

# RETHINKING THE FUTURE OF

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## Global Capability Centers

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**Table Space**



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**Avinash Gupta**  
Managing Director & CEO India  
Dun & Bradstreet

India's journey from being a cost-efficient outsourcing destination to becoming a **strategic innovation powerhouse** has been nothing short of transformational. Today, India is home to over **1,900 GCCs**, with that number expected to exceed **2,400 by 2030**. These centers span industries – from **BFSI and healthcare** to **automotive, telecom, and digital retail** – and are powered by over **2.5 million skilled professionals**.

This evolution is not about scale alone – it's about **value**. GCCs in India are no longer cost centers – they are **command centers**, powering innovation, digital transformation, and strategic agility for the world's leading enterprises.

**India's GCC revolution is anchored on three defining pillars:**

- Innovation
- Skilled Talent and Intelligent Infrastructure
- Evolving Approaches to Risk Management

**Innovation - India as a Strategic Innovation Hub**

Innovation is at the heart of India's global impact. Recent research shows that many **global corporations** consider India a **top destination for innovation**. And India's rise in the **Global Innovation Index (GII)** is testament to this shift. Since 2015, India has ascended **42 positions**, now ranking **39th out of 133 economies** – a remarkable reflection of the country's investment in R&D, digital ecosystems, and human capital.

Indian GCCs are now integral to **AI, machine learning, quantum computing, and cloud platform innovation**. From patent filings and prototype development to global product launches, they are no longer following – they are **leading**.

Indian GCCs of multinationals like **Google, Microsoft, and Bosch** have evolved their into global innovation hubs. In fact, Bosch India now files more patents out of **Bengaluru** than from its headquarters in Germany.

India's innovation edge comes not just from scale, but from **speed, skill, and a culture of problem-solving** that is embedded across its talent pool.

### India: A Hotbed of Talent and Infrastructure

India's GCC success story is underpinned by two powerful forces: **talent and infrastructure**. With a talent base of over **2.5 million professionals**, India offers a unique blend of **deep technical expertise, digital fluency**, and **cross-functional agility**. GCCs benefit from a predominantly young workforce, contributing fresh perspectives, agility, and future-ready skills that drive innovation and global business success.

Infrastructure, too, has evolved. Today's GCCs are built on **AI-optimized, cloud-native, and cyber-resilient foundations**. Cities like **Bengaluru, Hyderabad, Pune**, and **Chennai** lead the charge, while **Tier-2 cities** are rapidly emerging as next-generation innovation hubs.

This expansion is fueled by improved connectivity, smart campuses, flexible work models, and access to digitally trained talent. The result? A future-ready ecosystem that supports everything from **platform engineering** to **AI operations** and **compliance automation**.

### Risk Assessment - Building Resilient Enterprises

In a world marked by complexity and uncertainty, **risk management** is no longer a back-office function – it is a **core business enabler**. The third pillar of India's GCC revolution focuses on **how Indian GCCs are redefining risk assessment** to create **resilient, adaptive, and secure enterprises**.

Today's risk landscape spans **cyber threats, data privacy, regulatory shifts, supply chain disruptions**, and **geopolitical instability**. Indian GCCs are at the forefront of tackling these challenges – not just reactively, but **proactively**.

### The Road Ahead: Collaboration, Capability, and Confidence

As we look ahead, India's GCCs are not only poised to support global growth – they are positioned to **shape its trajectory**. By 2030, India's GCCs will be responsible for some of the most strategic areas in enterprise growth – **AI governance, platform R&D, cloud orchestration, and ESG compliance**.

But this transformation won't happen in isolation. It will be driven by **collaboration between industry, government, and academia** – and by a shared belief in India's capability to lead at scale, with trust and innovation at the core.





### **Anshul Jain**

Chief Executive India, SE Asia & APAC Tenant Representation  
Cushman & Wakefield

The commercial real estate landscape has significantly transformed over the past two decades, shaped by three major disruptions: Y2K, the Global Financial Crisis, and COVID-19. Today, real estate transcends physical spaces, integrating technology and purpose to redefine how and where work happens.

India stands at the forefront of this transformation, emerging as a powerhouse for Global Capability Centres (GCCs). As the top GCC destination for global MNCs, India by 2030 is projected to house 70% of innovation and shared services hubs. This momentum is also reflected in the office leasing driven by GCCs. In 2024, we recorded a demand for 25 million sq. ft. of office space from GCCs. We anticipate the momentum to continue and estimate that an additional 50 million sq. ft. will be absorbed by this segment over the next 2 years, underscoring India as a preferred destination.

Globally, the GCC model continues to evolve, with APAC, Central Europe, and LATAM increasingly serving as distributed talent hubs. Countries such as the Philippines, Mexico, Costa Rica, and Brazil are witnessing rising traction. The shift toward a "GCC-as-a-service" model is accelerating, enabling organizations to drive innovation, resilience, and cost optimization—delivering not just operational efficiency but strategic value at scale.

Leading organizations now measure efficiency through a Total Cost of Operations (TCO) lens. But

success depends on more than just cost or location—it hinges on deep cultural integration and adaptive change management. The most resilient GCCs are those built on structured knowledge transfer, cross-cultural alignment, and strong governance frameworks that maintain alignment with global business goals while fostering local agility.

Notably, mid-sized enterprises now account for nearly a third of GCC entrants across the listed destinations. These firms seek technology-led, modular operating models that are scalable and agile. They require tailored approaches that keep pace with fast-changing business needs. As technology becomes central to decision-making, companies are leveraging insights to drive smarter and faster GCC strategies—ensuring they stay ahead of disruption.

What lies ahead is incredibly exciting. With mid-sized players entering the mix, emerging destinations scaling up, and operating models evolving rapidly, the next decade will redefine how global value is created – and where it is delivered from.

At Cushman & Wakefield, we're proud to be part of this transformation – helping organizations decode location strategy, align real estate with business outcomes, and future-proof their global delivery ecosystems. The GCC opportunity is only expanding, and we're energized to be right where the future is being built.

# Dun & Bradstreet Economic Research

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ELEVATE YOUR  
GCC STRATEGY

**REAL ESTATE**

# THAT'S NOT ALL WE DO

From vision to value—advisory  
that delivers, right to the last mile.

Global talent advisory | Total cost of operations  
optimization | Change management | Assisted DIY  
model | REV 360: high speed intelligence platform



Better never settles



**Arpita Srivastava**

Executive Director - GCC Advisory  
Cushman & Wakefield



**In a competitive market, what is company's unique value proposition for the Indian market, and how does the company assist in GCC setup within India?**

Our GCC Advisory practice enables us to handhold our client's journey from "Boardroom right to the last mile of execution" anywhere in India or globally. The unique value lies in the end-to-end suite of services delivered through a strong network of in-house global experts and an ecosystem of partners within India. Our pioneering Assisted DIY model offers a flexible and cost-effective alternative to the traditional Build-Operate-Transfer (BOT) approach, granting clients maximum autonomy while ensuring expert guidance. This is especially critical for small-mid market companies with less than \$10 billion in global revenues, which have formed 55% of the total demand in the last 3 years. The model facilitates smooth market entry and optimal partner selection from a real estate standpoint.

**What key trends are you observing that are reshaping the GCC landscape in India?**

The GCC landscape is evolving with nearly 2/3rd of the demand coming from small first time entrants. The sectoral base of companies has also expanded - we now have engineering, manufacturing, and healthcare coming forward. The

runway for GCC demand in India is long and we expect 5 main trends to keep an eye on:

**1. Hybrid - captive strategy:**

Companies will continue to set up captive GCC but also leverage outsourcing of low-value, non-core routine jobs to outsourcing partners or BOT providers - especially as GCCs become more R&D and core business functions focused.

**2. Co-opetition:** From the service providers' standpoint, the opportunity runway is huge, and we expect more co-opetition among providers who will collaborate to compete.

**3. Core / India+1:** India will remain the nerve center of GCC activity ; however, mature GCCs that have been here much longer will, as they continue to scale, start to explore the Core/India+1 strategy. That growth could be in Tier 2 cities or even markets like the Philippines. We already see mature GCCs having 23-28 seats in the Philippines for every 100 seats in India.

**4. Asian HQ companies gaining prominence:** American GCCs have long led this segment, but we expect many more Asian, especially Japanese companies, to set up GCCs. Owing to geographic proximity to the Philippines, we believe Australian demand will get split - but given the depth of talent and maturity

of the GCC landscape in India, it will continue to draw attention.

5. Agentic AI: For fully automated processes, agentic AI can result in upto 32% cost savings.

Use of agentic AI, we believe this is the single most important transformative move for existing / mature GCCs – one that will not only enhance value but also further optimize costs.

Needless to say, this sector will continue to draw attention from both state and central governments, and we will continue to see new policies to actively court and enable the continuing growth of GCCs in India.

### Given company's expertise in GCC advisory and strategic real estate solutions, could you elaborate on the role of data analytics in providing global enterprises with optimized offshoring strategies within the Indian market?

Data decision making is central to C&W's way of life. We follow the same ethos when advising our clients. Our GCC advisory team enables global enterprises to make informed, data-driven decisions for optimized offshoring strategies. We have launched a pioneering tech platform REV360. This platform provides a comprehensive Total Cost of Operations (TCO) to enable MNCs make decision - with precision and speed. By empowering clients to compare the TCO of setting up a GCC in one country/location over the other - with detailed data insights on Talent cost (usually 85-91% of the TCO), real estate cost, office build out, and operational costs.

### With the growing focus on talent acquisition and retention, how is company advising companies on creating workplaces that attract and keep top talent in India's competitive market?

We have a track record of decades of advising clients on workplace strategies and have witnessed this space evolve closely. A decade ago, offshore centers in India operated at a density of 60-70 per sq ft. GCCs today commonly opt 100-150 per sq ft spaces. From being designed to look identical and rows of compact workstations - designed to maximize space efficiency, the focus has shifted from cost per sq ft to experience and value per sq ft. We are seeing many more collaborative spaces, brainstorming rooms and nooks, and technology to enable discussions and group work. Understandably, as innovation becomes the prime focus of GCCs, cubicles have paved the way for community-based working that enables serendipitous collisions and opportunities for innovation to spark throughout the workplace.

### Considering the complexities of GCC operations in India, how does company advise global enterprises on identifying, evaluating, and mitigating key strategic risks to enhance their long-term resilience?

As a leading global service provider, our job is to help clients build and run sustainable operations that enhance long-term resilience. We push our clients to ask tough questions and enable decision making through data. For example,

- **Proven Locations Vs Right Location lens:** Use data to let them choose a right-fit location basis their talent and business needs - not just by blinding following the sun!
- **Right fit RE model:** Provide right-fit real estate strategy, which requires long-term cost commitments. Apply a capex vs. opex model mindset while choosing what's right for their business. Implement future-proofing solutions including flexible lease terms and temporary space arrangements to address unplanned expansion needs. ■





**Kunal Mehra**

Co-CEO and President  
Tablespace Technologies Pvt. Ltd.

### How has Table Space evolved since its inception, and what have been some key milestones?

Table Space is one of the leading providers of managed workspaces in India, delivering premium managed office solutions that support global enterprises at every stage of their workspace journey.

Since launching in 2017, we've scaled our portfolio to over 9\* million sq. ft. of enterprise-grade workspaces in India's key business clusters, serving clients, including leading US-headquartered MNCs and GCCs.

In 2023, we introduced Table Space Suites - premium, ready-to-move-in workspaces designed for flexibility and scalability. Suites empower enterprises to collaborate, innovate, and thrive. With this addition, Table Space now offers a full spectrum of workspace solutions, from ready-to-move-in to custom-built spaces, focussing to meet the dynamic needs of today's enterprise clients.

(\*As of March 31<sup>st</sup>, 2025)

# Table Space

One of India's leading providers of premium enterprise managed workspaces

### What sets Table Space apart in the flexible workspace industry and how do you custom-build solutions to best support the evolving needs of GCCs?

Table Space specialises in offering end-to-end, enterprise-grade solutions from custom-built to ready-to-move-in spaces, all under a single point of contact model. This integrated approach ensures that clients that don't have to face the complexity of managing multiple partners, ensuring agility, transparency and speed for GCCs.

Our differentiation comes down to three core pillars that make a real impact for our clients.

#### Seamless Execution

We handle the entire office delivery process under one roof – from design and procurement to execution and ongoing management. There's no need to coordinate with multiple vendors or manage several moving parts. Our in-house team includes architects, designers, procurement experts, and project managers, all aligned to your specific needs. You tell us what you're looking for, and we make it happen. We also bring in deep industry knowledge and use our proprietary platform, TS Reform 3.0, to make smart, data-backed decisions on everything from design to compliance and demand-supply planning.

#### Enterprise-Grade Flexibility

Scaling up or down across cities is simple. With Table Space, you're not locked into a single building – you're working with a platform that grows with you. This long-term adaptability is built into how we operate, giving you the freedom to stay agile.

#### Future-Ready Standards

Every workspace we deliver meets global standards. Our operations are tech-enabled, offering real-time visibility and customisable SLAs that match your expectations. We're set up for today and ready for tomorrow.

By aligning workspaces with GCCs' strategic, cultural and operational goals, we transform real estate from a cost centre to a growth enabler, all with a single trusted partner.

### Beyond physical space, what's a core element of Table Space's offering that contributes to a company's success?

At Table Space, we recognize that workspace excellence hinges on operational precision and human-centric experiences. Our hospitality-driven managed services ensure every touchpoint, from security to sustainability, is seamless, so companies can focus on growth while we handle the rest.

