

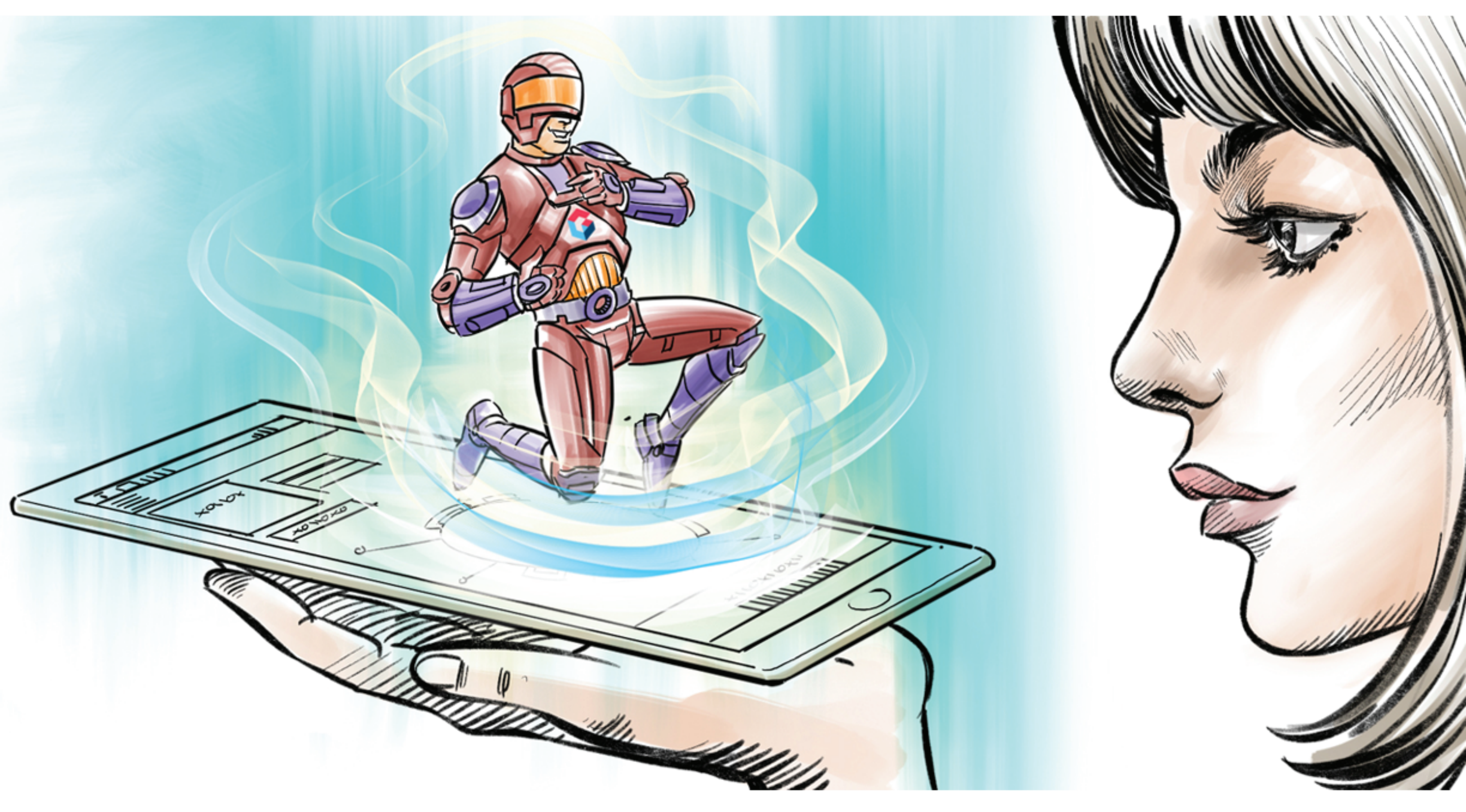
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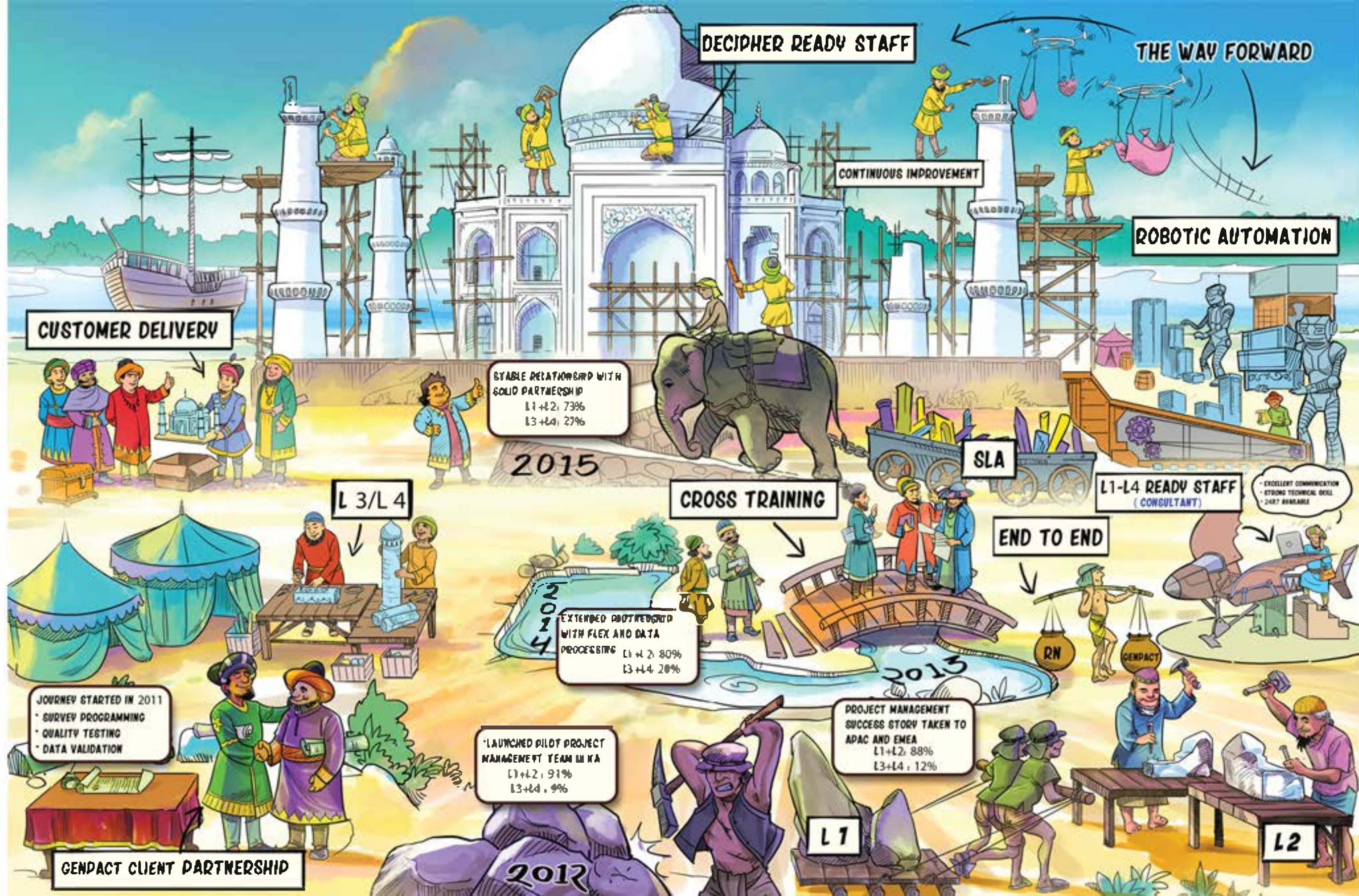
BCM Ship

