



CUSTOMER STORY

Global professional services provider unlocks the freedom to collaborate with Logitech and Zoom



“When communication and collaboration is so critical to what we do, the adoption of Zoom and Logitech was a ‘lifesaving’ opportunity for us.”

— **Raj Upadhyay**,
Vice President, Information Technology, Genpact



Genpact is a global professional services provider, offering digitally enabled services to support a diverse customer base. Operating out of 30 countries, with its HQ in New York, Genpact relies on efficient communication and collaboration to deliver services to its customers.

INDUSTRY	Professional services	SOLUTIONS	Rally Bar, Rally Bar Mini, MeetUp, Tap IP, Brio 505, Brio 4K, Zone Wireless, Sync
LOCATION	International, incl. multiple cities across India	SOFTWARE	Zoom Meetings / Zoom Rooms
WEBSITE	www.genpact.com	ALLIANCE PARTNERS	Zoom

125,000 employees globally



Zoom Rooms globally



locations



OVERVIEW

With Logitech Zoom-certified video conferencing solutions and advanced peripherals, Genpact enhanced its hybrid working offering, ensuring employees can collaborate with ease.

CHALLENGE

Following the mass shift to Zoom-enabled hybrid working, Genpact found its previous in-office video technology inadequate. With employees now working remotely and across multiple offices, including tier 2 cities* in India, it needed to reassess each and every space to ensure they provided maximum effectiveness.

SOLUTION

Genpact selected Logitech for its quality and versatile video conferencing solutions that seamlessly integrate with Zoom. It chose Rally Bar, Rally Bar Mini and MeetUp for diverse meeting spaces, paired with Tap IP for a familiar one-touch call connection. For remote employees, it selected Brio 505 and Brio 4K webcams and Zone Wireless headset.

RESULTS

Since adopting Logitech solutions, Genpact has witnessed a vastly improved end-user experience with reliable, Zoom-certified meeting room devices. The flexibility and sustainability of Logitech solutions ensure they are future-proofed as hybrid working requirements evolve. Supported by Logitech Sync, Genpact is now also confident in device management and performance. Expanding its Zoom Rooms, Logitech is delivering quality audio and visuals and providing an in-person meeting feel on a secure, future-proofed collaboration platform. This guarantees the best hybrid meeting experience for all employees.



“Whenever we speak to global partners, they are always on the path to choosing Logitech. With the ease of device management and quality audio and visuals, the end-user experience is much better than other providers.”

— Avinash Tripathi,
Technology Manager, Genpact

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