## Day-to-Day Operational Excellence

- o 24/7 Managed Services: Dedicated on-site teams for maintenance, IT, and facility management
- o Compliance Rigour: Adherence to global standards with quarterly audits.

## Hospitality-First Everyday Employee Experience

- o Concierge-Level Service: Curated F&B partnerships offered to clients.
- o Culture-Aligned Spaces: Customizable zones that reflect client branding and values, fostering engagement.
- o Community Building: Networking events and knowledge-sharing forums across our centres.

## Customer-Centric Flexibility

- o Single-Point Accountability: One contract, one team, and transparent SLAs for hassle-free scaling.
- o Proactive Optimization: Quarterly business reviews to align spaces with evolving needs (e.g., hybrid policies, team expansions).

## What benefits do managed offices spaces offer in helping businesses optimize their real estate and infrastructure needs?

The traditional leases come with long-term lock-ins, hefty upfront capital expenditure, and ongoing operational hassles that distract businesses from their core priorities. In contrast, managed office models cover leasing, designing, building and operations which is designed to simplify the commercial real estate

experience for MNCs setting up or expanding in India.

We deliver end-to-end solutions, including real estate leasing, custom-design, project management, compliance, and day-to-day operations. Because we operate at scale across markets in India, we're able to offer enterprise-grade, multi-city solutions while also optimizing costs through strategic sourcing and procurement.

Our fully serviced, Capex-free workspaces offer speed, flexibility, and cost-efficiency. We design intelligent workspaces that elevate productivity and employee experience.

## Which strategic and operational factors influence the decision-making process when exploring managed office spaces?

While prime location and robust infrastructure are baseline expectations, enterprises must assess whether their managed office provider operates as a true strategic partner. We help future-proof our clients' workspace strategies. We understand that location, quality infrastructure, uninterrupted connectivity, security systems, and collaborative environments are fundamental, further we also integrate flexibility, scalability and enterprise-grade technology into every solution.

As one of India's leading managed workspace solution providers, we offer premium, customized workspaces across key clusters in India.

When evaluating a managed office provider, leadership teams should consider three critical dimensions:

- **Scalability** - Can the provider support rapid expansion, such as onboarding 100+ seats within a quarter? Table Space has delivered such scale across our enterprise-grade portfolio.
- **Technology** - Is the infrastructure truly enterprise-ready? Table Space is a tech-driven company, and we focus a lot on developing tech which is going to provide smoother deliveries to our clients.
- **Partnership Approach** - Does the provider align with your ESG and operational objectives, and work as an extension of your real estate team? At Table Space, this is part of our engagement model. We offer fully customized, end-to-end managed workspace solutions via our in-house Design Studio and Enterprise Workspace-as-a-Service (WaaS) model. ■



**Sharad Agarwal**

CEO

Sify Infinit Spaces Limited



Services" model, GCCs access MPLS, cloud, internet, and security via a single managed link, reducing complexity and improving SLAs.

Crucially, our execution is among the fastest in the industry—we're delivering a hyperscale facility in Bangalore in under a year, demonstrating our speed and efficiency.

### **What is company's unique value proposition for GCCs navigating India's digital and IT infrastructure landscape?**

Sify's differentiation lies in three areas: integration, execution agility, and strategic alignment. We offer an integrated ecosystem, combining data centers, network, cloud, and cybersecurity under one roof. This dramatically simplifies vendor management, accelerates rollout timelines, and provides consistency in performance and governance.

Second, our execution agility is unmatched. We manage the entire infrastructure value chain, from land acquisition to commissioning internally, which lets us reduce dependencies and react faster to client needs.

Third, our presence is aligned with GCC footprints. Our infrastructure is not just in major metros but in emerging cities where global enterprises are now expanding.

Finally, we back our value proposition with client trust: we currently support over 30 active GCCs and work with all major public cloud providers and industries like banking, healthcare, and government.

### **With rapid tech evolution, what key digital transformation trends are you observing that are influencing how GCCs operate and grow in India?**

Three key trends stand out. First, GCCs are evolving from cost centers to innovation hubs—driving AI, R&D, and digital product development. This demands always-on, high-compute, and compliant infrastructure.

Second, GenAI and cloud-native workloads are driving hybrid and edge compute adoption. Sify's AI-ready infrastructure, modular cloud integration, and hyperscaler partnerships help GCCs scale and experiment rapidly.

Third, zero-trust security and data sovereignty are now table stakes. With IP and customer data under management, GCCs need built-in cybersecurity—an area where Sify's infrastructure excels, thanks to compliance with ISO, SOC2, HIPAA, and more.

Finally, the hybrid work shift demands infrastructure that

### **Sify has a strong presence in digital infrastructure and transformation. Which of its services are currently most critical for global enterprises setting up or scaling GCCs in India?**

Sify offers full-stack digital infrastructure capability that directly addresses the setup, scale, and integration challenges faced by Global Capability Centers (GCCs) in India. The most critical services include our AI-ready hyperscale data centers in key metros like Bengaluru, Mumbai, Chennai, Noida, and Hyderabad. These facilities support low-latency, high-compute workloads that modern GCCs increasingly depend on, particularly in areas like GenAI, data analytics, and cloud-native development.

Our express domestic backbone connects directly to international submarine landing stations, ensuring seamless collaboration between global HQs and India teams. Through our "One Pipe, Multiple

ensures secure, high-performance experiences across on-site, remote, and third-party teams—a core Sify focus.

### **How does company leverage its cloud, cybersecurity, and network capabilities to support GCCs in building agile, secure, and scalable digital operations?**

Sify's carrier-neutral network ensures high-performance connectivity across cloud, on-prem, and hybrid models. We overlay this with SD-WAN and application-aware routing to optimize traffic dynamically.

Our cloud partnerships with AWS, Azure, Google, and Oracle support multi-cloud strategies. We offer direct connects, co-location, edge deployments, and migration support, all backed by governance and cost-control frameworks.

Cybersecurity is embedded at every layer—from K8-rated perimeter controls to AI-driven surveillance and compliance certifications like PCI-DSS and ISO 27001. We deliver these services via a unified "One Pipe, Multiple Services" model—simplifying integration, reducing cost, and improving manageability.

### **As GCCs increasingly adopt hybrid and distributed work models, how is company helping them ensure seamless connectivity, collaboration, and performance?**

Sify's nationwide SD-WAN and cloud-native infrastructure ensure consistent connectivity, secure access, and dynamic application

prioritization across geographies. We provide secure remote access, bandwidth elasticity, and dynamic application prioritization to keep performance consistent across distributed teams.

In terms of collaboration, we enable direct integration with enterprise platforms like Microsoft Teams, Zoom, and Google Workspace through our low-latency network. We also offer edge-to-core monitoring to ensure performance bottlenecks are quickly identified and resolved.

Sify's express routes to submarine cables provide direct paths to global hubs, minimizing lag and packet loss, critical for real-time collaboration, especially in industries like banking, healthcare, and high-tech R&D.

We also offer centralized dashboards for monitoring performance and orchestrating change giving GCC leaders full visibility and control across their digital infrastructure.

### **In terms of long-term digital resilience, how is company advising global enterprises on mitigating risks and future-proofing their GCC strategies in India?**

Future-ready GCCs require adaptability, compliance, and resilience. Sify helps clients plan infrastructure with foresight—advising on location strategy, power sourcing, and build-vs-rent decisions.

Our green infrastructure, backed by 231 MW of renewable energy, supports ESG goals and reduces Scope 2 emissions. Compliance is

built-in, supporting GDPR, HIPAA, RBI, and other regulations through modular, scalable architecture.

We also help clients stay ahead of tech shifts—whether in containerization, AI/ML, or zero-trust adoption—through cloud partnerships and integrated service delivery.

Ultimately, our goal is to become a long-term ally, one who doesn't just deliver infrastructure but helps global enterprises navigate change and seize opportunity. ■

# D&B ESG Intelligence

D&B ESG Intelligence delivers data and analytics built from the Dun & Bradstreet Data Cloud and established sustainability standards to help companies quantify and assess the impact of their business partners' sustainability rankings to their companies' performance. This true and trusted source of ESG data enables compliance and procurement teams to generate insights that help strengthen their ESG goals and policies, and streamline ESG assessment processes.



## PLATFORMS

- D&B Risk Analytics ESG Module



## SOLUTIONS

- ESG Self-Assessment
- ESG Registered Solutions

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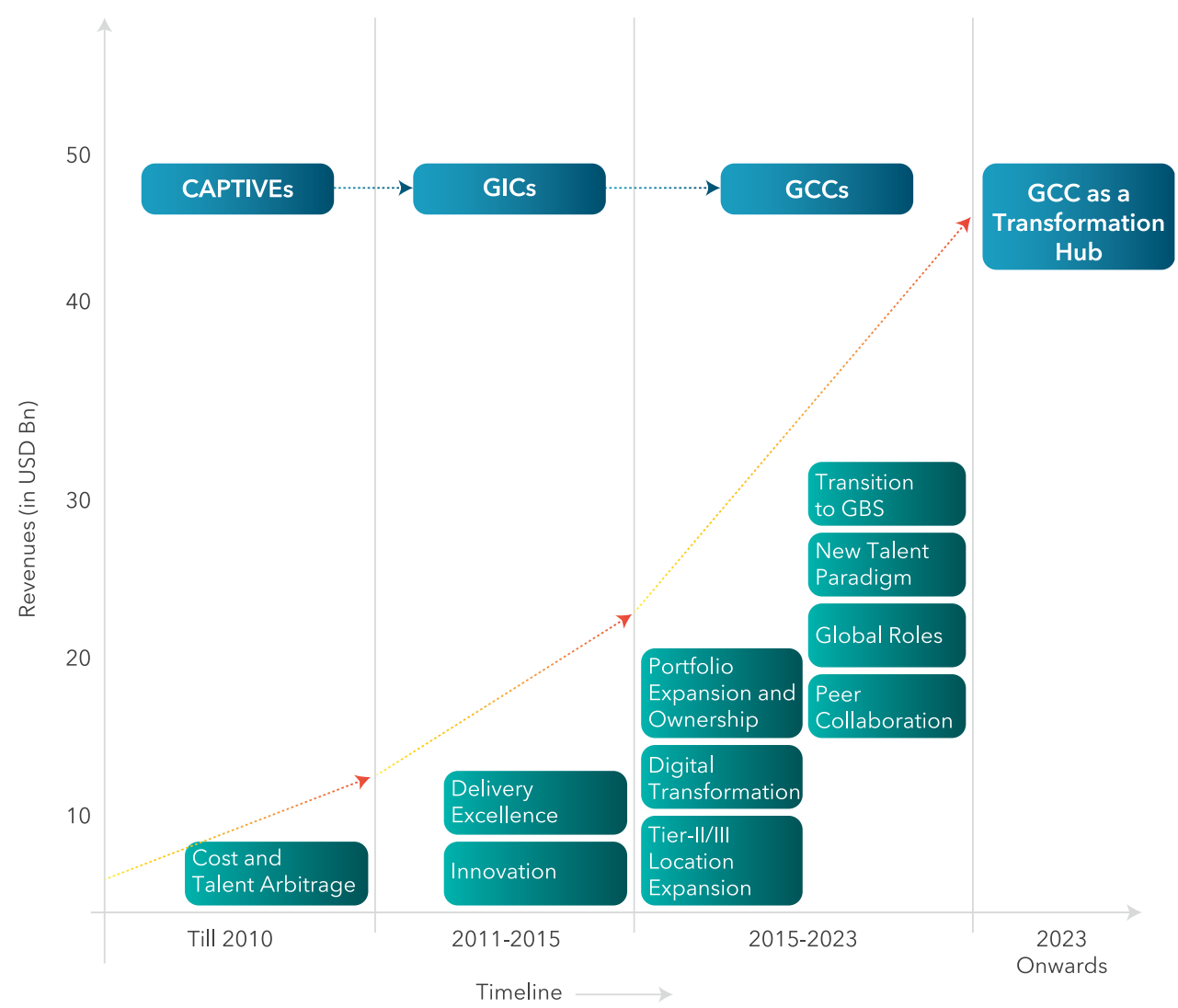
# GCC Ecosystem in India



THE EVOLUTION OF GCCs IN INDIA: FROM CAPTIVES TO TRANSFORMATION HUBS

Introduction

Global Capability Centers (GCCs) in India have undergone a significant transformation over the past few decades. Initially established as cost-effective offshore units, they have evolved into strategic hubs driving innovation, digital transformation, and global business services. This evolution reflects India’s growing prominence in the global business landscape.



Source: NASSCOM

### Early Years: Captives Focused on Cost Efficiency

In the early stages, particularly until 2010, GCCs in India primarily served as captive units for multinational corporations. The primary objective was to leverage India's cost advantages and access to a large talent pool. During this period, approximately 700 GCCs were operational, employing over 400,000 professionals and generating revenues of about USD 11.5 billion.

### Transformation into Global In-House Centers (GICs)

From 2011 onwards, there was a strategic shift towards establishing Global In-House Centers (GICs). These centers aimed to deliver excellence and innovation, moving beyond mere cost savings. By this time, the number of GICs had surpassed 1,000, with a workforce of approximately 750,000 and revenues exceeding USD 19 billion.