RISK BOAT

2BN @ 20%

S. S. 2000





DECIPHER READY STAFF

THE WAY FORWARD

CONTINUOUS IMPROVEMENT

ROBOTIC AUTOMATION

CUSTOMER DELIVERY

STABLE RELATIONSHIP WITH GOLD PARTNERSHIP
L1+L2, 73%
L3+L4, 27%

2015

SLA

L1-L4 READY STAFF (CONSULTANT)

EXCELLENT COMMUNICATION
STRONG TECHNICAL SKILL
24x7 AVAILABLE

L3/L4

CROSS TRAINING

END TO END

EXTENDED PARTNERSHIP WITH FLEX AND DATA PROCESSING
L1+L2, 80%
L3+L4, 20%

PROJECT MANAGEMENT SUCCESS STORY TAKEN TO APAC AND EMEA
L1+L2, 88%
L3+L4, 12%

JOURNEY STARTED IN 2011
SURVEY PROGRAMMING
QUALITY TESTING
DATA VALIDATION

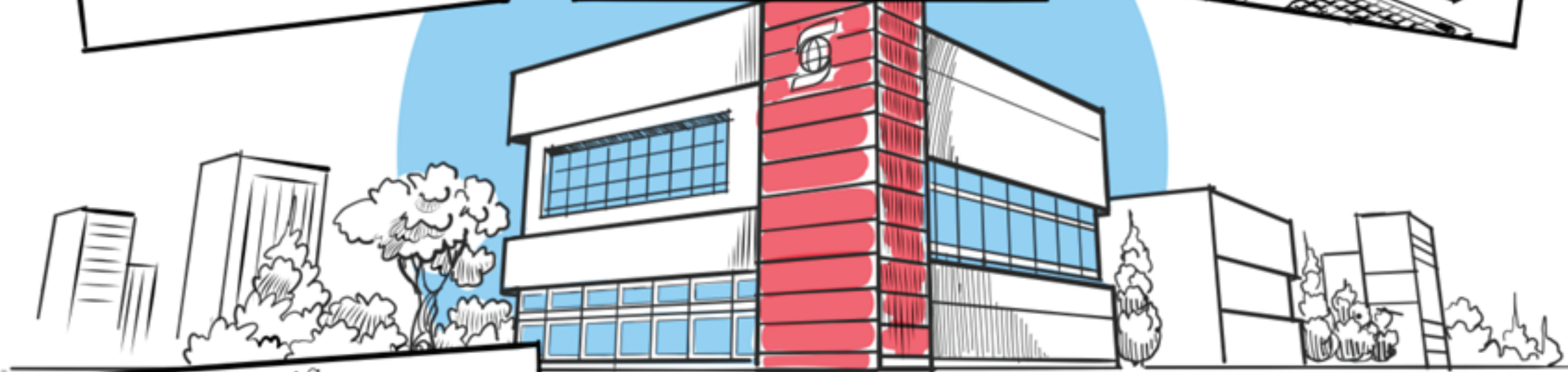
LAUNCHED PILOT PROJECT MANAGEMENT TEAM IN NA
L1+L2, 91%
L3+L4, 9%

