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How is Expleo enabling GCCs in India to evolve into innovation hubs through its expertise in AI, automation, and cloud transformation?

We're witnessing a fundamental shift in how GCCs operate. The traditional cost-arbitrage model is becoming obsolete, and centres that don't evolve are being left behind. At Expleo, we're helping GCCs transform into strategic "Intelligence Centres" that drive enterprise-wide innovation.

Our approach centres on two key strategies:
First, we embed AI-first transformation across business functions, enabling predictive analytics and real-time decision-making. For instance, with an American multinational fast-food chain, we've implemented Responsible AI to oversee models from ideation to deployment and post-production, ensuring accountability and continuous monitoring. We conducted rigorous checks on vendors, data sources,

and AI use cases to evaluate risk and compliance requirements.

Second, we address complex multi-location operations through robust data governance frameworks, including data localisation strategies that align with India's preference for domestic data processing while maintaining global operational efficiency.

How can GCCs address talent retention and skill gap challenges effectively?

With over 1,700 GCCs competing for specialised talent in AI and emerging technologies, traditional retention strategies are insufficient.

Whilst GCCs may provide stability, external partners can offer diverse project exposure across industries – which is increasingly being valued by professionals for fast-tracking career growth.

Successful centres are investing heavily in continuous upskilling programmes, particularly around AI governance and compliance. As regulatory landscapes evolve rapidly, internal teams must understand the implications for both local and parent-company operations.

Cultural inclusivity cannot be overlooked. Many GCCs struggle with rigid global standardisation policies that don't account for local employee needs. Centres that balance parent company alignment

with cultural sensitivity consistently outperform on retention metrics.

How does Expleo view GCCs' long-term evolution in India, and where are the biggest opportunities?

Over 24 years, GCCs have transformed from back-office operations to strategic innovation engines. We anticipate opportunities that will define the next decade.

First, the regulatory compliance landscape presents enormous potential. As data protection laws turn increasingly complex, GCCs with robust governance frameworks will become indispensable to parent organisations.

Second, as organisations adopt multi-location strategies, the complexity of cybersecurity and data management across diverse operational environments creates opportunities for centres that can provide innovative integrated solutions.

Finally, across majority of sectors— including retail, QSR, healthcare, and pharmaceuticals—GCCs will become the primary vehicle for global companies to access India's innovation ecosystem.

GCCs that thrive will be those that welcome this transformation proactively, viewing themselves as innovation drivers rather than cost centres.