### The Rise of GCC 4.0: Transformation Hubs

The period post-2015 marked a significant phase in the evolution of GCCs, leading to what is now termed as GCC 4.0. This phase is characterized by:

- **Strategic Role Expansion:** GCCs have taken on a strategic role in fostering product innovation, driving technological advancements, and spearheading digital transformation.
- **Diversification of Functions:** These centers have expanded their functions to include portfolio expansion, driving digital transformation, and managing global functions to accelerate growth and transformation.
- **Geographical Diversification:** There has been a notable shift towards establishing GCCs in Tier-II and Tier-III cities, such as Vadodara, Nashik, and Coimbatore, to tap into local talent pools and reduce operational costs.
- **Revenue Growth:** As of FY2024, there are over 1,700+ GCCs in India, with an installed talent base of 1.9+ million professionals and generating revenues exceeding USD 46 billion.

### Key Drivers of GCC Evolution

Several factors have contributed to the evolution of GCCs in India:

#### Talent Pool:

India's vast and skilled workforce has been a significant attraction for global companies seeking to establish GCCs.

#### Technological Advancements:

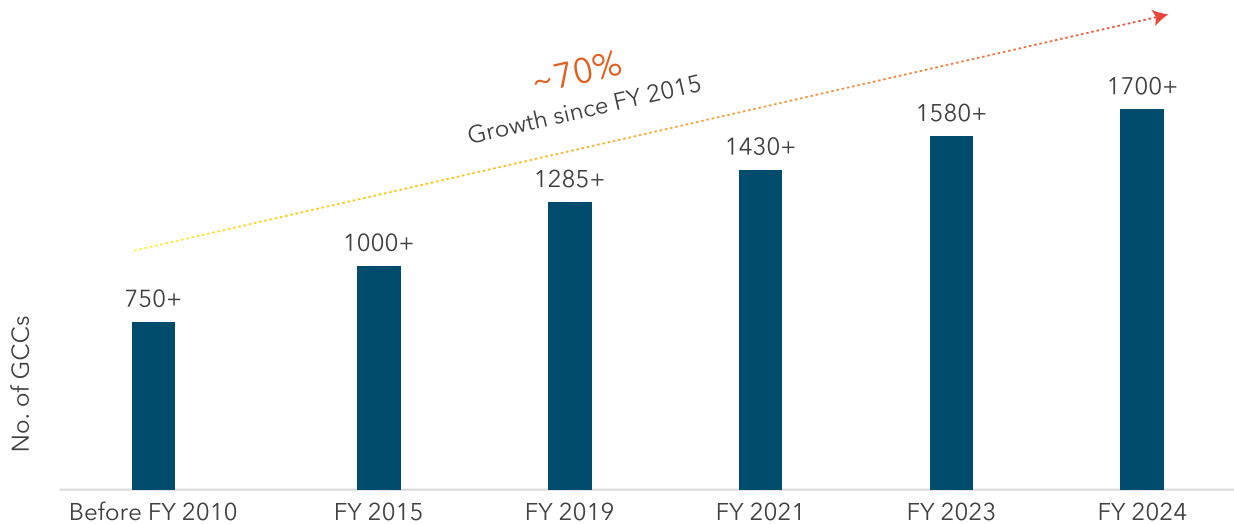
The adoption of emerging technologies, including AI, machine learning, and automation, has enabled GCCs to take on more complex and strategic roles.

#### Government Initiatives:

Policies and incentives provided by the Indian government have facilitated the growth and expansion of GCCs across the country.

## THE CURRENT GCC LANDSCAPE IN INDIA

What began as cost-saving outposts has now transformed into innovation-led powerhouses at the heart of India's economic engine. Today's GCCs are not just supporting functions—they're driving strategy, technology, and global business impact. Their evolution reflects India's ascent as a hub for digital excellence and skilled talent.



Source: Zinnov, AMCHAM India, Inductus Group

Total Number of GCCs (FY 2024): **1700+**

Total GCC Units (FY2024): **2975+**

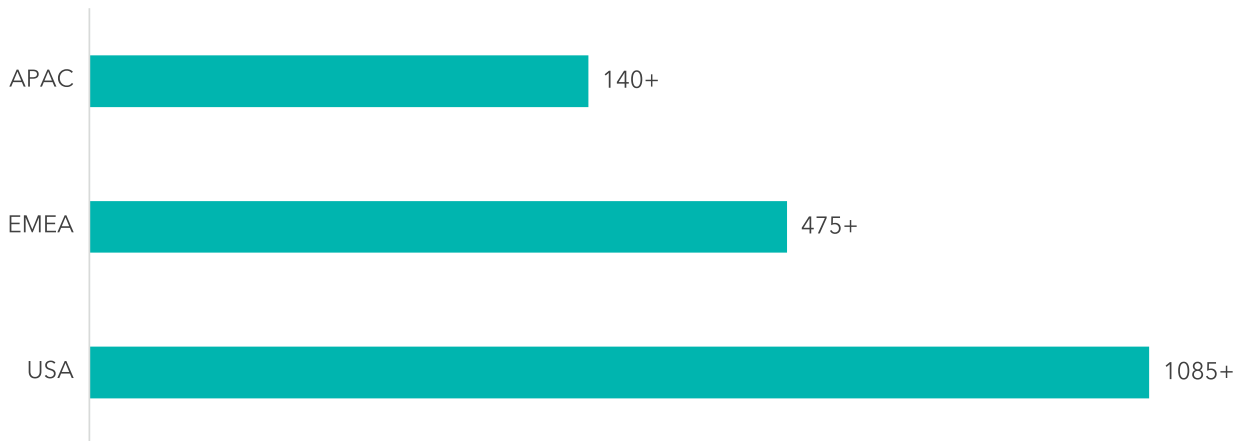
Total Installed GCC Talent (FY 2024): **1.9 Mn+**

Revenue (As of Feb 2025): **USD 64.6 Bn**

- The number of GCCs in India has more than doubled from 750+ before FY 2010 to 1700+ in FY 2024. This reflects a **strong and consistent trajectory** of India as a preferred destination for global enterprises seeking talent, cost efficiency, and innovation.
- Between FY 2015 and FY 2024, the number of GCCs grew from 1000+ to 1700+, a **70% increase in just 9 years**. Average annual growth rate in this period is approximately **6.3% CAGR**, showing a solid expansion path.
- The data shows **accelerated strategic investments** in India, as global companies increasingly tap into India's **skilled, scalable, and tech-savvy** workforce.

India's positioning is shifting from a back-office location to a **global innovation** and **operations powerhouse**.

### Share of GCC Distribution in India based on HQ Location



Source: Zinnov, AMCHAM India, Inductus Group, NASSCOM

- US-based Global Capability Centers (GCCs) significantly dominate India's GCC landscape, with a substantial number of companies establishing their presence in the country.
- ~50% of Aerospace & Defense (A&D) and Automotive GCCs in India are US-headquartered.
- The establishment of GCCs in India allows US based companies to leverage India's vast talent pool, cost efficiencies, and favorable time zone, facilitating 24/7 operations and driving innovation.

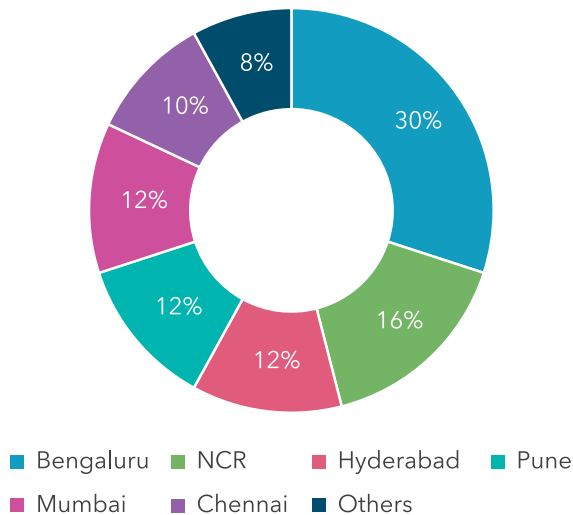
The USA continues to be the largest contributor to India's GCC ecosystem, representing around 64%, while EMEA and APAC collectively make up one-third of the total share.

### Prominent GCC Clusters

India reigns as the GCC Capital of the World, fueled by its deep technology talent, cost advantages, and enabling policy environment. At the heart of this growth is Bengaluru, the undisputed epicenter, home to the highest density of GCCs globally. Hyderabad, Pune, Chennai, and NCR follow as thriving clusters, each specializing in domains like digital engineering, financial services, and R&D, making India the preferred innovation hub for global enterprises.



### City-wise Share of GCC Units in India



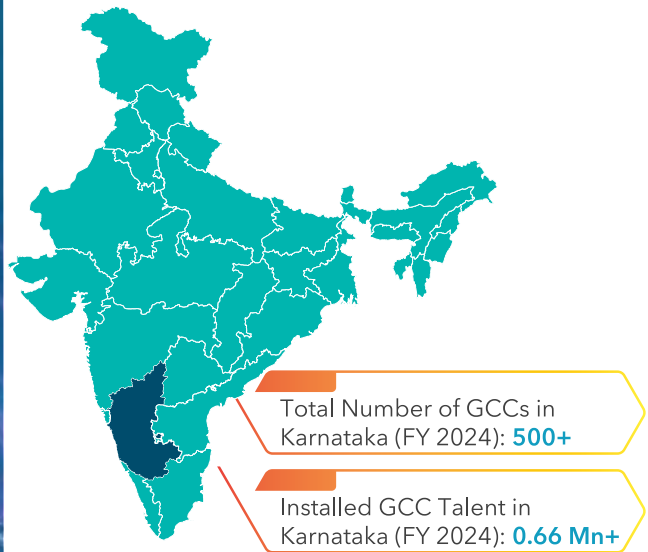
Source: Zinnov, AMCHAM India

- Bengaluru remains the **top destination** for GCCs due to its mature tech ecosystem, talent availability, and infrastructure.
- NCR's proximity to government institutions and a growing tech workforce contribute to its appeal.
- **Hyderabad, Pune, and Mumbai** each have a **12% share**, reflecting **competitive parity** among these cities as attractive GCC destinations. These cities likely offer a balance of cost, talent, and infrastructure.

### GCC Landscape in Karnataka

- With over **500 GCCs** operating in the state, **Karnataka** is a central player in India's **GCC ecosystem**, employing about **35% of the country's GCC workforce**.
- The **Karnataka government** has unveiled its **GCC Policy for 2024-2029**, which aims to **expand the state's GCC footprint** significantly in the coming years.
- Key targets include establishing **1,000 GCCs**, creating **3.5 million new jobs**, and generating an **economic output of USD 50 billion** by 2029.
- The **Karnataka government** is actively developing advanced **technology parks** in key cities such as **Bengaluru, Mysuru, and Hubballi**.

Source: Zinnov, AMCHAM India, Karnataka Government GCC Policy for 2024-2029

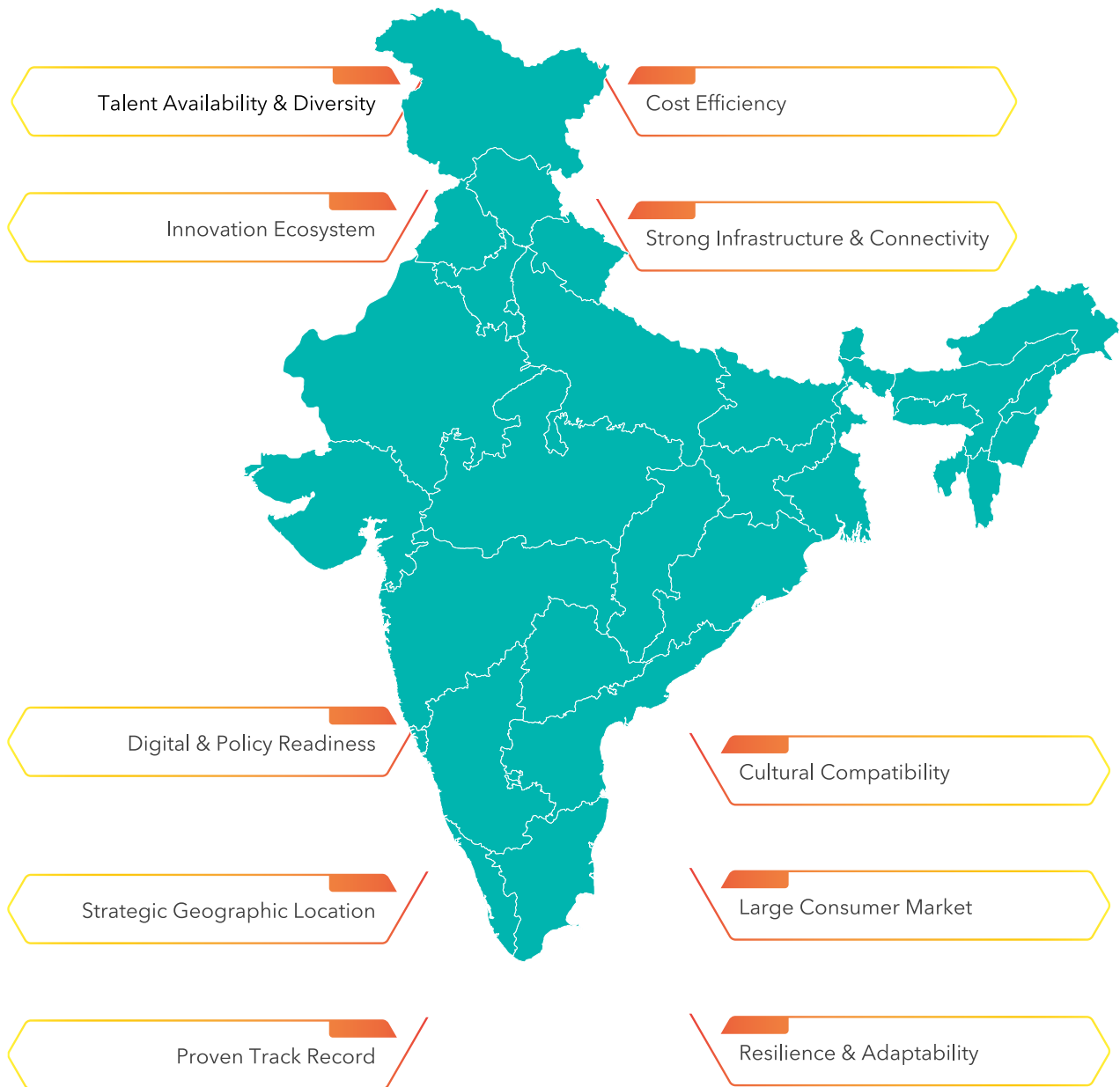


**Karnataka remains the top choice for GCCs** with Bengaluru accounting for over 98% of state's GCC units, driven by a combination of factors such as a **strong talent pool** and **favorable government policies**

## THE INDIA EDGE: WHY INDIA LEADS THE GCC REVOLUTION?

This section highlights the country's competitive edge as a global hub for Global Capability Centers (GCCs). It explores how India's large talent pool, cost advantages, digital innovation, and favorable business ecosystem have positioned it as the preferred destination for multinational corporations establishing and scaling their GCCs. The section also emphasizes India's growing role in driving strategic value and innovation beyond traditional back-office functions.