GENPACT CLIENT PARTNERSHIP

2012

L7

L2





System of Records

Workflow

Return

Plan

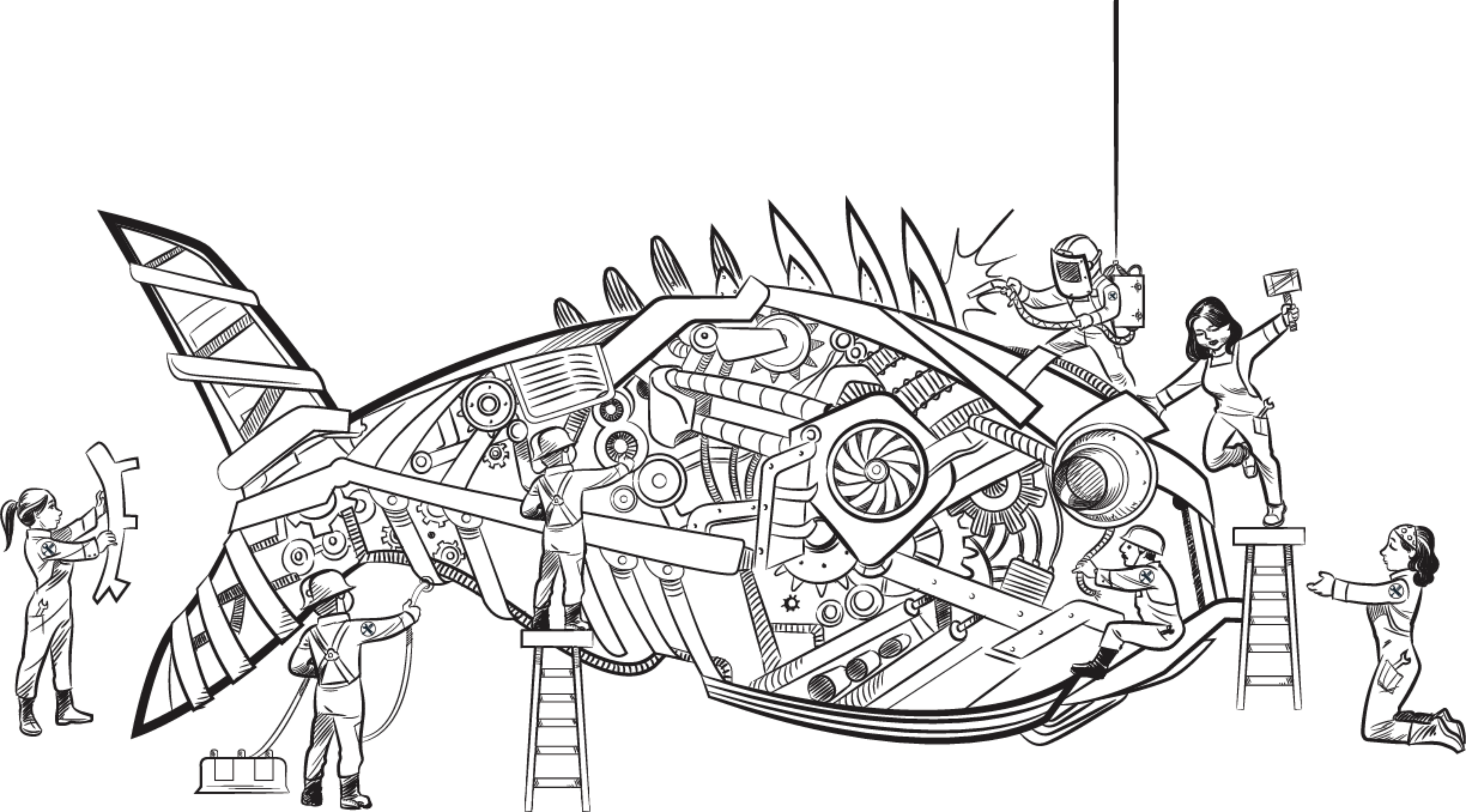
Source

Make

Deliver

