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cloud-native infrastructure, and reskill 40-60% of workforce.

How should Global Capability Centers prepare for the next 5-10 years, and what transformation strategies should leadership implement?

Building Tomorrow's Intelligent Business Hub

Future GCCs must think like startups while operating with enterprise precision.

The Technology Trinity:

- **Cloud-Native Operations:** Real-time global collaboration
- **AI-First Mindset:** Intelligence built into every process
- **Data Democracy:** Analytics accessible to all

The Human Element:

- **Hybrid Teams:** Cross-functional expertise with AI fluency
- **Innovation Time:** 20% dedicated to learning
- **Outcome Focus:** Success measured by business impact

Results: 40% faster processes, 60% higher productivity, teams driving strategy.

How is CrowdStrike helping Global Capability Centres and enterprises strengthen cyber resilience and align security with business continuity?

CrowdStrike's Strategic India Investment

Since 2017, CrowdStrike established a Pune Engineering and Operations Center, expanding from 10,000 to 52,000 square feet in 2024, demonstrating long-term commitment to the region.

Building Regional Excellence:

- **Innovation Hub:** The CrowdStrike Innovation and Development Center serves as a regional center for talent, innovation, and customer engagement across India and SAARC
- **World-Class Talent:** Access to exceptional technical expertise with strong leadership

Cyber Resilience Impact:

- **AI-Native Protection:** Falcon XDR platform delivers hyper-accurate detections, automated protection, and elite threat hunting capabilities
- **Real-Time Intelligence:** Leverages indicators of attack and threat intelligence to stop breaches before they occur
- **Cloud-Native Architecture:** Single lightweight-agent architecture for rapid deployment and reduced complexity

Business Continuity Advantage:

CrowdStrike's India operations support global customers across technology, manufacturing, and finance industries with 24/7 protection through the Security Cloud platform, enabling operational resilience during digital transformation. ■

How is AI transforming the Global Capability Center (GCC) operating model, and what strategic trends should organizations prioritize?

The Great GCC Metamorphosis

AI is revolutionizing GCC operations. CrowdStrike's India GCC processes 50,000 invoices monthly with 99.2% accuracy while finance teams focus on strategic insights.

AI's Game-Changing Impact:

- **Smart Automation:** AI predicts cash flow, flags anomalies, and recommends optimization. HR teams spend 70% less time on recruitment through AI-powered matching.
- **Predictive Analytics:** Models forecast budget variances, transforming reactive operations into proactive intelligence.
- **24/7 Digital Workforce:** Conversational AI handles 80% of routine queries, freeing talent for innovation.

Strategic Priorities: Establish AI Centers of Excellence, invest in