### What Makes India the Global Hub for GCCs



Source: Inductus Group, Secondary Research

India stands out as a premier destination for GCCs, offering a rare combination of highly skilled talent, cost-effectiveness, innovation-driven culture, and robust infrastructure that consistently attracts multinational corporations.

### Talent Availability & Diversity

- Large, skilled, and diverse workforce including engineers, IT specialists, and finance experts.
- Cost-effective talent is **40-60%** cheaper than in developed markets.

### Strong Infrastructure & Connectivity

- Modern tech parks in cities like Bengaluru, Hyderabad, and Noida.
- Improved digital and transport connectivity.

### Strong Geographic Location

- Time zone advantages enable 24/7 global operations.
- Proximity to high-growth markets in Asia, Middle East, and Africa.

### Resilience & Adaptability

- Proven business continuity through crisis management and remote work readiness.
- Strong IT backbone supporting both remote and hybrid work models.

### Cost Efficiency

- Operating a GCC in India results in **40-70%** cost savings.
- Lower real estate and utility costs in cities like Jaipur, Hyderabad, and Pune.

### Digital & Policy Readiness

- Initiatives like **Digital India** are boosting digital infrastructure.
- States like Karnataka, Telangana, and Uttar Pradesh offer GCC-friendly policies such as tax incentives, single-window clearances.

### Proven Track Record

- India hosts **over 1,800** GCCs, serving global brands like Google, Amazon, and Microsoft.
- GCCs contribute **USD 64.6 bn** to India's economy, expected to reach **USD 100 bn** by 2030.

### Innovation Ecosystem

- Thriving startup culture and deep expertise in AI, ML, blockchain.
- Strong R&D hubs and university-industry collaboration.

### Cultural Compatibility

- India's proficiency in English facilitates smooth communication with global teams.
- Adaptable workforce making collaboration with diverse teams easier.

### Large Consumer Market

- Helps MNCs understand one of the world's fastest growing consumer markets.
- GCCs can drive product innovations tailored to the Indian and neighboring markets.

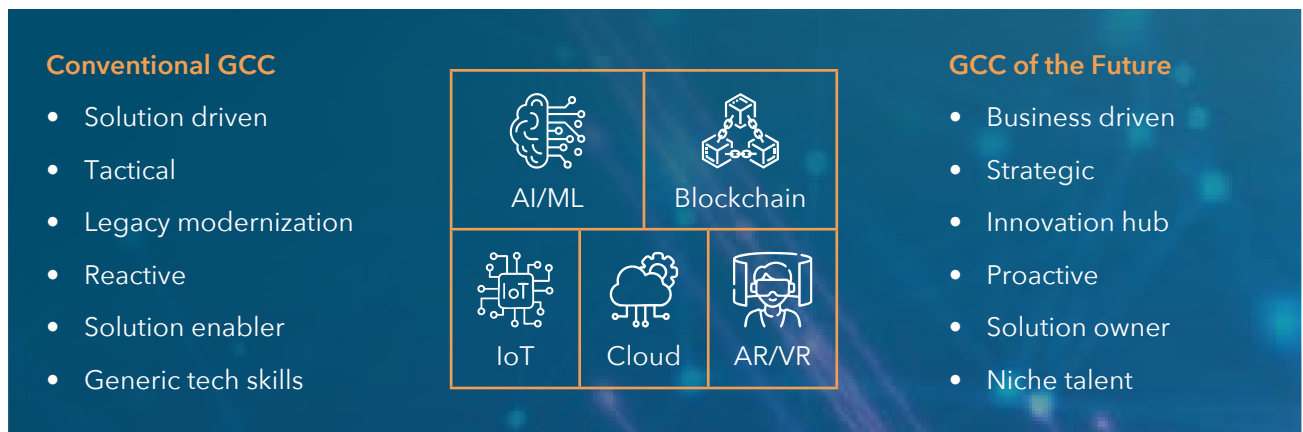
## WHAT'S NEXT - TRENDS, CHALLENGES, & RISKS RESHAPING GCCs

### Key Trends shaping GCCs in India

India's Global Capability Centers (GCCs) are undergoing a paradigm shift, transforming from traditional support hubs into strategic centers of innovation, digital leadership, and operational excellence. The following key trends are redefining the GCC landscape:

#### Digital Transformation

GCCs in India are rapidly transforming into **strategic digital** and **innovation hubs**, moving beyond their traditional role of cost optimization. Emerging technologies (ET) such as **AI/ML, GenAI, Blockchain, IoT, Cloud, and AR/VR** are driving this transformation, enabling GCCs to take a **proactive role in value creation** and **enterprise innovation**.



### Three core shifts powering digital transformation in GCCs:

#### Elevating Innovation:

- o GCCs are spearheading strategic initiatives like **AI-driven drug discovery**, predictive analytics, and cloud-native architecture to solve complex global challenges.
- o **Example:** Use of supercomputing and AI simulations in pharma for COVID-19 drug development.

#### Enhancing User Experience:

- o GCCs are building **immersive** and **personalized digital experiences** across sectors.
- o **Example:** AR/VR used in aerospace for prototyping and training, retail companies offering customized customer journeys.

#### Optimizing Transaction Delivery:

- o Automation (e.g., RPA) and digitization are increasing **efficiency and reducing turnaround time**, allowing staff to focus on high-value tasks.

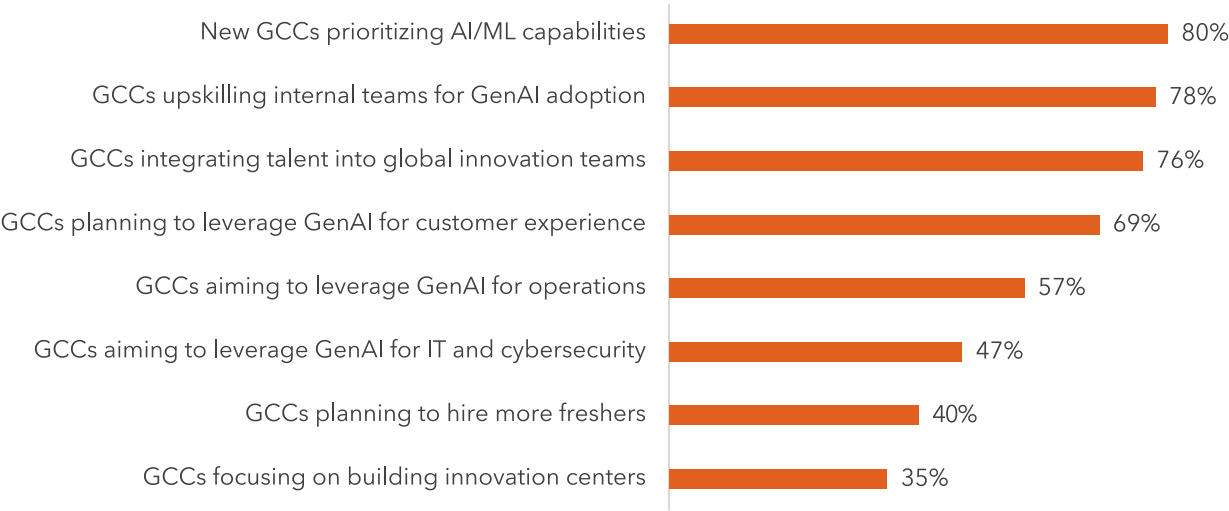
Tier-2 City Expansion

- o Driven by rising costs and talent saturation in Tier-1 metros, GCCs are increasingly setting up operations in Tier-2 cities like Jaipur, Kochi, Visakhapatnam, and Vadodara.
- o These locations offer **cost advantages of up to 40%** compared to global counterparts and access to untapped talent pools.
- o Government support through tax breaks and policy incentives further strengthens this trend.

Workforce Upskilling and Reskilling

- o As the demand for AI, ML, cybersecurity, and cloud skills surges, GCCs are investing heavily in workforce development.
- o Initiatives include certification programs, partnerships with academic institutions, and internal innovation training.
- o The goal is to maintain a future-ready, digitally fluent workforce capable of supporting complex global mandates.

Top Priorities for India’s GCCs: GenAI, Innovation and Talent



Source: Inductus Group

Sustainability & ESG Integration

- o ESG (Environmental, Social, Governance) considerations are now central to GCC strategies. Centers are adopting energy-efficient infrastructure, cloud-based systems, and renewable technologies to reduce carbon footprints.
- o Socially, there is increased focus on diversity, inclusion, and community engagement through skills development and education initiatives.



### Cross-Industry Collaboration

- o GCCs are evolving into ecosystems that foster cross-sector collaboration. For example, technology-focused GCCs partner with healthcare centers to build AI-driven diagnostics.
- o These synergies enable knowledge transfer and allow organizations to apply best practices from one sector to another, driving collective innovation.

### Remote & Hybrid Work Models

- o Post-pandemic, GCCs have embraced flexible working. Remote and hybrid models are now widely implemented, with **75%** of business leaders expecting permanent shifts in their workforce strategy.
- o These models enhance global talent access, lower infrastructure costs, and support employee well-being through work-life balance initiatives.

### Government Support & Policy Shifts

- o The Indian government has emerged as a key enabler of GCC growth through favorable policies, such as special economic zones (SEZs), tax incentives, and streamlined regulatory processes.
- o Development of tech parks, infrastructure grants, and skilling programs further foster an innovation-friendly environment for GCCs to thrive.

### Challenges & Risks Reshaping GCCs

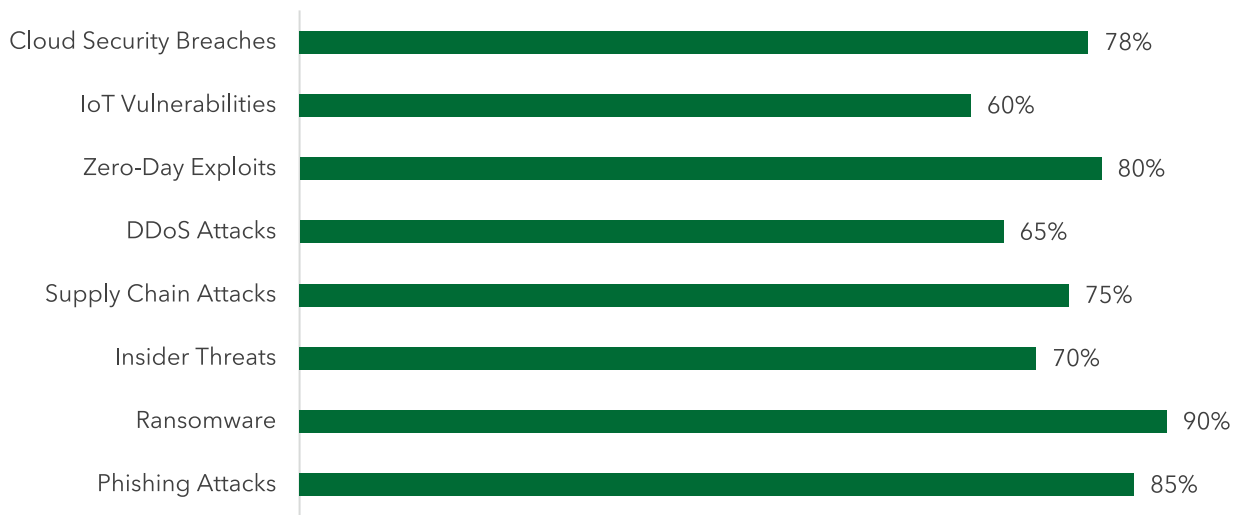
Despite rapid growth and transformation, GCCs are navigating a complex set of challenges that threaten their scalability, innovation capacity, and operational resilience. These issues span talent dynamics, regulatory hurdles, cybersecurity, and infrastructure bottlenecks.

### Talent Shortage & Retention

- o Retaining skilled professionals—particularly in AI, ML, cloud, and cybersecurity—is increasingly difficult due to **rising attrition rates** and **competitive salary pressures** from rival firms.
- o **Tier 2 cities**, suffer from **limited specialized talent pools**, thereby escalating training and recruitment costs.
- o Continuous upskilling is required to meet fast-evolving technology needs and sustain workforce engagement.

