

Meet Genpact Orchestration AI Suite

Automate and manage workflows to drive a unified experience, cut costs, and boost agility.
Built by Genpact. Powered by Microsoft.

Enhance operational efficiency with AI-supported workflow optimization

Genpact Orchestration AI Suite, an AI-first, Azure-based business process management solution, supercharges productivity, minimizes errors, and supports better decision-making.

With features like touchless processing, generative AI integration, and the use of an agentic AI fabric, it optimizes and supports business operations to tackle today's challenges.

Unified AI architecture

One system for all workflows – AI-driven, single-pane-of-glass efficiency.

Companies have gained up to

45%

efficiency with AI-led touchless workflows

Touchless productivity

Boost productivity, powered by an agentic-fabric platform and Microsoft Azure's cognitive capabilities.

Drive productivity gains of up to

45%

with our AI-led case management and system engagement workflows

Seamless integration

One click, full access. Effortlessly sync with Microsoft Azure and other core systems.

Strategic partnerships increase ROI up to

94%

customer retention through seamless integrations

Case management redefined

Smarter workflow automation. Dynamically manage cases with Genpact's intuitive AI-driven system

Empower your workforce with up to

30%

YoY revenue growth when using Cora Orchestration

Data-driven decisions

Insights that matter. Help reduce errors, optimize processes, and drive growth with data-driven insights.

Responsible innovation

Genpact follows a responsible AI framework that incorporates industry best practices for AI development.

Agentic AI Fabric

The future of workflow automation is here. Agentic AI fabric helps automate complex processes with adaptable tools, decision-making support, and real-time optimization for efficient workflows. Underpinned by Genpact's responsible AI framework, which incorporates industry principles, Genpact provides efficient workflow solutions to help deliver outcomes to your business.

The Agentic Fabric Platform of Orchestration AI

Agentic Fabric Platform is a fundamental part of Genpact Orchestration AI Suite infrastructure that enables the creation of new Agentic task managers. The scalable foundation allows each task manager to operate autonomously, adapt to dynamic conditions, and seamlessly collaborate with other agents in parallel

What is Agentic Fabric? ✨

While agents are capable for a single task, such as:

Data Extraction

Data Validation

Task Prioritization

Case Classification

Decisions Making

Pattern Recognition

Anomaly Detection

By bundling few agents together under an Orchestrating Agent, we create an Agentic task manager.
We can have both pre-defined Agentic solutions built-in the system, as well as customized Agentic for the unique customer needs

Agentic Case Indexing

✓ Task Prioritization



✓ Decisions Making

✓ Pattern Recognition

Non-deterministic capabilities

Agentic fabric platform operates in a non-deterministic way, ensuring problem solving in the most efficient way

Enhanced flexibility

This non-deterministic approach enables Orchestration AI to adapt to complex, unpredictable scenarios, optimizing performance without rigid pathways

Real value for our clients

Transforming operations with intelligent automation

Faced with inefficiencies across core processes, a global medical technology company needed smarter operations and better workforce management. Genpact's Genpact Orchestration AI Suite introduced real-time case triaging, AI-driven workload optimization, and actionable insights across source to pay (S2P), finance, and record to report (R2R). The result? Seamless automation, stronger governance, and agile workflows, empowering precision and operational excellence at scale.

Resilience



Soaring toward safer skies with remote engine monitoring. [Read more](#)

Intelligent automation



Sweet success for Mondelez International's finance team. [Read more](#)

Intelligent automation



Faster, streamlined procurement operations for a multinational beverage company. [Read more](#)