

Genpact Deductions Recovery

About Genpact

Genpact is an agentic and advanced technology solutions company. We leverage process intelligence and artificial intelligence to deliver measurable outcomes. With a strong partner ecosystem and decades of client trust, we provide innovative solutions that transform how businesses run. Powered by a team with an active learning mindset and client centrality at its core, we deliver lasting value for the world's leading enterprises.



Meet Genpact Deductions Recovery

Built by Genpact and powered by Microsoft, the solution converts unresolved deductions into recovered revenue by leveraging automation, analytics, and AI-powered workflows to expedite resolution and safeguard cash flow.

By combining deep AR expertise with Genpact's AI Fabric, our offering automates the end-to-end deduction lifecycle, driving -

 **10-15% additional Annual Recoveries** through comprehensive investigation & validation process

 **~50% reduction in cash discounts** through trade term harmonization

 **~1.5% reduced financial leakages** by fixing upstream bottlenecks to reduce downstream exceptions

 **10-20% faster cycles** with an automated solution that accelerates collections within pay terms

Transform unresolved revenue into recoverable gains

Genpact's Deductions Recovery tool transforms the way organizations manage invalid deductions by recovering lost revenue, improving visibility, and boosting financial integrity. With predictive analytics, automated validation, and intelligent investigation tools, our solution eliminates revenue leakage and drives measurable bottom-line impact.

Revenue Recovery Engine

One system designed to revisit and resolve deductions post-closure, unlocking missed revenue.

A leading CPG company recovered nearly

\$37mn

in lost revenue with deeper insights into root causes and automated workflows

AI-Powered Validation & Automation

A single-pane-of-glass platform purpose-built to manage closed deductions. Gain visibility across workflows and systems to streamline validation, tracking, and resolution.

A consumer goods manufacturer achieved a

7%–8%

increase in identifying invalid deductions

Seamless Integration

Effortlessly connect with ERP, carrier portals, and customer systems. Enable real-time ingestion, validation, and resolution with minimal disruption to existing infrastructure.

A leading food manufacturer made

\$30-\$50mn

of positive margin impact

Case Management Redefined

Resolve closed deductions dynamically with audit-ready documentation and automated task routing. Empower teams to manage disputes, approvals, and repayments with full visibility and control.

A global food producer realized a

50%

reduction in preventable deductions

Insights that matter. Identify root causes, prevent recurring deductions, and drive faster resolution.

Smart, Scalable, and Secure.

Powered by Microsoft, **Genpact Deductions Recovery** combines AI, analytics, and deep domain expertise to manage the entire deduction lifecycle from data capture and case validation to recovery and prevention. Built on the Microsoft ecosystem, it delivers centralized visibility, automated workflows, and audit-ready reporting that help finance teams resolve deductions up to 50 % faster, improve recovery rates by 11%, and prevent future revenue leakage.

\$1.3B+ Impact Delivered Across Consumer Goods, Manufacturing & Life Sciences

Policy Recommendations

\$600M+

Leakage Preventions

\$560M+

Write-Off Recoveries

\$243M+

Real value for our clients

Built for complexity. Designed for results.

Whether managing thousands of deduction line items or navigating fragmented ERP and portal ecosystems, Genpact's solution delivers clarity, control, and measurable outcomes, turning closed, invalid cases into reclaimed revenue.

Partner with Genpact today to reclaim lost revenue and protect financial margins for the long term.

Focus on Value & Governance

- **Skilled Teams** across sales, finance, and operations to manage deductions end-to-end
- **3-Tier Governance** across sales, and supply chain to prevent recurring issues

E-Enabled

Operating Model

Industry Insights

Technology At Core

- **Data Assessment** to create a single source of truth by harmonizing deductions
- **Applied AI** to identify patterns, predict invalid claims, and speed up dispute resolution
- **Digital Automation** of repetitive tasks to cut manual efforts

Navigating Nuances

- **Customer Nuances** to understand customer behaviour across deduction reasons codes
- **Supplier Nuances** to align with supplier rebate terms & operational policies

Built on Azure Capabilities