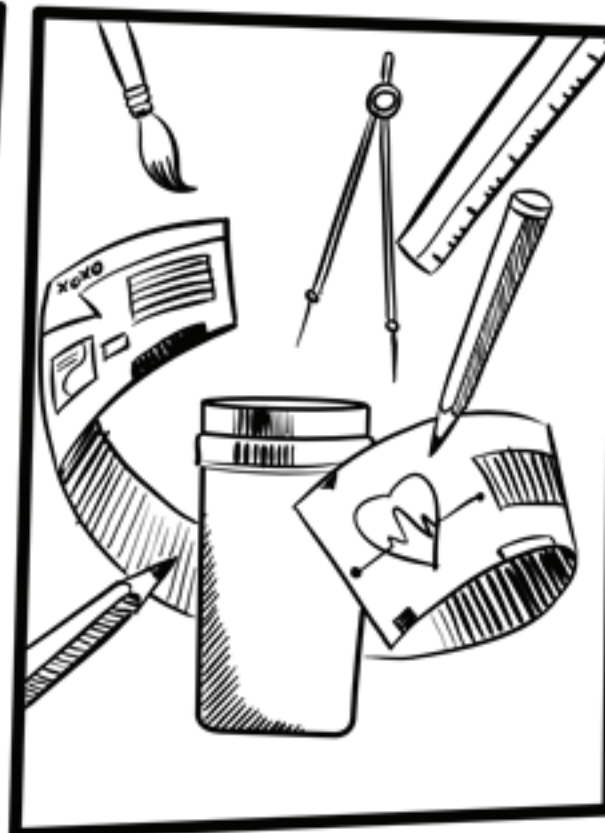
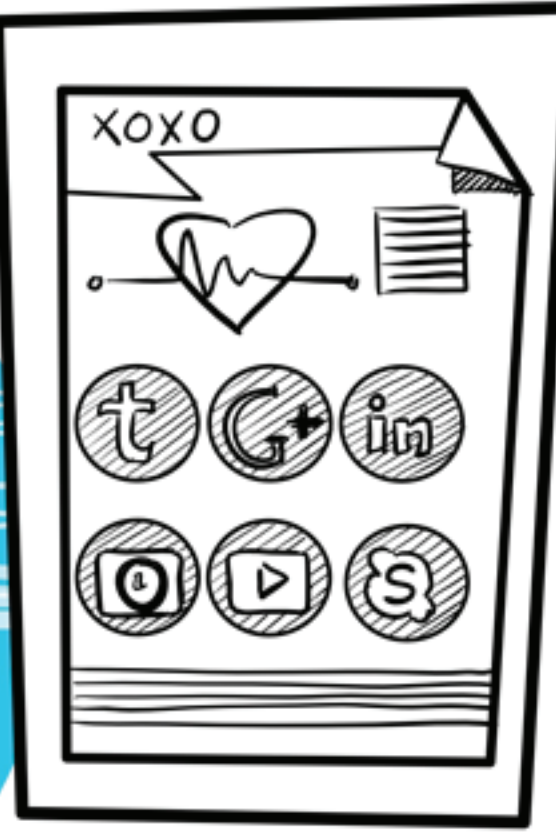
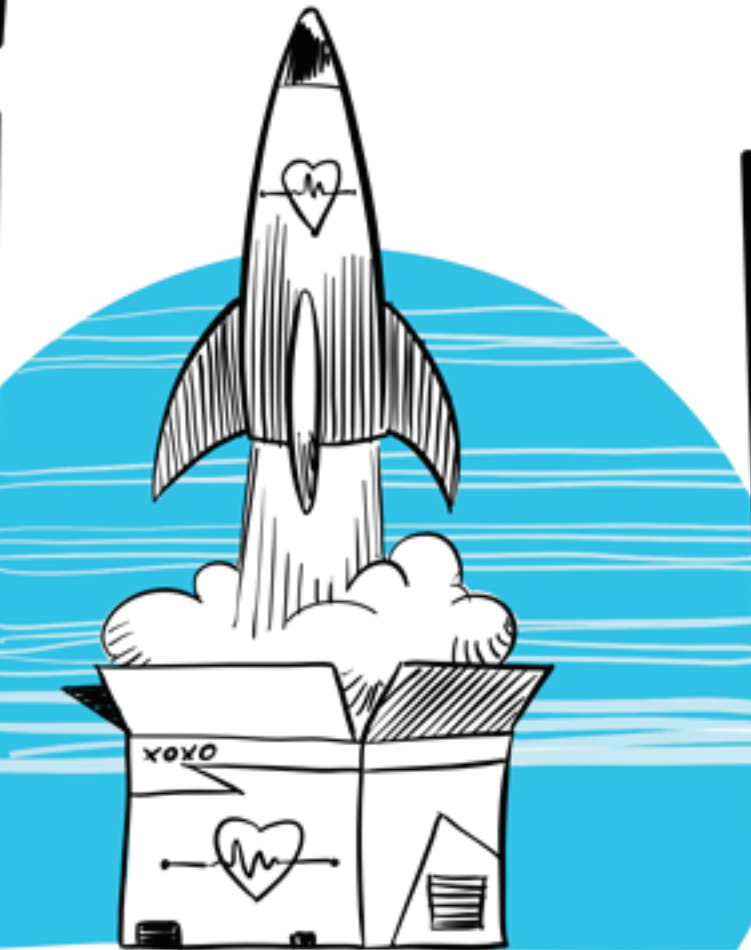
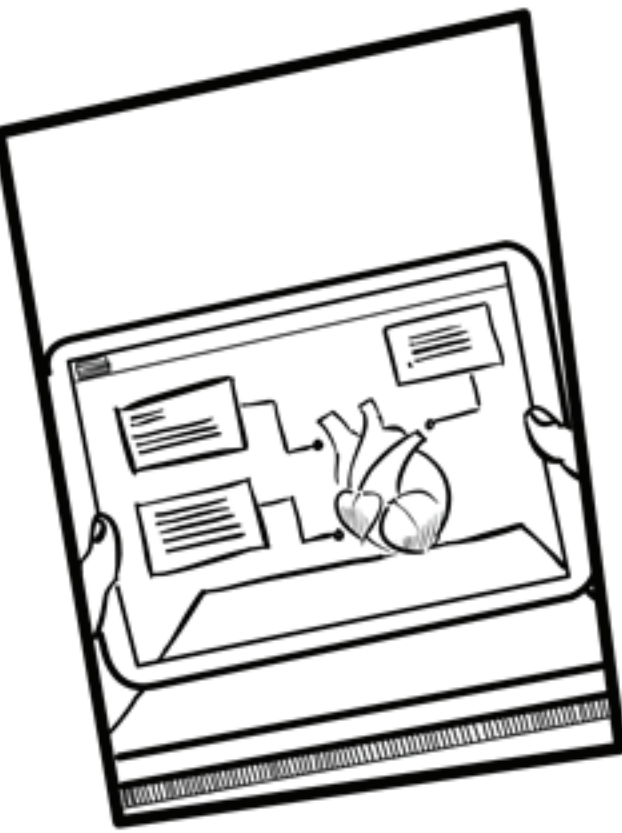
Control Tower

