

Building Abacus India

From GCC Foundation to AI-Led Healthcare Operations



I am impressed by how DCT's GCC model combines cost efficiency with remarkable scalability. Their flexibility has been pivotal in enabling us to meet our strategic goals with speed.

Frank Hunt
CFO, Abacus Insights Inc



Executive Overview

When Abacus Insights began expanding its global capabilities, the vision extended far beyond a conventional offshore delivery center. The goal was to build a scalable India ecosystem capable of supporting healthcare engineering, operational scale, product innovation, and future AI-led transformation initiatives.

To bring that vision to life, Abacus Insights partnered with Digital Convergence Technologies (DCT).

Over the last three years, DCT worked alongside Abacus Insights through every phase of the journey, from foundational setup and governance to engineering expansion, integrated operations, leadership onboarding, and the development of specialized Centers of Excellence across Product Engineering, Interoperability, AI-led operations, and corporate support functions.

What began as an implementation initiative evolved into a mature healthcare engineering ecosystem supporting critical business and technology functions across the organization.

Building the GCC Ecosystem

The engagement began with establishing secure delivery operations in Pune, supported by enterprise-grade governance, clean room environments, onboarding frameworks, and healthcare delivery standards aligned to ISO 27001, SOC 2 Type II, HITRUST, and

HIPAA-compliant operational practices.

As the GCC evolved, DCT helped expand the India ecosystem into a unified model built around integrated operations, bringing together engineering, delivery, interoperability, AI-led operations, and corporate support functions including Finance, HR, and Governance.

Over time, the operational footprint expanded beyond Pune into additional locations including Mumbai and Mysore, enabling broader regional access, operational resilience, and long-term scalability.

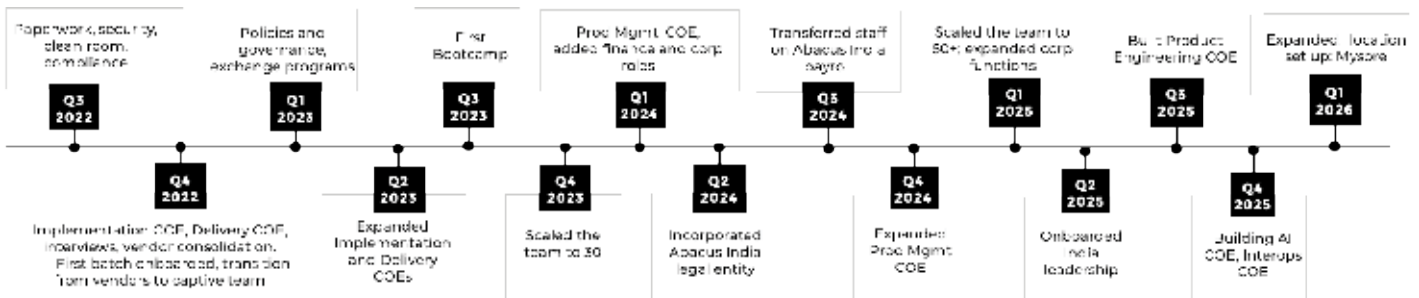
From GCC Scale to AI-Led Operations

As Abacus India matured operationally, the partnership evolved toward AI-led healthcare operations and intelligent engineering workflows.

Rather than positioning AI as a standalone initiative, DCT helped embed AI readiness into the broader operational ecosystem through AI and interoperability-focused Centers of Excellence supporting intelligent healthcare workflows, healthcare data standardization, scalable engineering operations, and future automation initiatives.

By combining healthcare expertise, engineering scale, and integrated operations, DCT helped establish a strong foundation for long-term AI-led healthcare transformation.

A Three-Year GCC Evolution Journey



Business Impact

- Established and scaled Abacus India operations over a three-year period
- Built multiple Centers of Excellence across Engineering, AI, Interoperability, Product Management, and Operations
- Enabled integrated technical and corporate operations under a unified GCC model
- Expanded operations across Pune, Mumbai, and Mysore
- Enabled secure and HIPAA-compliant healthcare engineering operations aligned to enterprise standards

- Built a future-ready healthcare engineering ecosystem designed for long-term innovation and scalability

Today, Abacus India operates as far more than a delivery center. It stands as a strategic extension of the company's global healthcare innovation vision combining engineering scale, integrated operations, healthcare expertise, and future-ready AI capabilities within one unified ecosystem.