## Cybersecurity & Data Privacy Risks

- o As GCCs handle vast amounts of sensitive data, they are **prime targets for cyber threats**.
- o **Cloud adoption** and **remote work** models have expanded attack surfaces, necessitating substantial investments in **zero-trust architectures**, real-time monitoring, and employee awareness programs.
- o Regulatory frameworks like the **Digital Personal Data Protection Act (DPDPA) 2023** demand robust compliance measures, adding operational complexity.



Source: Inductus Group

## Regulatory & Compliance Complexity

- o Operating across multiple jurisdictions (e.g., GDPR in Europe, CCPA in the U.S.) requires **multilayered compliance strategies**.
- o Navigating **state-specific tax laws** and **permit processes** in India continues to pose expansion barriers for new and existing GCCs.

## Economic & Geopolitical Uncertainty

- o Global economic downturns, geopolitical tensions (e.g., US-China dynamics, Middle East conflicts), and currency fluctuations can lead to **budget cuts** and **operational disruptions** for GCCs.
- o Risk of compliance breaches due to **sanctions, export controls**, or changes in international laws is growing.

## POLICY PULSE - UNDERSTANDING INDIA'S GCC POLICY ENVIRONMENT

India has established a multi-tiered policy framework—at both **central** and **state levels**—to promote the growth of GCCs. These policies are crafted to enhance ease of doing business, attract foreign investments, and build a future-ready workforce. Key initiatives include:

### Central Government Initiatives

- **Special Economic Zones (SEZs):** Offer tax exemptions and streamlined compliance for GCCs, making India an attractive investment destination.
- **Digital India:** Strengthens digital infrastructure and promotes digital literacy, ensuring operational efficiency for tech-driven GCCs.
- **Skill India:** Aims to train over **400 million** individuals to meet the growing talent demands of the GCC ecosystem.
- **Make in India:** Promotes manufacturing and tech investment, fostering a pro-business environment for GCC expansion.

### Progressive State-Level Policies

- **Karnataka:** Launched India's first dedicated GCC policy (2024), targeting **500** new GCCs **by 2029** with incentives like rental subsidies, skilling reimbursements, and innovation lab funding.
- **Uttar Pradesh:** Draft GCC policy includes 100% stamp duty exemption and payroll subsidies to attract over **1,000** GCCs and create **500,000+** jobs.
- **Maharashtra:** Actively developing a GCC policy focused on leveraging its infrastructure, data connectivity, and engagement with industry stakeholders.

India's decentralized policy approach empowers states to create tailored ecosystems that align with local strengths while leveraging national frameworks. This dual approach is propelling India's position as the **leading global hub for GCCs.**

THE ROAD AHEAD

To remain resilient and competitive, GCC leaders, businesses, and policymakers must embrace a forward-looking and proactive approach, such as:

<p><b>Embrace Next-Gen Technologies</b></p> <p>Establish Centers of Excellence for AI, quantum computing, and R&amp;D to foster innovation leadership</p>	<p><b>Redefine Workforce Strategies</b></p> <p>Institutionalize <b>upskilling initiatives</b> and promote <b>flexible work cultures</b> to retain top talent</p>	<p><b>Navigate Geopolitical Complexities</b></p> <p>Diversify operations to manage regional risks and build business continuity across multiple geographies</p>
<p><b>Strengthen Cybersecurity &amp; Compliance</b></p> <p>Invest in <b>advanced security protocols</b> and ensure compliance with global regulations like <b>GDPR</b> and <b>CCPA</b></p>	<p><b>Drive ESG &amp; Sustainability Goals</b></p> <p>Embed <b>green practices</b> and <b>ESG metrics</b> into operational frameworks to meet investor expectations and sustainability benchmarks</p>	



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**Manish Khandelwal**

Managing Director  
Haworth India

**As workspaces continue to transform, how is Haworth helping GCCs design environments that support both collaboration and productivity?**

As workspaces continue to transform, Haworth helps GCCs design environments that support both collaboration and productivity through a combination of research-driven insights, adaptable furniture solutions, and a deep understanding of evolving workplace needs. Haworth leverages global research and local workplace strategy expertise to design spaces that enhance well-being, focus, and engagement. Haworth's solutions align with global green building standards and WELL/LEED certifications, supporting GCCs' ESG goals and employee wellness programs

**What makes company's approach to workspace design particularly relevant for global capability centers operating in India?**

## HAWORTH®

Haworth's workspace design approach is highly relevant for GCCs in India, combining global standards with local insights to create agile, scalable, and talent-centric environments. Our flexible, modular furniture solutions support diverse work activities and adapt to the dynamic office landscape, enabling high-density planning, rapid team growth, and hybrid work needs. With a strong focus on employee well-being, sustainability, and ESG alignment, Haworth helps GCCs attract and retain top talent while ensuring compliance with both global and local standards.

**What key design or workspace trends are you seeing among GCCs that are shaping the future of office interiors?**

GCCs are transforming office interiors with hybrid-ready, high-performance designs that balance collaboration and focus, while also catering to the needs of the dominant younger workforce and supporting neurodiversity. Key trends include flexible layouts, tech-enabled meeting zones, and focus pods for deep work, all designed to accommodate diverse work styles and preferences. There is a strong shift toward global workplace standards, sustainability, and cultural alignment—resulting in agile, brand-driven spaces that attract talent, foster inclusivity, and enhance business agility.

**How is company integrating ergonomics, sustainability, and wellness into its solutions to help GCCs attract and retain top talent in India?**

Haworth integrates ergonomics, sustainability, and wellness into every solution—helping GCCs create high-performance, human-centric workplaces with sensory well-being at the forefront. From ergonomic design and certified sustainable materials to wellness-driven spaces and culture-aligned solutions, Haworth enables environments that boost well-being, support ESG goals, and attract top talent. ■



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**E-mail:** apmarketing@haworth.com  
**Website:** haworth.com



**Karthikeyan VS**

Director & Head of Asia  
Expleo

## [ expleo ]

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. ■

### 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,



**Neehar Pathare**

MD, CEO and CIO  
63SATS Cybertech



### How does 63SATS help GCCs build robust cyber defenses through its end-to-end security offerings?

63SATS Cybertech delivers GCCs comprehensive, layered defenses that combine real-time threat intelligence, SOC operations, and cloud-native security tools. For example, a global GCC handling sensitive financial processing can rely on our 47-seater Threat Intelligence & Monitoring Response Centre (TiM&RC) for 24/7 monitoring, instantly detecting lateral movement or credential abuse across their networks.

What makes us stand out is our "customer-first" model – we integrate not only our products but also third-party tools already in use, ensuring seamless, unified protection tailored to the GCC's business model, tech stack, and operational footprint.

### How is the company bringing cutting-edge cybersecurity to enterprise environments?

63SATS introduces cutting-edge cybersecurity to GCCs by combining AI/ML-driven anomaly detection, zero-trust frameworks, and advanced EDR/XDR integration. For example, a GCC supporting global supply chain operations can use our automated SOAR (Security Orchestration, Automation, and Response) platform to accelerate threat response – cutting investigation times from hours to minutes.

Moreover, our cloud posture management ensures that as GCCs transition to multi-cloud environments (AWS, Azure, GCP), their configurations remain secure, compliant, and optimized, preventing misconfigurations – a leading cause of modern data breaches – without adding operational burden to their internal security teams.

### How are your services tailored to meet the distinct security needs of industries like BFSI, healthcare, and manufacturing?

We recognize that every sector has its own distinct risk landscape. For example, in BFSI GCCs managing transaction processing, we can implement PCI DSS-compliant encryption and real-time fraud detection.

Similarly, for healthcare, we align solutions with industry-specific regulations, while in manufacturing,

we address operational risks with tailored security controls. Our approach ensures that each GCC receives a customized security framework aligned with both regulatory requirements and sector-specific threats.

Rather than applying a "one-size-fits-all" defense, we build industry-specific playbooks aligned to compliance, sectoral threats, and business needs – ensuring each GCC operates securely within its regulatory and operational ecosystem.

### How does the company support GCCs in handling cyber incidents and strengthening post-attack resilience?

When a GCC experiences a breach – say, a ransomware attack crippling a global HR platform – we swiftly step in with rapid containment through our TiM&RC and specialized forensics lab to uncover entry points and attack paths. But we don't stop at recovery.

We strengthen post-attack resilience by conducting identity audits, rotating machine credentials, tightening IAM controls, and running ransomware simulations to stress-test defenses. For GCCs, recovery isn't just about restoring operations – it's about emerging stronger, smarter, and better prepared for whatever comes next.

### As GCCs grow, how does the company ensure their security frameworks scale seamlessly?

As GCCs expand, whether adding new delivery centers in India or across geographies, 63SATS ensures scalable security through modular, API-integrated tools that grow with the enterprise. For example, our identity governance solutions adapt as machine identities multiply (often outpacing human users), ensuring visibility and privilege control across sprawling environments.

We also embed cloud-native security controls that flex across multi-cloud and hybrid setups, preventing gaps as workloads and operations scale. Our centralized dashboards give GCCs a unified security view, regardless of how many regions, clouds, or services they add.

### What emerging cyber risks do you foresee for GCCs, and how is the company preparing to address them?

Emerging risks for GCCs include AI-powered social engineering, deepfake scams targeting executive teams, and machine identity exploitation. For example, we've seen attackers use synthetic audio

to impersonate GCC leadership, tricking staff into wire transfers. We are already delivering deepfake detection tools, advanced behavioural analytics to flag unusual access patterns, and machine identity governance to close the fastest-growing attack surface – where ad hoc service accounts often go unmanaged. In India's rapidly digitizing landscape, we help GCCs secure not just systems but business continuity and national digital sovereignty against increasingly sophisticated, multi-layered threats. ■





**Aashish S Shukla**

Managing Director  
CorporatEdge



DESIGNED FOR EXCELLENCE. BUILT FOR GCCs.

### How does The CorporatEdge customize its premium serviced offices to meet the specific needs of Global Capability Centers in India?

At CorporatEdge, we recognize that Global Capability Centers (GCCs) in India are not merely seeking an office space—they're looking for strategic infrastructure that aligns with global standards, operational goals, and talent expectations. Our premium serviced offices are tailored for GCCs, offering a unique blend of flexibility, precision, and hospitality.

Our flexible leasing model allows GCCs to scale operations efficiently without long-term commitments, adapting quickly to dynamic business environments.

Every workspace is custom-designed and technology enabled to reflect the client's identity and workflow, with thoughtfully crafted layouts—from open collaboration zones to private pods—optimizing both productivity and comfort while ensuring secure, future

ready environments. Additionally, our premium hospitality, curated community experiences, wellness zones, concierge support etc ensure we offer an experience!

### Could you elaborate on how your 'Offitel' model, blending office functionality with hotel-like hospitality, enhances the workspace experience for GCCs?

What truly sets us apart is our commitment to transforming the workplace into an experience. We offer more than just office space—we provide premium hospitality services, curated community engagement, concierge support, wellness zones and Workbench cafes in our centres. This hospitality-led model "offitel" concept—caters to the expectations of a global workforce and enhances employee satisfaction and productivity. Athithi Devo Bhava (Guest is God) is our motto, we embody it in our service and overall value system.

At CorporatEdge, you don't work from an office, you work out of an Offitel - ensuring you a premium workspace coupled with great hospitality.

### With recent expansions in Delhi NCR and Bengaluru, what are company's future plans to support the growing demand from GCCs across India?

With recent expansions in Delhi NCR

and Bengaluru, CorporatEdge is well-positioned to serve the growing demand from Global Capability Centers (GCCs) across India. Our upcoming plans include launching more centres in Bengaluru and entering Mumbai with two new locations and in Hyderabad and Chennai soon. GCCs prefer Tier1 cities, and we ensure prime and strategic areas—like our new launch at Delhi's World Trade Center.

Committed to sustainability, we operate only in Grade A buildings, including Platinum LEED-certified spaces. CorporatEdge delivers the Edge through strategic locations, logistical advantages, tailored solutions, operational excellence, and a premium, five-star hotel-like experience. ■





**Raghurama Kote**

Founder and CEO  
Opteamix LLC



businesses can scale on their terms. And instead of fragmented offshore setups, we help create integrated innovation hubs that drive outcomes, not just output.

At the core of it all is our Higher Purpose – Simplifying Success. We don't just help enterprises set up in India. We help them scale with confidence, innovate at speed, and future-proof their operations for what's next.

**With a strong portfolio across AI, Automation, and Cloud, how does Opteamix integrate these technologies to drive digital transformation for its clients?**

At Opteamix, business transformation isn't about deploying isolated technologies – it's about building a connected ecosystem that delivers real business outcomes. AI, Automation, and Cloud each bring value on their own, but when integrated purposefully, they unlock true transformation.

Whether setting up GCCs or leading large-scale programs, we embed these technologies from the ground up. Cloud enables scale and agility, automation drives efficiency, and AI powers intelligent decision-making and smarter operations.

We don't take a one-size-fits-all approach. Some clients need to modernize legacy systems, while others are ready for AI-led

innovation. We meet them where they are – and design roadmaps that drive immediate results and long-term growth.

Ultimately, it's not about technology for technology's sake. It's about building smarter, more resilient businesses. That's what we do at Opteamix – guided by our higher purpose: Simplifying Success and delivering lasting Client Delight.

**As GCCs evolve beyond traditional support roles, how is Opteamix helping them transition into innovation hubs focused on high-value tech initiatives?**

GCCs are no longer back-office centers – they're becoming engines of innovation and strategic growth. At Opteamix, we enable this shift by designing GCCs for high-impact outcomes, not just operational efficiency. We embed AI frameworks, agile practices, and R&D into their core, creating environments where ideas can be rapidly tested and scaled.

