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### How has staffing and recruitment demand from GCCs evolved over the past five years, particularly in the roles and capabilities they seek?

Over the past five years, GCC hiring has evolved significantly—from primarily being focused on cost-efficient execution and support functions to becoming strategic centres for technology, innovation product development and support Globally from their Support Centres.

Earlier, demand was largely concentrated around IT support, application development, infrastructure, testing and shared services. Today, GCCs are increasingly looking for specialized and high-value talent across areas such as AI/ML, data engineering, cloud, cybersecurity, product engineering, DevOps, automation and digital transformation.

We are also seeing a shift from simply hiring for a particular job description to hiring for capabilities and Competency based hiring having business outcomes. GCCs want professionals who combine strong technical expertise with domain knowledge, problem-solving ability and an understanding of the global business.

This has also changed the recruitment model. Companies increasingly need flexible access to specialized talent, allowing them to scale teams quickly without compromising on quality.

### How can HR enablers support GCCs in meeting the growing demand for specialized AI talent?

HR enablers have an important role to play because the challenge of Recruitment and building Talent Pool is no longer simple. getting right Talent is not simple as we move in the competitive world of AiML. Having the right Partner an extended arm, is the key to success. The Ai support and Technology is for sure the key enabler but the Resource crunch, Demand, commitment are the key challenges and the right Resource Partner with pool of candidates is the key. These enablers can help resolve the demand in the shortest possible time. Also, as a Strategy many companies are going for on roll / Off roll model.

An effective HR partner can support GCCs in three key areas:

#### 1. Build specialized talent pipelines

Instead of starting recruitment only when a position opens, HR partners can continuously map and build talent pools for AI, data,

cloud, cybersecurity and other emerging capabilities.

#### 2. Improve speed and quality of hiring

AI-enabled sourcing, automated screening, skill-based assessments and structured evaluation can significantly improve the recruitment process while helping recruiters focus on high-value candidate engagement.

#### 3. Staffing Partner Eco-System for Workforce Solution

For rapidly evolving technology requirements, GCCs may not always need permanent employees from day one. HR enablers should move beyond being a transactional recruiter to Staffing Partner System helping GCCs forecast talent requirements, build pipelines, access niche capabilities and scale their workforce as business priorities evolve.

#### Strong closing statement for a panel

The future of GCC hiring is not about finding more candidates; it is about finding the right Partners with right competency and capabilities for quick deployment. HR enablers can help bridging the Resource GAP and having specialized talent by combining market intelligence, technology-enabled recruitment and flexible workforce solutions. ■