delivering outcomes that shape the future. Our 125,000+ people across 30+ countries are driven by our innate curiosity, entrepreneurial agility, and desire to create lasting value for clients. Powered by our purpose – the relentless pursuit of a world that works better for people – we serve and transform leading enterprises, including the Fortune Global 500, with our deep business and industry knowledge, digital operations services, and expertise in data, technology, and AI.

Get to know us at genpact.com and on [LinkedIn](#), [X](#), [YouTube](#), and [Facebook](#).

About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit: www.servicenow.com.

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