We build capabilities, not just teams – bringing together domain experts and innovators who align with client goals. Culture is equally critical; we foster a unified, purpose-driven mindset across global teams. Guided by our higher purpose, Simplifying Success, we help clients innovate faster and scale smarter. ■

### **How is Opteamix's AI-powered GCC Services model enabling global enterprises to accelerate setup and scale in India with reduced operational complexity?**

At Opteamix, we've seen that the traditional model of GCCs focused purely on cost savings no longer meets the needs of today's enterprises – especially in an AI-driven world. Companies want more than scale; they want speed, innovation, and competitive advantage. That's exactly what our "AI-powered GCC" model delivers.

We've reimagined the entire setup and scaling process. AI and automation are not add-ons for us – they're foundational. From decision-making and talent acquisition to operations, innovation, and governance, AI is embedded at every stage. This enables faster ramp-up, smarter execution, and reduced operational complexity.

We offer flexible models – from zero-investment Build-Operate-Transfer paths to turnkey micro-GCCs – so



**Vinod Teckchandaney**

Managing Director  
Unicom Infotel Private Limited

### How is Unicom Infotel supporting GCCs with integrated collaboration, data, and security solutions to drive operational excellence?

With **28 years of experience** and **over 8,000 satisfied customers**, Unicom Infotel delivers integrated technology ecosystems that enable GCCs to operate at peak performance. Our unified voice communication, video-conferencing, and enterprise mobility solutions keep globally distributed teams connected and productive. Layered atop this, our secure, high-performance data networks and intelligent surveillance systems ensure maximum uptime, robust data protection, and streamlined operations. We simplify complex IT landscapes so GCCs can focus on creating strategic value for their organizations.

### How does the company tailor its solutions to meet the unique needs of different industries while supporting the rapid scale-up of GCC operations?



Enabling a seamless enterprise

We adopt a consultative, client-first approach to every engagement. Whether it's a BFSI GCC demanding high levels of compliance and security, or a digital-first media GCC seeking agile collaboration tools, our solutions are tailored to meet their specific operational, regulatory, and scalability needs. Our presence across **17+ locations in India** enables us to support rapid, Pan-India execution and deployment—ensuring consistency, speed, and local responsiveness.

We engage deeply with our clients to understand their business goals and technical environments, offering modular, scalable solutions that align with their growth trajectories. With deep experience across industries like BFSI, Pharma, IT/ITES, Manufacturing, and Retail, we're able to bring proven best practices to each implementation. By partnering with global technology leaders and maintaining flexibility in our integration capabilities, we enable GCCs to scale confidently without compromising on quality, performance, or governance.

### As GCCs scale and evolve, how is the company preparing to meet their future needs with emerging tech and resilient IT infrastructure?

As GCCs shift from operational support centers to innovation engines, Unicom is staying ahead by investing in next-gen technologies and resilient infrastructure models. From advanced AV automation and hybrid collaboration environments to analytics-driven security and intelligent network design, we are helping clients reimagine workplace efficiency and experience.

Crucially, **over 50% of our total workforce** is dedicated to after-sales service, maintenance, and full lifecycle support—ensuring every solution performs seamlessly over time. We also continue to upgrade our internal capabilities to support remote management, predictive maintenance, and sustainable IT practices. Our mission is to future-proof GCCs with solutions that are scalable, secure, and built for tomorrow's demands. ■



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# Table Space

## DELIVERING A 75,000 SQ. FT. GCC HUB FOR A EUROPEAN MULTINATIONAL

### How Table Space Enabled Strategic Growth Through Workspace Transformation

**Challenge:** A Legacy Facility - Holding Back Innovation & Employee experience

A European multinational company in Energy & Carbon Emission Reduction technologies, faced critical limitations at its aging existing facility:

- **Limited Collaboration-** Outdated infrastructure unable to support modern collaboration
- **Restricted Scalability** - Higher lead times for expansion vs industry standards
- **Hindered Talent Goals** - Employee experience was not up to expectations impacting talent retention in a competitive market
- Workplace Experience was not in line with the organization's global standards

For GCCs, these aren't just workspace issues - they're strategic liabilities.

**Solution:** A Bespoke GCC Facility Engineered for Growth  
Selected after a 6-month RFP process evaluating 4 providers, Table Space was selected for demonstrating:

- **Large-Scale Expertise:** 9.5 million square feet managed as of March 31, 2025 290+ unique clients.

- **End-to-End Ownership:** From site selection to employee experience
- **Future-Proof Design:** Built to adapt to evolving hybrid work models and provide scalability for growth
- Custom-built **75,000 sq. ft across 3 floors** at DLF Tech Park
- 2. Human-Centric Design**
  - **Productivity-Optimized Layout:**
    - o 400 Ergonomic workstations with 16 adjustability points
  - **Wellness Infrastructure:**
    - o **Circadian lighting** aligned with Danish work rhythms
- 3. Seamless Transition**
  - **72-Hour Migration:**
    - o **Zero Downtime IT Cutover:** 100% network uptime during transition

### Execution Highlights:

#### 1. Enterprise-Grade Execution

- Deployed our **GCC Readiness Framework** with 28 parameters (e.g., fiber redundancy, seismic compliance)

### Results: Operational Excellence Meets Strategic Growth

Phase	Table Space's GCC-Ready Approach	Impact
Site Selection	Evaluated 12 assets against 28 GCC-critical parameters (power resilience, fibre connectivity, compliance)	Secured premium DLF Tech Park location with a significant uptime SLA
Build-Out	Custom-built 75,000 sq. ft with: <ul style="list-style-type: none"> <li>• 400 ergonomic workstations</li> <li>• AI-driven meeting room systems</li> <li>• Wellness-certified cafeteria</li> </ul>	Achieved better space efficiency vs. legacy office
Transition	Migrated 300+ employees in 72 hours with: <ul style="list-style-type: none"> <li>• Phased move scheduling</li> <li>• Dedicated employee concierge</li> <li>• Support from on ground teams to ensure smooth employee transition to the new facility - Deployed additional staff for the first 15 days to provide added support and guidance</li> </ul>	Significant employee satisfaction on Day 1



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**zwayam**



# Transform Your GCC into a Strategic Powerhouse

Reimagine Shared Services with an Agentic AI-Powered Unified Platform



Accelerate your GCC's transformation—from setup to scale and intelligent operations—with EdgeVerve AI Next, a unified AI-powered platform built for the future.

Shared services and GBS leaders can harness Infosys' robust end-to-end offerings on design (build), scale up, and transform GCCs, enabling them to drive innovation, efficiency, and growth—while orchestrating enterprise workflows with platform flexibility, leveraging proven transformation playbooks, and unlocking hyper-productivity with measurable business impact.

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**SCALABLE WORKSPACES**

Adaptive layouts for teams of all sizes

**ERGONOMIC DESIGN**

Boost employee well-being and productivity

**COLLABORATIVE SPACES**

Inspiring areas for teamwork and innovation

**CUSTOM BUILD-OUTS**

Tailored designs to ensure brand consistency

## Seamless Setup For Global Operations



**Plug-and-Play  
Offices**



**Technology-Driven  
Solutions**



**Minimal  
Downtime**



**Compliance  
Ready**

## Why CorporatEdge For GCCs

At CorporatEdge, we don't just provide office space — we become part of your business. Our premium workspaces offer GCCs flexibility, security, and seamless operations, backed by enterprise-grade infrastructure and exceptional service to help your teams thrive and grow.



Taggd, India's leading digital recruitment platform, combines artificial intelligence with human ingenuity to deliver advanced talent acquisition services across 14 industries. The company manages over 55,000 permanent hires annually across 100+ clients including Fortune 500 giants, top-tier Indian conglomerates and globally renowned MNCs.

**What was the key challenge faced by the GCC, and how did your solution address it?**

The global technology giant faced critical talent acquisition challenges due to rapid expansion of roles—from back-end support to high-value functions like AI, ML, and cloud management—amid a limited skilled talent pool. Traditional hiring methods such as campus recruitment were inconsistent, while remote work increased concerns around candidate integrity and cybersecurity.

To address these challenges, a dedicated, domain-led hiring model was deployed, supported by agentic AI solutions. A 60-member team with deep expertise in niche IT roles was established, while agentic AI automated and enhanced

key recruitment tasks such as candidate sourcing, screening, and personalized outreach. This AI technology continuously analyzed large talent pools across multiple platforms, evaluated candidate-fit beyond keywords, and engaged candidates dynamically to build a robust pipeline. Data-driven dashboards provided real-time insights, enabling better decision-making and governance.

The implementation of an AI-enabled end-to-end recruitment process—including dynamic sourcing teams, onsite interview management, and centralized offer and documentation processing—transformed the recruitment function into an agile, scalable operation. This approach reduced time-to-hire, improved quality of hire, and enhanced candidate experience by maintaining consistent, personalized engagement throughout the hiring journey.

**What measurable impact or business outcome was achieved through your intervention?**

Within six months, Taggd significantly transformed the client's hiring outcomes, increasing monthly offer volumes to 350–400

and accelerating hiring velocity. Lateral hiring diversity improved to 32% in highly technical roles, while offer acceptance rates reached an impressive 84%, reflecting strong candidate engagement and process effectiveness.

A key achievement was filling 31 critical roles in just 35 days, reducing time-to-fill by 52% compared to the prior quarter. Taggd also successfully lowered the offer decline rate to 14% against an industry average of 50% by implementing continuous candidate engagement and employer branding strategies throughout the hiring process.

This engagement not only met immediate hiring targets but also rebuilt confidence in the recruitment function. Beyond simply filling positions, Taggd's partnership focused on establishing sustainable hiring credibility, ensuring long-term talent acquisition success through data-driven decisions and process excellence.



# Background Checks to Help You Hire Smarter. Onboard Faster®

Leverage data + tech + experience to expedite background screening and make more confident hiring decisions.



## Leader in Background Screening



### **10,000+ Employees Worldwide with a Strong Asia Presence**

First Advantage delivers innovative solutions and insights to help our customers manage risk and hire the best talent.



### **Capabilities Across 200+ Countries and Territories**

We provide comprehensive screening, verifications and identity searches, local and global sanction and media searches, regulatory checks, drug screening, and more.



### **Applicant-Focused Experience**

Our candidate portal provides mobile-friendly, multi-lingual enabled electronic forms with e-consent, document upload, and multi-factor authentication.



### **Innovation at Scale**

Top employers rely on our multi-lingual, cloud-based technologies to help them Hire Smarter and Onboard Faster



### **Compliance and Data Security**

Our teams monitor local and global laws to help employers stay up to date with best practices and data privacy obligations. First Advantage centres are ISO 27001 certified.



### **Seamless ATS Integrations**

We integrate with 75+ industry-leading Applicant Tracking Systems to deliver a smooth applicant journey. Our implementation experts will work directly with you and your team.



### **Strategic Program Governance**

Our highly experienced Customer Success team takes a partnership approach to share best practices and continuously works towards program enhancement.



### **Customer Care via Click. Chat. Call.**

Access to award-winning customer care. Visit help. fadv.com to chat with a live agent in your language of choice.



### **190M+ Screens Completed Annually**

We offer region-specific solutions to support complex global hiring programs, including many Asia-based organisations.



### **Industry Expertise and Support**

Our Customer Success teams offer industry-specific, program-level support with a collaborative approach.

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# Listing of Leading GCCs in India

**Global Capability Centers (GCCs)**, also known as **Global In-house Centers (GICs)** or '**Centers of Excellence**' are offshore units established in India by MNCs to perform designated operations and deliver support services exclusively for the parent company. These centers manage variety of operations such as Information Technology, Research & Development, Human Resource, Customer Support, Financial and Accounting services, Data Analytics etc.



