



**Genpact Poland Sp. z o. o.**

# AstraZeneca & Genpact journey, a story of successful delivery

To effectively serve our clients' needs, we needed to deliver innovative and sustainable solutions in order to drive business at scale.

Driving digital-led innovation and digitally-enabled intelligent operations through operationalizing outcome based metrics and adeptly communicate with client stakeholders.



## Genpact Poland Sp. z o. o.

---

PEOPLE  
**PEOPLE SAFETY**

---

100% work from home

Secure customer operations while ensuring people safety and moral

OTHER  
**INCREASED PERFORMANCE**

---

Best in class result

Enable the customer to drive business at scale

---

Improved performance from overall 80% to 99+% for all F&A process metrics delivered from Genpact Poland, early delivery of successful RPA deployments, employee performance, Work From Home framework.