



genpact

Genpact Wins in the Inaugural 2026 HFS Services-as-Software Awards

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Recognition highlights Genpact's Agentic Operations model, now embedded across finance, procurement, insurance, and banking operations

NEW YORK, Sept. 15, 2026 /PRNewswire/ -- Genpact (NYSE: G), the Agentic Operations company, today announced it has won the [Best Services Eating Software category of the inaugural 2026 HFS Services-as-Software Awards](#), which honor companies turning the convergence of services, software, AI, and automation into new ways of delivering enterprise work and outcomes. The award recognizes Genpact Agentic Operations, the company's model for running mission-critical enterprise workflows with AI agents handling volume and people validating the work. The model is already in production across Genpact's enterprise clients, including many Fortune 100 companies.



Genpact was selected from more than 250 global submissions scored by HFS Research analysts against five criteria: AI-driven delivery, agentic adaptability, outcome orientation, scalable architecture, and proven enterprise success.

"Agentic Operations is built on a conviction we have held from the start. There is no artificial intelligence without process intelligence. Our agents prove it. They are consequential agents, carrying the process knowledge that once lived only in the heads of our people," said **Balkrishan "BK" Kalra, President and CEO, Genpact**. "Context from our agents, judgment from our experts, working inside the workflows that run our clients' businesses. We sit closest to the work, so we commit to the outcome and deliver a client experience no one else can match. This recognition says the market is moving our way and we are not slowing down."

From concept to production reality

Genpact Agentic Operations began in accounts payable, where it is now in production across many enterprise clients. It has since extended into record-to-report, procurement, insurance policy administration, and banking analyst workflows.

In accounts payable, Agentic Operations has delivered:

- Touchless processing increases from 26% to more than 80%
- Invoice accuracy improvement from 70% to more than 95%
- First-pass three-way match increases from 78% to more than 90%
- First-touch supplier inquiry resolutions from zero to more than 95%

"Genpact's submission stood out because it brings Services-as-Software from concept to production reality," said **Phil Fersht, CEO and Chief Analyst, HFS Research**. "We genuinely believe Genpact is onto something big with Agentic Operations: its Agentic AP Suite and broader portfolio of agentic solutions. It's our Services-as-Software vision brought to life, demonstrating how AI agents embedded into enterprise workflows, combined with human oversight, can transform service delivery from labor-centric execution to software-defined, outcome-based operations at scale."

About the HFS Services-as-Software Awards

The HFS Services-as-Software Awards recognize enterprises and technology providers leading the shift from labor-based delivery to AI-native, software-defined operations. The Best Services Eating Software category recognizes services codified as software: people-led services broken down into repeatable workflows, bots, and AI agents, then delivered as modular, platform-enabled offerings with measurable outcomes.

About Genpact

Genpact (NYSE: G) is the Agentic Operations company, where applied AI meets context-rich process intelligence. We run and transform mission-critical operations for global enterprises. Genpact's Agentic Operations are grounded in decades of operating core business processes at scale across finance, supply chain, banking, insurance, and more. Our flywheel of advanced technology, trusted data foundations, and deep ecosystem partnerships moves enterprises rapidly from experimentation to scale. AI agents bring speed and precision, human experts bring judgment, and together they deliver outcomes clients can measure. Get to know us at genpact.com and on [LinkedIn](#), [YouTube](#), [X](#), and [Facebook](#).

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