# Listing of Leading GCCs in India

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
1	3M	Center of Excellence	Bengaluru
2	A.T.Kearney	Digital Center of Excellence and Analytics Center of Excellence	Gurugram
3	Aavid Thermalloy	Boyd Design Center	Bengaluru, Vadodara
4	ABB	Innovation Center	Bengaluru
5	Abbott	Abbott Innovation and Development (I&D) Center, Abbott Nutrition Research & Development (ANRD)	Mumbai, Bengaluru
6	Accenture	Accenture Global Delivery Network	Bengaluru, Chennai, Hyderabad, Delhi, Kolkata, Mumbai, Pune, Ahmedabad, Jaipur, Indore, Coimbatore, Bhubaneswar, Nagpur
7	Adama	R&D Center	Hyderabad
8	Adidas	Global Capacity center (GCC)	Chennai
9	Adobe Inc.	Adobe Research	Noida, Bengaluru
10	ADP	ADP Private Limited	Pune, Hyderabad
11	AGCO Corporation	AGCO India Digital Capability Center	Pune, Bengaluru
12	Air Liquide	Air Liquide Global E&C Solutions India Pvt. Ltd.	New Delhi
13	Airbus SE	Global Capability center (GCC)	Bengaluru
14	Akamai Technologies, Inc.	Akamai Technologies India Private Limited	Bengaluru, Mumbai
15	AKZO Nobel	India Analytical center	Bengaluru
16	Alfa Laval	Global Core Components Facility	Pune
17	Allegion PLC.	Allegion India Private Limited (Allegion Global Technology Center)	Bengaluru
18	Allianz Partners	Allianz Services India, Allianz Technology	Trivandrum, Pune
19	Allstate Corporation	Allstate India Talent Center	Pune, Bengaluru
20	Alstom	Digital Experience center / R&D Center / Global Innovation and Technology Center (GITC)	Bengaluru, Vadodara
21	Alvogen	Alvogen Clinical Research Organization	Bengaluru
22	Amazon Web Services	AWS India	Bengaluru, Hyderabad, Chennai
23	Amazon.com, Inc	Amazon Development Center (India) Private Limited	Bengaluru, Hyderabad, Chennai
24	Amdocs	Amdocs Development Center India LLP	Pune, Gurugram

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
25	Amelia (Ipsoft)	R&D Center	Bengaluru
26	American Express	American Express India Center of Excellence	Bengaluru, Gurugram
27	Andritz Technologies	Andritz Technologies Private Limited	New Delhi, Chennai
28	Apple	Apple Development Center	Hyderabad, Bengaluru
29	Aptean	Center of Excellence	Bengaluru, Madurai
30	Arista Networks	R&D and Innovation Center	Bengaluru
31	Aristocrat Leisure Limited	Aristocrat India Development Center	Noida
32	Ashland Inc.	Global Business Services Center (GBSC)	Hyderabad
33	AstraZeneca	Global Innovation and Technology Center (GITC)	Bengaluru, Chennai
34	ATC Labs	Software and Technology Development Center	Noida
35	Atlas Copco	Global Engineering center India Airpower (GECIA)	Pune
36	Atlassian Corporation Plc	Atlassian Global R&D Center	Bengaluru
37	Autodesk, Inc.	Innovation Center	Bengaluru
38	Autoliv	Global Technical Service Center	Cheygar, Pune, Bengaluru
39	Avalara	Center of Excellence	Pune, Noida
40	Avery Dennison	Innovation & Knowledge Center, Digital Acceleration Center	Pune, Bengaluru
41	AVEVA	Center of Excellence (CoE) with Tech Mahindra	Pune
42	Banca Sella	Global Competency Center	Chennai
43	Bank of New York Mellon	BNY - Global Delivery Centers	Pune, Chennai
44	Barclays PLC	Barclays Global Service Center	Pune
45	BASF SE	BASF Innovation Campus Asia Pacific	Mumbai
46	Bayer AG	Bayer Center of Excellence (Hyderabad), Bayer's Global Shared Service Center Delivery Network (Bengaluru)	Hyderabad, Bengaluru
47	BearingPoint Europe Holdings B.V.	BearingPoint Delivery Center	Bengaluru
48	Beckman Coulter	Beckman Coulter Diagnostics	Bengaluru
49	BenQ	BenQ India Pvt Ltd	Delhi, Mumbai
50	Bentley Systems	Digital Twin Technology Center of Excellence	Chennai
51	Berkshire Hathaway Inc.	Lubrizol Global Capability Center	Pune
52	Biogen Inc.	Biogen Capability Center	Bengaluru
53	BlackBox	BlackBox - Center of Excellence	Bengaluru
54	BlackRock, Inc.	BlackRock - iHubs	Mumbai, Gurugram

## [ Listing of Leading GCCs in India ]

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
55	Bloom Consulting Services, Inc	Bloom Consulting Services - Development Center, Delivery Center	Nagpur, Bengaluru, Chennai
56	BMC Software	BMC Software R&D Center (Customer Experience Center)	Pune
57	BMW Group	BMW TechWorks India	Pune, Bengaluru, Chennai
58	Bombardier	Bombardier Global Engineering and Technology center	Hyderabad
59	Bosch Global Software Technologies Private Limited	Center of Excellence	Hyderabad
60	Boston Consulting Group	Advanced Capabilities Center (ACC)	Gurugram, Bengaluru
61	Boston Scientific Corporation	Boston Scientific India - The research and development (R&D) center	Gurugram, Pune
62	Bridgestone	Satellite technology center	Pune
63	British telecom	British Telecom Cyber Security Operations center (Cyber SOC), British Telecom India Research center (BTIRC), Global Development center (GDC)	Bengaluru, Gurugram
64	Brocade Communication (Braodcom)	Broadcom R&D Center	Bengaluru
65	Brose Fahrzeugteile SE & Co. KG	Brose India Automotive Development & IT center	Pune
66	CA Technologies, Inc	India Technology center - CA Technologies	Hyderabad
67	Cadence Design Systems	R&D Center	Noida
68	Cambium Networks	Cambium Networks - Global wireless R&D center	Bengaluru
69	Capco (Wipro)	Global Capability Center	Bengaluru, Chennai, Gurugram, Hyderabad, Mumbai, Pune
70	Capgemini	Client Experience center, Applied Innovation Exchange	Navi Mumbai
71	Cargill	Global Capability center (GCC)	Bengaluru, Gurugram
72	Carraro	R&D Center	Pune
73	Case New Holland Construction Equipment	India Technology Center	Gurugram
74	Castlight Health	Castlight Health India Private Limited (R&D Center)	Hyderabad
75	Caterpillar Inc.	Caterpillar India Engineering Solutions Private Limited	Chennai
76	CGI	Global Delivery Centers of Excellence (GDCoE)	Bengaluru, Chennai, Hyderabad, Mumbai, Pune
77	ChainSys Corporation	Chain-Sys Software Exports Private Limited (Global Product Development Center, Global R&D center)	Chennai, Madurai
78	Chubb Limited	Business Services Center	Hyderabad, Bengaluru, Bhubaneswar
79	Cigniti Technologies	Offshore Delivery Center	Hyderabad
80	Citibank	Citi's 'Solution centers'	Mumbai

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
81	Clariant International Limited	Regional Innovation Center	Navi Mumbai
82	CNH Industrial	India Technology Center (ITC)	Gurugram
83	Coca-Cola	Business Shared Services	Bengaluru
84	Cognizant	Global Capability Center (GCC) Service Line	Hyderabad
85	Colgate-Palmolive	Colgate India Global Technology and Design (IGTeD) Center	Mumbai
86	CommScope (ARRIS International Limited)	R&D and Operations center	Bengaluru
87	CommVault Systems, Inc. (Clumio, Inc.)	Commvault Global Center of Excellence (COE), R&D Facility, Development center	Hyderabad, Pune, Bengaluru, Coimbatore
88	Concentrix Technologies	Center of Excellence	Gurugram
89	Conexant- Paxonet Communications	Conexant Systems Private Limited (Design Center)	Hyderabad, Noida, Pune, Bengaluru
90	Cookson Electronics	Cookson Electronics India Research center	Bengaluru
91	Cummins	Global Competency Center	Pune
92	Cytiva	Cytiva India Private Limited (Manufacturing Facility & Experience Center), Hyclone Life Sciences Solutions India Private Limited	Pune, Bengaluru
93	Danaher	R&D Center	Bengaluru
94	Dassault Systemes	Dassault Systemes Solutions Lab India center	Pune
95	Databricks	Databricks India Private Limited (R&D center)	Bengaluru
96	Datacore Software	Datacore Software India Pvt Ltd (R&D Center)	Bengaluru
97	Deloitte	Deloitte India Delivery Center	Hyderabad, Mumbai, Bengaluru, Pune, Chennai, Kolkata
98	Delphi Automotive PLC	Technical Center	Bengaluru, Chennai, Pune
99	Delta Airlines	Delta Airlines Global Technology Hub	Bengaluru
100	Dentsu	Dentsu Lab (R&D Lab)	Mumbai, Bengaluru
101	Deutsche Bank AG	DB Global Technology (Technology centers in Pune and Bengaluru)	Bengaluru, Pune
102	Dow Inc.	Dow India Technology center (DITC)	Navi Mumbai
103	DXC Technology	Cloud Innovation Center and Global Delivery Center	Bengaluru
104	EADS Technology Center (Airbus)	Airbus Engineering Center (Information Management Center)	Bengaluru
105	Epsilon (Acquired by Publicis Groupe)	Global Capability Center	Bengaluru
106	Ericsson	Ericsson India Global Services	Chennai, Bengaluru, Gurugram
107	Evonik Degussa	Evonik India Research Hub (EIRH)	Thane

## [ Listing of Leading GCCs in India ]

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
108	Evonik Industries AG	Evonik India Research Hub	Thane
109	EXL	Finance & Accounting (F&A) Capability Development Center of Excellence	Bengaluru
110	Extreme Networks Inc.	R&D Center	Chennai
111	Exxon Mobil Corporation	Bengaluru Technology Center (BTC), Bengaluru Research and Development Technology Center (BRDTC).	Bengaluru
112	EY	EY GDS (Global Delivery Services)	Bengaluru, Gurugram, Hyderabad, Kolkata, Mumbai, Thiruvananthapuram, Kochi (opened in Jan'25), Chennai , Coimbatore (newest addition)
113	FactSet Research Systems Inc.	Global Operations Center	Hyderabad
114	Fanuc	Technology center	Bengaluru, Chennai, Pune, Manesar
115	Fareportal Inc	Global Contact Center	Gurugram
116	FEV	FEV India - Technical Center	Pune
117	FICO (Fair Isaac Corporation)	Development Center	Bengaluru
118	Fidelity Investments	Fidelity Business Services India Pvt. Ltd. (FBSI)	Bengaluru
119	Finastra	Center of Excellence	Pune, Bengaluru, Mumbai, Trivandrum
120	Fiserv	Global Delivery Centers	Bengaluru, Chennai, Delhi NCR, Pune
121	Flex Ltd	Flex Global Business Services	Coimbatore, Chennai, Pune
122	Flowserve	Technical Center (engineering center)	Bengaluru, Chennai
123	FMC	India Innovation Center	Hyderabad
124	Foxconn Technology Group	R&D Center	Bengaluru
125	Franklin Templeton Investments	Franklin Templeton Corporate Center India (CCI)	Hyderabad, Mumbai, Chennai & Visakhapatnam
126	Fresenius Kabi	Innovation & Development (I&D) Center	Gurugram
127	Frost & Sullivan	Frost & Sullivan Global Innovation Center (GIC)	Chennai
128	Fujitsu	R&D Center / Global Delivery Center	Bengaluru, Hyderabad, Pune
129	Fulcrum Digital Inc	Global Delivery Centers	Mumbai, Pune
130	Gartner	Gartner Center of Excellence	Gurugram
131	GE Digital	John F. Welch Technology Center (JFWTC)	Bengaluru
132	GE Healthcare Bio-Sciences (GE Healthcare)	GE HealthCare Technology center (R&D Center)	Bengaluru
133	General Mills Inc.	Global Capability center	Mumbai
134	Genesys International Corporation Limited	Executive Briefing Center (EBC)	Chennai
135	Genesys Techlabs	Genesys Executive Briefing center (EBC)	Chennai
136	Genpact Limited	AI Innovation Center	Gurugram



Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
137	GEP (Global eProcure)	Global Capability Center	Navi Mumbai, Hyderabad, Coimbatore
138	Giant Eagle	Giant Eagle Bengaluru Global Capability Center	Bengaluru
139	GlaxoSmithKline Pharmaceuticals (GSK)	India Global Capability center	Bengaluru, Mumbai, Hyderabad
140	GlaxoSmithKline PLC	GSK Global Capability center	Bengaluru
141	Globant	Development Center	Pune
142	GM	General Motors Technical center India (TCI)	Bengaluru
143	Goldman Sachs	Center of Excellence	Bengaluru, Hyderabad
144	Google LLC (Alphabet Inc.)	Google Safety Engineering Center (GSEC)	Bengaluru, Hyderabad
145	Grab Holdings Inc.	R&D Center	Bengaluru
146	Groupon	Shared Services Center	Chennai
147	GT Nexus (Infor Nexus)	Development Center	Hyderabad
148	Gunnebo	R&D Center	Halol
149	H&M	H&M Hennes & Mauritz India Private Limited	Bengaluru
150	Haier Group	Haier Appliances India Pvt. Ltd	Noida, Pune
151	Henkel AG & Co. KGaA	Global Technology Center	Bengaluru
152	Hexagon (Hexagon PPM)	Hexagon Capability Center India (HCCI) (R&D Center)	Hyderabad
153	Hexagon AB	Hexagon R&D India	Hyderabad
154	Honda Motor Co.	Honda R&D (India) Private Limited (HRID)	Manesar, Bengaluru
155	Honeywell Technology Solutions Lab	Global Solutions Command And Control Center and R&D Center	Gurugram, Bengaluru
156	Host Analytics Software Private Limited	Planful Software India Private Limited (R&D center)	Hyderabad
157	HP	HPE India Global Delivery Centers	Bengaluru, Chennai, Noida, Gurugram, Hyderabad, Kolkata, Mumbai, Pune
158	HSBC	Global Service centers (GSCs)	Bengaluru, Chennai, Hyderabad, Kolkata, Vizag
159	Huawei Technologies Co.	Global Service Center	Bengaluru
160	Hysitron (INDUSTRON Nanotechnology)	Hysitron R&D Center	Kerala
161	Hyundai Motor Company	Hyundai Motor India Engineering Private Limited (HMIE) (R&D Center), Hyundai CoE	Hyderabad, Delhi
162	IBM	IBM Global Capability Centers	Hyderabad, Kolkata, Bengaluru, Gurugram, Pune
163	IDrive Inc.	IDrive Software India Pvt Ltd (R&D Center)	Bengaluru
164	INEOS Styrolution	Styrenix Performance Materials Limited	Gujarat