Algorithmic Gateway



Leadership







Business

Voice



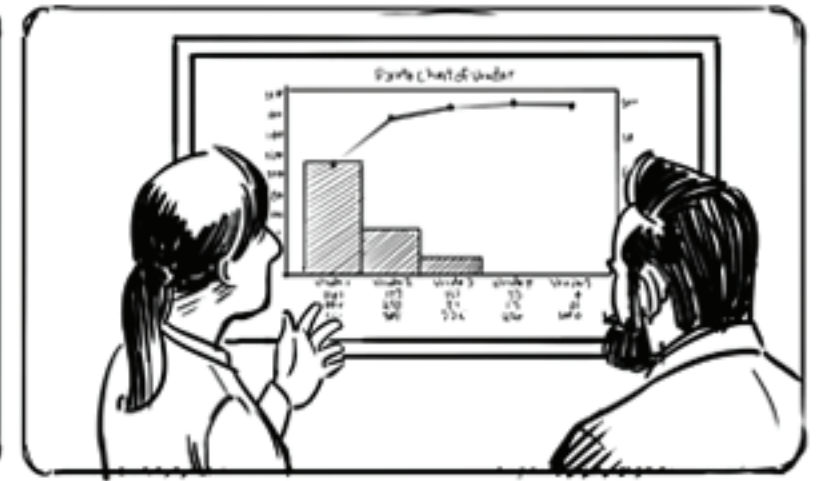
Customer

Voice



Process

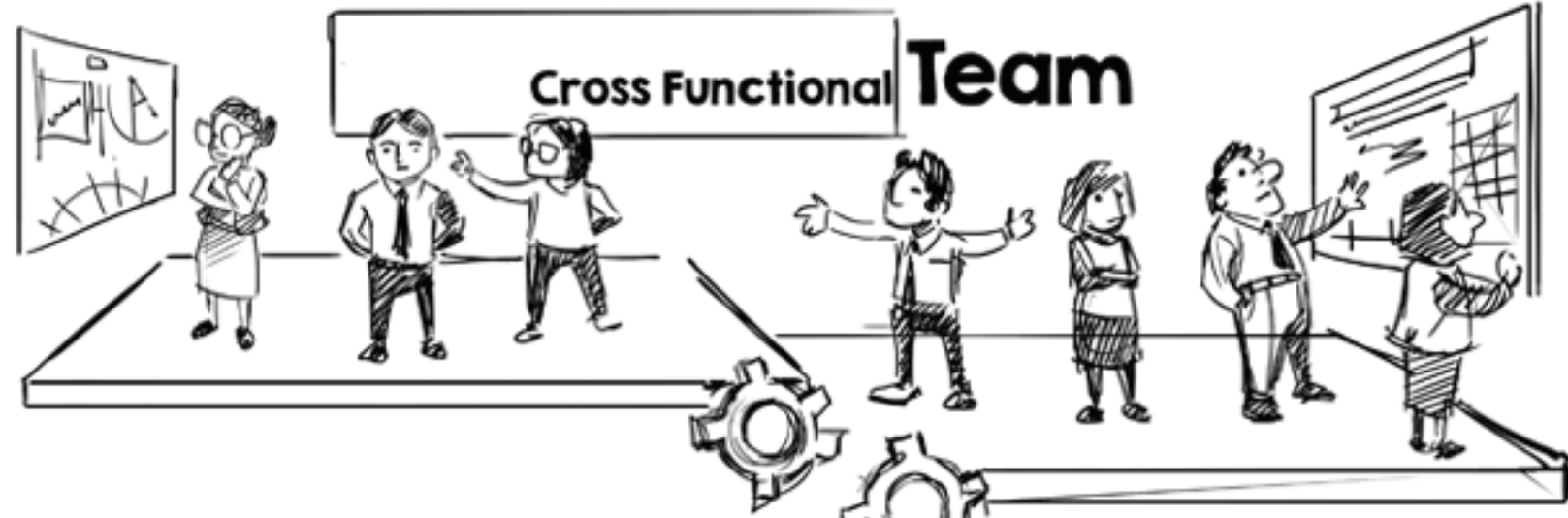
Voice



Problems Found



Opportunities Found

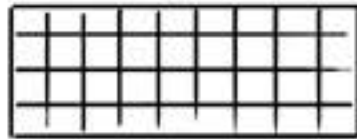


DEFINE

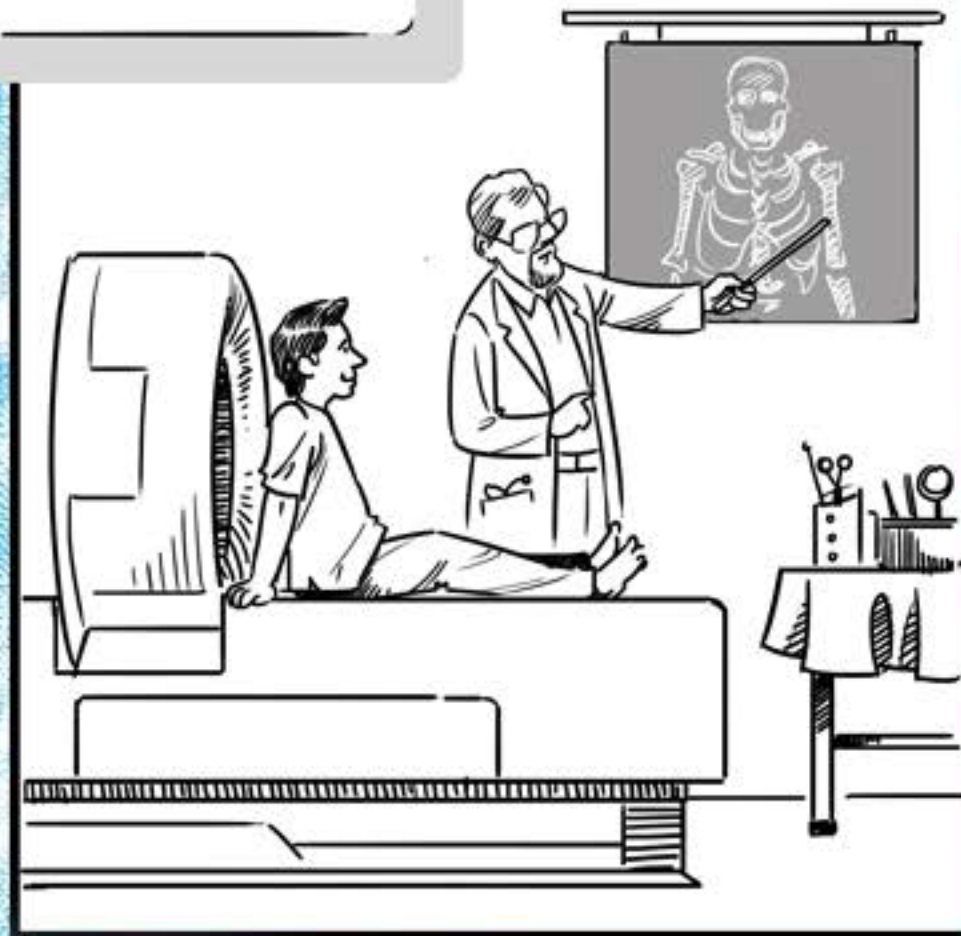


WHAT DOES A L&D LOOK LIKE IN 2019?

