Genpact Launches Genpact Onyx, the Agentic Operations Platform for Building, Running, and Governing AI Agents in Enterprise Operations

November 16, 2026

Powered by Genpact's Process Intelligence Core, Genpact Onyx grounds agents in how enterprise work gets done and enables earned autonomy over time

NEW YORK, Nov. 16, 2026 /PRNewswire/ -- Genpact (NYSE: G), the Agentic Operations company, today announced the availability of **Genpact Onyx**, the Agentic Operations platform for building, running, and governing AI agents in enterprise operations. Genpact Onyx is powered by the Process Intelligence Core, the operating knowledge Genpact has codified from decades of running mission-critical work for global enterprises, so agents start with context on how the work gets done rather than learning it from scratch. The platform was unveiled at Genpact's Agentic Operations Day in New York on November 12.

Genpact Onyx is the foundation for Genpact's proprietary agentic solutions, starting with the Genpact Accounts Payable Suite, and for custom solutions Genpact builds for clients. It embeds into a client's existing technology stack, connects to the client's data and AI foundations, and supports a choice of leading AI models across Genpact's partner ecosystem. With Genpact Onyx, enterprises can activate agents in live operations that handle the volume of execution with context on how work gets done while providing governance over every action and accountability for the outcomes.

"Genpact runs mission-critical operations for many of the world's largest enterprises, and that is where the return on AI is decided," said **Balkrishan "BK" Kalra, President and Chief Executive Officer, Genpact.** "Genpact Onyx codifies the process intelligence of three decades and makes it the foundation for Agentic Operations. Agents run the work. Our experts own the outcome. And the outcomes matter to our clients: grow faster, operate leaner, and convert more to cash."

Key capabilities of the Genpact Onyx platform:

- **Process Intelligence Core:** Genpact's operating knowledge is codified across finance, risk, supply chain, banking, insurance, procurement, and more, with prebuilt workflows and agents so that clients are ready on day one. It comes from doing the actual work and capturing the edge cases, exceptions, and human decisions that rarely show up in a prompt library or a static process map.
- **A learning loop:** Reviewed exceptions and expert decisions feed back into the Process Intelligence Core, so intelligence compounds over time, helping make the next case faster and more autonomous.
- **Earned autonomy:** Agents start by proposing actions for a human expert to approve and take on more of the decision as they prove themselves.
- **Built-in governance**: Every agent action in Genpact Onyx is controlled, auditable, and traceable to the reason behind the decision. Guardrails and a responsible AI framework are built into the platform, with security and data isolation that meet enterprise standards.

"Enterprises get value from AI when they turn operating knowledge into trusted execution, not simply by adding more agents," said **Priya Vijayarajendran, Chief Product and Platform Officer, Genpact**. "Genpact Onyx is built for that. It grounds agents in how the work actually gets done, builds governance into every step, orchestrates across agents and human expertise, and lets autonomy be earned one decision at a time."

Unveiled at Genpact Agentic Operations Day

Genpact launched Genpact Onyx at Agentic Operations Day, its third annual flagship event, held on November 12 at Spring Studios in New York. Hundreds of clients, partners, and industry analysts attended a program of Genpact announcements, product demonstrations, and client presentations. Leaders from Advantage Solutions, Wesco, USA Today, and Ryan Specialty shared how they are putting Genpact's agentic solutions to work.

Learn more about Genpact Onyx and Genpact Agentic Operations.

FAQs

1. **What is Genpact Onyx?**
   Genpact Onyx is the Agentic Operations platform for building, running, and governing AI agents in enterprise operations, powered by Genpact's Process Intelligence Core. It is the foundation for both Genpact's proprietary agentic solutions, starting with Genpact Accounts Payable Suite, and for custom solutions Genpact builds for clients.

2. **What is Agentic Operations?**
   Genpact Agentic Operations is a new operating model in which AI agents handle the volume of execution and Genpact's domain experts bring judgment and accountability. It combines five capabilities that compound value over time: process intelligence, data and AI, a combined human and agent workforce, a partner ecosystem, and governance and security. Together, they enable enterprises to run agentic workloads at scale.
3. **How is Genpact Onyx different from other AI agent platforms?**
   Genpact Onyx is designed specifically for enterprise operations. It is powered by Genpact's Process Intelligence Core: the workflows, policies, decisions, and exceptions that define how enterprise work gets done, captured from decades of running that work. That includes the edge cases that rarely show up in a prompt library or a static process map. Genpact Onyx pairs this context with built-in governance, orchestration, and human oversight.
4. **How does Genpact Onyx work with a company's existing technology and AI stack?**
   Genpact Onyx is designed to connect with a company's existing technology stack and integrate with its data and AI foundations, providing the right context and choice of models. It also draws on Genpact's partner ecosystem, so organizations can build agentic solutions on the technology investments they already have.
5. **What types of agentic solutions are built on Genpact Onyx?**
   Genpact uses the platform for (1) its own agentic solutions, starting with the Genpact Accounts Payable Suite, (2) custom client solutions in areas where Genpact doesn't yet have an agentic solution, and (3) solutions delivered with technology partners.

About Genpact

Genpact (NYSE: G) is the Agentic Operations company, where frontier AI meets context-rich process intelligence. For decades, we have run mission-critical operations for the world's leading enterprises across finance, risk, supply chain, banking, insurance, and procurement. Today, with Agentic Operations, agents run the work, and our experts own the outcomes, so clients grow faster, operate leaner, and convert more to cash. Get to know us at genpact.com and on LinkedIn, X, Instagram, YouTube, and Facebook.

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