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anomalies are identified early and leadership has actionable visibility across campuses. That combination helps GCCs protect people and assets while remaining agile as they expand.

How are integrated access control, video surveillance, and communication systems helping GCCs improve workplace efficiency, employee safety, and facility management?

Integration converts separate systems into a coordinated operational layer. Access control establishes identity, video provides context, and communication enables timely action. Together, they create a closed loop: know who is present, understand what is happening and mobilise the right response.

For facility teams, this means fewer manual interventions, faster incident verification, better visitor and contractor governance, and more informed space and staffing decisions. For employees, it means safer movement, quicker assistance and a smoother workplace experience. Common alerts, escalation workflows and central dashboards also reduce response time and strengthen business continuity. The return is broader than security: it improves operational efficiency, accountability and campus-wide situational awareness. It also supports audit readiness through a consistent trail of access events, alerts and responses, particularly valuable in regulated, multi-tenant and high-availability environments.

Looking ahead, what role will intelligent security infrastructure play in enabling scalable and resilient GCC operations in India?

As GCCs take on more business-critical mandates, physical resilience must be treated alongside cyber resilience and operational continuity. The next generation of security infrastructure will move beyond recording events to interpreting patterns, anticipating risks and guiding decisions in real time.

AI-enabled video analytics, intelligent identity management and automated workflows will help detect anomalies, manage occupancy, strengthen compliance and accelerate emergency response. However, intelligence creates value only when it is connected to access, communication and clearly defined operating processes.

For distributed GCC networks, open, scalable and centrally governed architecture will be essential. It will provide consistent controls and enterprise-wide visibility without limiting local agility. We see intelligent security becoming a business enabler: helping GCCs scale confidently, protect talent, maintain continuity and build future-ready campuses. Matrix's role is to deliver this dependable ecosystem while keeping data ownership, interoperability and lifecycle value at the centre.

That is the direction we see Matrix contributing to: building security ecosystems that evolve alongside the GCC and its business ambitions. ■

As GCCs expand into larger and multi-location campuses, how is Matrix Comsec helping enterprises build safer, smarter, and more secure workplaces?

GCCs are no longer back-office extensions; they are strategic centres for innovation, critical operations and global decision-making. Their security architecture must therefore scale with the same discipline as their digital infrastructure.

At Matrix, we bring access control, video surveillance, visitor management, workforce management and communication onto an integrated, enterprise-grade foundation. This enables GCCs to standardise policies across locations, monitor operations centrally and still accommodate site-specific requirements. Our solutions are designed and developed in India, giving customers stronger control over product evolution, deployment and long-term support.

The objective is not simply to restrict entry. It is to create a secure, frictionless workplace where authorised movement is seamless,