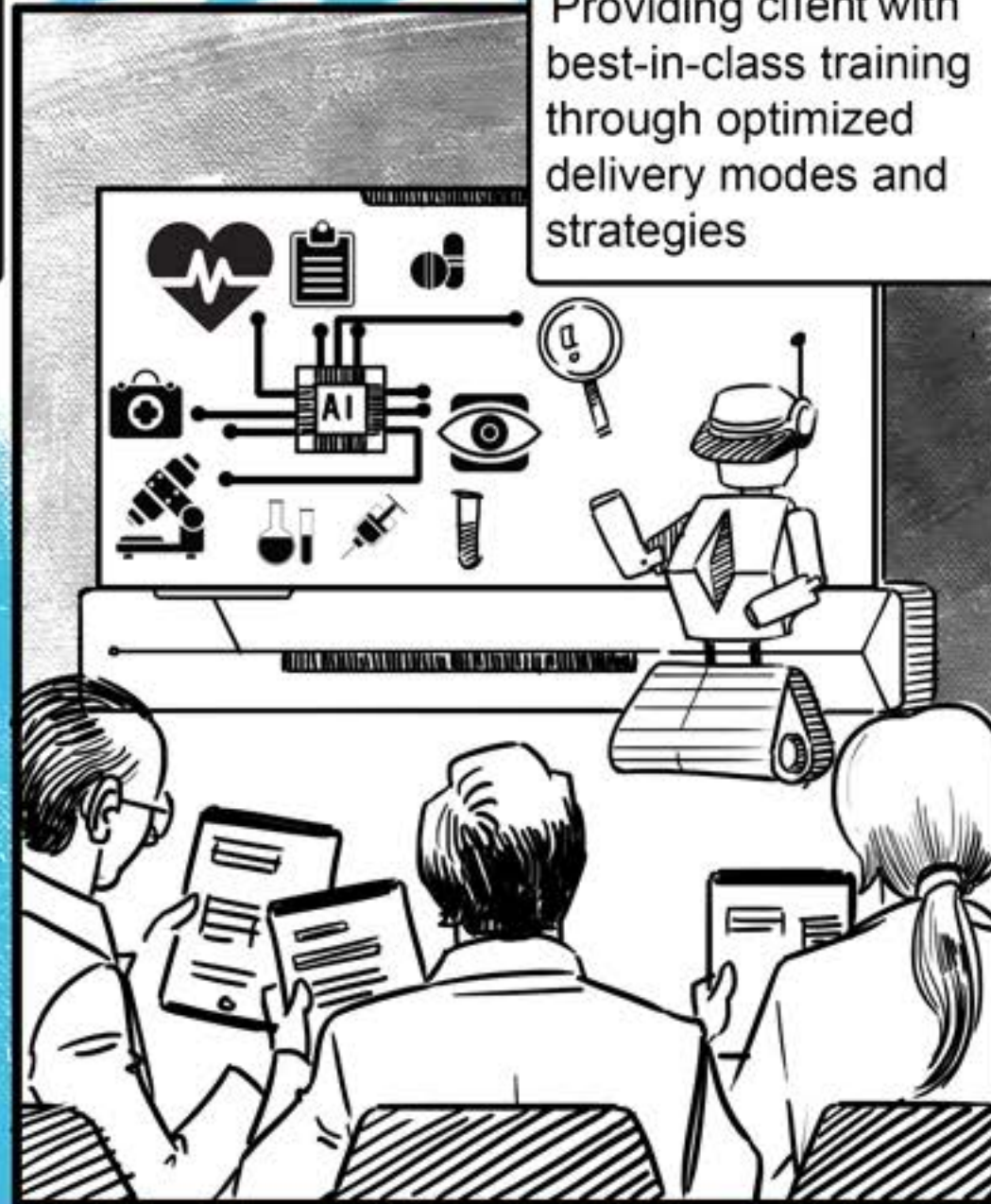
Aug
2019



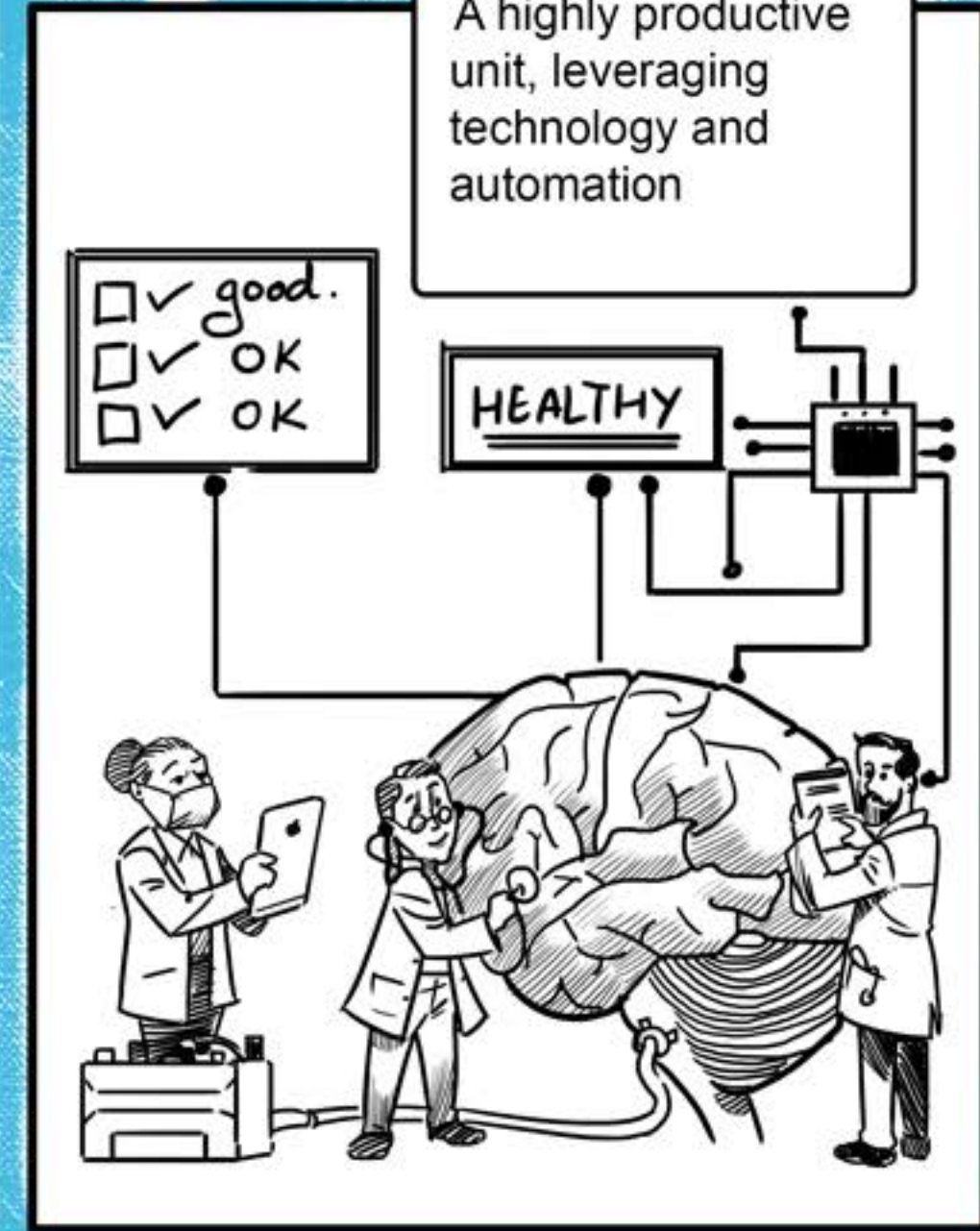
An agile and more effective organization with standardized processes



Providing client with best-in-class training through optimized delivery modes and strategies

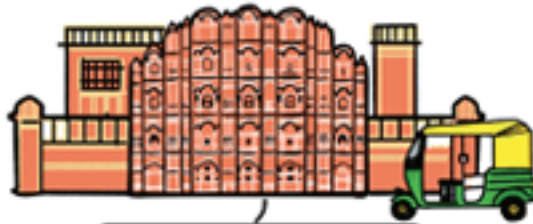


A highly productive unit, leveraging technology and automation



Jaipur

India



- Core Operations (ITO/OTR)
- Finance & Accounting

67



Gurugram

India



- Risk/Analytics
- Operations

9



Hyderabad

India



- Credit Risk/Analytics
- Quality Assurance
- Trade Finance

28



Bengaluru

India



- Research & Marketing
- Loan IQ Ticket Management

14



Philippines



- Collections
- Contact Center Ops.

