



Arvind Gautam
VP & Country Head
Zones India

ZONES

First Choice for IT®

and technology partnerships, local market capabilities, and end-to-end ICT solutions, helping organizations unlock global business value, innovation and competitive advantage they create from India.

How can GCCs maintain a consistent and secure technology experience for employees while operating across multiple locations and work models?

As GCCs expand across geographies and embrace hybrid work models, consistency and security must be embedded into technology strategies from the outset. The objective is to deliver a **consistent, secure and high-quality digital experience irrespective of where they work or how they access the organization's systems and applications.**

This requires standardized infrastructure, collaboration platforms, cloud access, security policies, and support delivered through a unified framework that ensures visibility, governance, and service consistency. Security must also evolve through a **Zero Trust security model** supported by identity, endpoint, data, and network protection, alongside continuous monitoring and AI-driven threat detection.

Equally important is the **employee experience**. Zones helps GCCs unify **networking, cybersecurity, cloud, digital workplace, endpoint management, collaboration and**

managed services into a single ecosystem to deliver an **end-to-end digital employee experience** that enables secure, scalable, and seamless growth.

What should GCC leaders prioritize when managing technology procurement, deployment, support, and lifecycle costs at scale?

As GCCs expand globally, technology leaders must move beyond upfront costs and adopt a **total cost of ownership (TCO) and lifecycle-based approach** to technology decisions. The priority is balancing cost optimization with agility, resilience, security, employee experience, and business outcomes.

A key priority is **standardization and simplification** through consistent platforms, streamlined architectures, vendor rationalization, and common governance. Procurement decisions should be driven by business outcomes rather than simply product cost, considering the full technology lifecycle.

Organizations can also improve efficiency through **automation, AI and managed services**, while embracing **flexibility in commercial models** to support evolving business needs. Zones helps GCCs manage the **entire technology lifecycle through an integrated ICT ecosystem**, ensuring the focus remains on achieving **best value from every technology investment**, rather than simply the **lowest IT cost**. ■

As GCCs take on broader global responsibilities, how are their IT infrastructure and digital workplace requirements evolving?

As India's GCCs evolve into hubs for innovation, engineering, analytics, cybersecurity, and business transformation, technology priorities are shifting beyond infrastructure to building a **secure, intelligent, scalable, and globally connected digital environment** that enables seamless collaboration and operations across geographies.

AI is accelerating this shift, driving demand for infrastructure that supports automation, advanced analytics, and AI workloads while ensuring governance, security, compliance, and cost efficiency. At the same time, distributed workforces require secure access to applications and data from anywhere.

This creates an opportunity for India to strengthen its position as a global GCC hub. At Zones, we enable this journey through **global technology expertise, strong OEM**