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How does Hitech Digital help GCCs accelerate digital transformation and improve operational efficiency?

At Hitech Digital, we bring over three decades of expertise in data, engineering, and BPM services, serving 400+ clients across 25+ countries. For GCCs, this means access to proven playbooks, scalable delivery models, and deep domain knowledge. Our experience and AI-first mindset helps them set up operations faster, build digital-first processes, and adopt future-ready practices—ultimately boosting efficiency and accelerating digital transformation journeys.

How are GCCs leveraging your AI, automation, and analytics to modernize and drive outcomes?

Our core offerings—intelligent automation and advanced analytics—are central to how we operate. For example, our analytics-based models enable better decision-making across industries, while automation is eliminating repetitive tasks and freeing up talent for higher-value work. By embedding

automation into business workflows, GCCs are moving from hindsight-driven reporting to foresight-driven strategy. The result is smarter decisions, leaner processes, and effective business outcomes.

How does Hitech Digital support GCCs in scaling across locations while maintaining quality?

We understand what it takes to scale. We support GCCs with flexible, multi-location delivery models. What sets us apart is our emphasis on consistent quality, governance, and knowledge continuity – this gives GCCs the confidence to scale operations without compromising on speed, cost efficiency, or customer experience.

How is Hitech Digital preparing for the evolving GCC landscape in India?

Over the next 5 years, India's GCC landscape will evolve from efficiency-driven operations into strategic hubs of innovation. GCCs will move beyond managing costs to co-owning global products, platforms, and transformation agendas. We expect 3 forces to shape this shift:

- **AI and Automation at Scale** – embedding intelligence into every process and decision.
- **Domain-Centric Innovation** – GCCs becoming centers of excellence in industries like financial services, real estate, engineering, and e-commerce.
- **Future-Ready Talent** – equipping workforces with AI literacy, data

governance, and digital fluency to lead transformation.

At Hitech, we are enabling clients to capture these opportunities through:

1. **AI-First Approach** – via our AI Square initiative and proprietary solutions like Hitech IDP™, OrderBot360™, and IngestIQ™, we help enterprises reimagine GCC operations by driving intelligent document processing, automated RFQ/BOM extraction, and smart data ingestion – improving operational efficiency while unlocking new insights.
2. **Hitech Innovation Labs** – we partner with GCCs to co-develop centers of excellence, accelerate enterprise-wide AI adoption, and prepare a future-ready workforce skilled in AI literacy, data governance, and digital fluency.
3. **Flexible Operating Models** – Build-Operate-Transfer, managed services, or hybrid setups that allow clients to scale fast while staying agile.
4. **Domain-Led Value Creation** – leveraging our expertise in data, engineering, and BPM, we help clients transform GCCs from cost centers into innovation multipliers that deliver resilience and competitive advantage.

In short, the GCCs of tomorrow will multiply value and resilience for global enterprises. Hitech's mission is to partner with them on this journey – transforming capability centers into engines of growth, innovation, and operational excellence. ■