71

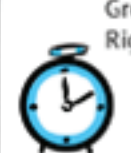


Top 3 SLAs

99.5% Accuracy
2 Hours TAT for
File Creation



100% Accuracy for Funding and Disbursal
with Same Day Turnaround



Resolution in <10 Mins for the
Origination Process, Accuracy
Greater Than 98.5% First Time
Right (FTR)

Co-innovation Fund Commitment Servicing US & Canada Operations 7 Lines of Business 134 Dedicated Resources 50+ CC Resources 90%+ Staff Retention Rate 100% NPS Score YOY

\$3.2 Bn Funded and
Booked in Rolling 12



\$1.5 Bn New Deal Submission
Underwriting Support by Genpact

Origination \$25K

Asset Management

Control Testing

Financial Spreading

Portfolio Management

Structure Underwriting
\$ 1 MM



Monthly Governance Calls



Supplier Review Forum
(SRF) & Annual Supplier
Review Forum (ASRF)

Orange Book Implementation
& BCP Coverage Across India



Average 5 Years of BMO
Alignment



Retention Rate of 90%



Successful
Partnership

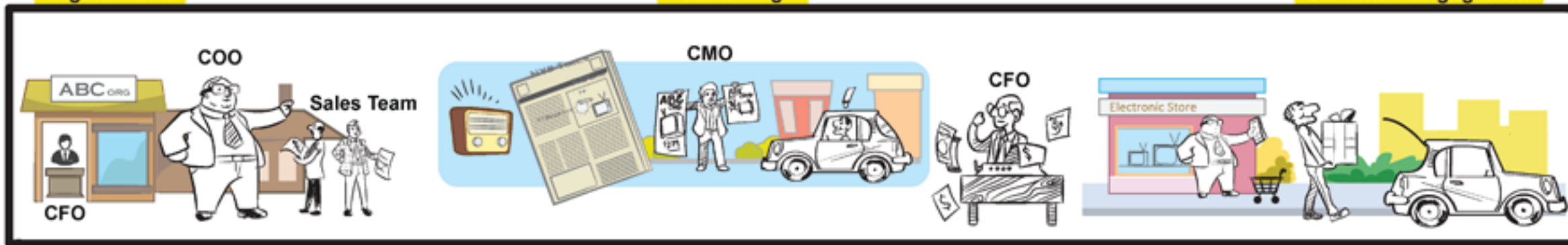


Age of Manufacturing

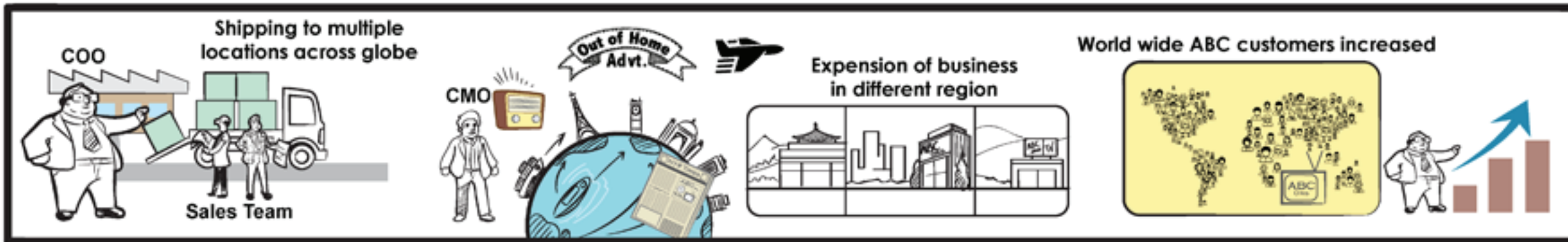
Organization

Marketing

Customer Engagement



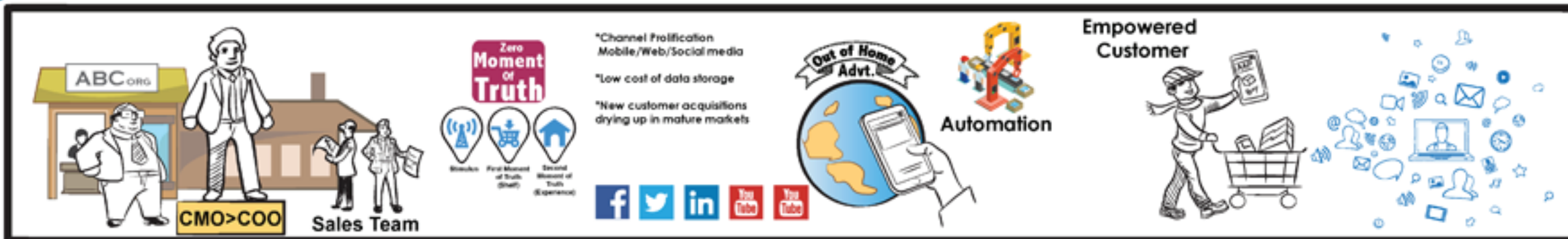
Age of Distribution



Age of Information



Age of Customer



Genpact's support team to a UK-based Financial Advisory

12
Sectors



41,500
Projects



97%
Utilisation



4.6/5
Average
feedback
score



8 Secondments



12%
Productivity
delivered



29
GB and
LSS projects



14
Knowledge
assets



London, Paris, US, Frankfurt, Singapore, Italy, Australia