## [ Listing of Leading GCCs in India ]

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
165	Infogrid Pacific	Infogrid Pacific Software Pvt. Ltd. (R&D Center)	Pune
166	Intel Corporation	Intel Technology India Private Limited (Bengaluru), Intel Design & Engineering Center	Bengaluru & Hyderabad
167	Intellect SEEC	Innovation Center	GIFT City, Gujarat
168	Invitrogen Bioservices (ThermoFisher Scientific)	R&D Center, Center of Excellence (CoE) and Technology Development Center	Hyderabad, Bengaluru
169	Jabil Inc.	Jabil Innovation Center	Pune
170	JCB	JCB Design Center (R&D center)	Pune
171	JCPenney	Technology Center	Bengaluru
172	Johndeere (Deere & Company)	The John Deere Technology Center	Pune
173	Johnson & Johnson	Analytical and Pharmaceutical Development R&D Center	Mumbai
174	JPMorgan Chase & Co.	Technology and Operations Center	Mumbai, Bengaluru
175	KPMG	KPMG Global Services	Bengaluru, Gurugram, Hyderabad, Mumbai, Kochi, Noida, Kolkata, Pune
176	L'Oreal	Product Development Center and Advanced Research Center	Mumbai, Bengaluru
177	Lanxess	Innovation Center	Thane
178	Lear	India Engineering center (IEC)	Mumbai
179	Lenovo	Lenovo Shared Support Center (CoE)	Bengaluru
180	LinkedIn	R&D Center	Bengaluru
181	Lloyds Banking Group	Technology Center	Hyderabad
182	Logitech International S.A.	R&D Center	Chennai
183	Lowe's Companies, Inc.	Global Capability center (GCC)	Bengaluru
184	Mann+Hummel Group.	R&D Center / Global Technology Center	Bengaluru
185	Marks And Spencer	Joint Venture (JV) Captive Model	Gurugram
186	Marriott International	Marriott Tech Accelerator	Hyderabad
187	Marsh & McLennan Companies, Inc.	Shared Service Center / global knowledge center	Mumbai, Pune, Gurugram, Bengaluru, Gurugram, Chennai.
188	Marvell Technology Group (Cavium, Inc.)	Marvell Technology (R&D Center)	Bengaluru, Pune, Hyderabad
189	Mavenir (Comverse)	Mavenir Systems Private Limited (Network Functions Virtualization (NFV) Center of Excellence)	Bengaluru
190	McDonald's	Global Capability center / Captive center	Hyderabad
191	Mercedes-Benz	R&D Center /Center of Excellence	Bengaluru, Pune
192	Metro AG	Metro Global Solution Center (GSC)	Pune

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
193	Microsoft	Microsoft India Development Center	Bengaluru, Noida, Hyderabad
194	Mitsubishi Electric	R&D Center	Pune
195	Mondelez International, Inc	Global Innovation and Technology Center (GITC)	Thane
196	Morgan Stanley	Global Capability Center (GCC)	Mumbai
197	MUFG Bank (Mitsubishi UFJ Financial Group, Inc. )	Global Business Services	Bengaluru, Chennai, Mumbai, Neemrana Alwar, New Delhi, Gandhinagar.
198	Mylan Lifesciences	Mylan Lifesciences	Bengaluru
199	Narus Networks Private Limited	R&D center	Bengaluru
200	National Instruments	R&D Center / Innovation Center	Bengaluru
201	Navitas Life Sciences	Global Delivery Center Asia	Bengaluru, Chennai
202	NCR Corporation	R&D Center	Hyderabad
203	Neo Accel	R&D center	Pune, Bengaluru, Chennai
204	Nestlé S.A.	Nestlé R&D Center, India	Gurugram
205	NetApp	Center of Excellence	Bengaluru
206	NetXen	Netxen Development Center	Pune
207	Neural Technologies	Neural Technologies	Bengaluru
208	Nike, Inc.	Nike India Technology Center Private Limited	Bengaluru
209	Nimbuzz Internet	The social networking chat app	Delhi
210	Nokia NSN (Nokia Solutions and Networks)	Nokia Solutions and Networks Private Limited	Gurugram, Bengaluru, Chennai, Mumbai
211	Nomura Fin Services	Nomura's global capability center	Mumbai
212	Nomura Services	Global Capability center	Mumbai
213	Norsk Hydro (Hydro Building Systems)	Hydro Global Business Services	Jaipur, Bengaluru
214	Nortel	Global Network Operations Center (GNOC)	Gurugram, Bengaluru
215	Novartis	Novartis Corporate Center	Mumbai, Hyderabad
216	Novo Nordisk	Global Business Services (GBS)	Bengaluru
217	NTT Communications Corporation	Virtela India Private Limited	Mumbai
218	NTT Data	NTT Data Innovation Center	Bengaluru
219	Nuvoco Vistas Corporation limited	Construction Development and Innovation center (CDIC)	Mumbai
220	Nvidia	Development Center	Hyderabad, Pune, Gurugram, Bengaluru
221	NXP Semiconductors N.V.	Center of Excellence	Hyderabad, Pune, Noida, Bengaluru
222	Ogilvy	Ogilvy	Coimbatore, Hyderabad
223	Olam Agro	Mindsprint	Bengaluru, Chennai
224	Omnicell	Software Development Center	Bengaluru

## [ Listing of Leading GCCs in India ]

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
225	ON Semiconductor	ON Semiconductor (Bengaluru India Development Center (BIDC))	Bengaluru
226	Onity Group Inc. (Ocwen Financial Solutions)	Onity Group India Private Limited	Bengaluru
227	OpenFive (Open Silicon )	Open-Silicon Research Pvt. Ltd.	Bengaluru, Pune
228	Opentext	Center of Excellence	Bengaluru, Hyderabad, Chennai, Pune, Delhi, Mumbai
229	Optum	Optum India (UnitedHealth Group)	Gurugram, Noida, Bengaluru, Chennai, Hyderabad
230	Oracle Corporation	India Development Centers And Global Operations Geos	Hyderabad
231	Oracle FSS	India Development Centers And Global Operations Geos	Mumbai, Pune
232	ORIX Corporation	ORIX Corporation India Limited	Mumbai
233	OSI Systems, Inc.	Offshore Delivery Center	Hyderabad
234	Osram	OSRAM Lighting Private Limited	Gurugram
235	Palo Alto Networks	Center of Excellence	Bengaluru, Gurugram, Pune
236	Panasonic	Panasonic R&D Center	Gurugram
237	Panasonic Avionics	New software design and development facility	Pune
238	Paypal	Technology Center	Hyderabad, Chennai, Bengaluru
239	Pegasystems	Global Capability Center	Hyderabad, Bengaluru
240	Pegatron	Manufacturing Hub	Chennai
241	Philips Electronics	Philips Innovation Campus - A Division of Philips Electronics India Limited	Bengaluru
242	Philips Healthcare	R&D center, Healthcare Innovation center, New innovation campus	Pune, Bengaluru
243	PHYTEC	PHYTEC Vizag R&D Center	Visakhapatnam
244	Portescap	Research and development center, New Engineering Lab	Mumbai
245	PricewaterhouseCoopers	PwC AC (Acceleration Centers)	Kolkata, Hyderabad, Mumbai, Bengaluru
246	Procter & Gamble Company	Procter & Gamble's Global Business Services	Mumbai
247	Providence	Providence Global Healthcare Innovation Center	Hyderabad
248	Proxim Wireless Corp	New development center	Hyderabad
249	Pure Storage	New India R&D Center	Bengaluru
250	Qualcomm Technologies, Inc.	Global Capability Center	Hyderabad, Bengaluru, Chennai, Noida
251	Qualcore Logic	ualCore Logic Inc.'s design center	Hyderabad
252	Quanticate International	Center of excellence	Bengaluru
253	Quark Software Inc.	New software development center	New Delhi

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
254	R.R. Donnelley & Sons Company	Shared Services Center	Chennai
255	Radware	Radware Innovation Center	Bengaluru, Chennai
256	Rambus	Design Center	Bengaluru
257	Read Ink Technologies Private Limited	R&D center	Bengaluru
258	Redhat	R&D Centers	Pune, Bengaluru
259	Renault Design	Renault Design India Studio	Chennai
260	Renault S.A.	R&D Center	Chennai
261	Renault-Nissan-Mitsubishi Alliance	Renault Nissan Technology & Business Center India	Chennai, Hyderabad, Bengaluru
262	Roche Diagnostics	Roche Digital center of Excellence	Pune
263	Royal Bank of Scotland	Financial back-office operations facility	Chennai
264	Royal DSM	Research and Technology center	Pune
265	Ruckus Networks (Division of CommScope)	R&D Center	Bengaluru, Chennai
266	Ruckus Wireless (CommScope)	New development center	Bengaluru
267	S&P Capital IQ	S&P CAPITAL IQ (INDIA) PRIVATE LIMITED	Hyderabad
268	Safran (Collins Aerospace)	Safran Electronics & Defense R&D center	Bengaluru
269	Salesforce	Salesforce Center of Excellence	Hyderabad
270	Samsung Electronics	Samsung R&D Institute India	Bengaluru
271	SanDisk Corporation	R&D center	Bengaluru
272	Sandvine (AppLogic Networks)	AppLogic Networks	Bengaluru
273	SapientRazorfish(Publicis Sapient)	Center of excellence	Bengaluru, Chennai, Gurugram
274	SAS Institute Inc.	SAS R&D India	Pune
275	SAS Software	R&D center	Pune
276	ScaleArc Inc	Technology Center	Mumbai
277	Schaeffler Group	Schaeffler Technology Solutions India Private Limited	Pune
278	Schindler Group	R&D center	Pune
279	Schlumberger	Schlumberger India Technology Center Private Limited	Pune, Coimbatore
280	Schlumberger	Technology Center / Captive center	Pune
281	Schlumberger Limited (Cameron International LLP)	Schlumberger India Technology center Pvt. Ltd (IT center in Pune and R&D center in Coimbatore)	Pune, Coimbatore
282	Schneider Electric	Global Innovation Hub, R&D Center, Training Center, and Digital Hub	Bengaluru
283	Sconce Solutions	Pdsvision (India) Private Limited	Chennai
284	Seco Tools AB	Seco Tools India (Private) Limited	Pune
285	Shell	Shell Business Operations	Bengaluru, Chennai



## [ Listing of Leading GCCs in India ]

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
286	Siemens AG	Siemens Technology and Services Private Limited (STSPL)	Bengaluru, Chennai, Pune, Gurugram, Noida
287	Siemens Gamesa Renewable Energy, S.A.	Engineering Center	Bengaluru
288	Siemens PLM Software	State-of-the-art Siemens PLM Software Global R&D Center	Pune
289	Signalchem Lifesciences	New research facility	Bengaluru
290	Sika AG	Captive center / R&D Center / Technology Center	Navi Mumbai, Jhagadia, Pune
291	Sipera	R&D Center	Hyderabad
292	Sixt SE	SIXT Research & Development India Pvt. Ltd.	Bengaluru
293	SK Hynix	Technology sector	Gujarat
294	SKF AB	SKF Global Technical Center India	Bengaluru
295	Smartesting	Smartesting (Software test automation solutions)	Bengaluru
296	Software AG	Center of Excellence	Bengaluru
297	Sony-Ericsson	R&D Center	Chennai, Bengaluru, Gurugram
298	Sopra Steria	Delivery Centers	Noida, Bengaluru, Chennai, Pune
299	Spirit AeroSystems	Maintenance, Repair & Overhaul (MRO) Hub	Hyderabad
300	Stadco	R&D center	Chennai
301	Standard Chartered PLC	Standard Chartered Global Business Services (GBS) India Private Limited	Bengaluru, Chennai
302	Staubli	Stäubli Tec Systems India	Bengaluru
303	STMicroelectronics N.V.	R&D Center	Noida
304	Stryker Corporation	Stryker Global Technology Center	Gurugram
305	Sud-Chemie	R&D Center	Vadodara, Kochi
306	Sun Life Financial Inc.	Provides Technology, Knowledge Services and Business Services	Gurugram, Bengaluru
307	Suzuki Motor Corporation	Suzuki R&D Center India Private Limited	Delhi
308	Swiss Re Ltd.	Swiss Re Global Business Solutions (GBS) India	Hyderabad, Bengaluru
309	Synaptics	Design Center	Bengaluru
310	Syngene	R&D Center	Bengaluru
311	Syngenta	Research and Technology center	Goa
312	System Consultant Information	System Consultant Information India	Tumakuru
313	Target Corporation	Target in India	Bengaluru
314	Teleperformance	Center of Excellence for Digital Business Services	Gurugram, Mohali, Hyderabad, Mumbai & Noida, Lucknow, Chennai.
315	Texas Instruments	R&D Center	Bengaluru, Chennai

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
316	ThinkAnalytics	ThinkAnalytics Development center	Pune
317	Thompson Reuters	Thompson Reuters	Hyderabad, Bengaluru
318	Toshiba Corporation	Global Innovation and Technology Center (GITC) / R&D Center	Bengaluru
319	TotalEnergies	Technical center for Asia pacific (TCAP), Digital Innovation Center	Mumbai, Pune
320	Toyo Engineering	Global Capability center	Bengaluru
321	Trelleborg AB	Trelleborg India Private Limited	Bengaluru
322	Uber Technologies, Inc.	India Tech Center	Hyderabad, Bengaluru
323	Unilever PLC	Bengaluru - UniOps Technology Hub   Mumbai Agile Innovation Hub   Mumbai - R&D Mumbai	Bengaluru, Mumbai
324	UOP LLC (A Honeywell Company)	Innovation Center   Name of the GCC: Honeywell India Technology Center (HITC)	Gurugram
325	Valeo S.A.	Valeo India Private Limited	Bengaluru, Chennai
326	Valvoline Inc.	R&D Center	Mumbai
327	Veradigm Inc. (Allscripts Healthcare Solutions, Inc. (formerly Eclipsys))	Veradigm India Private Limited	Pune
328	Verifone	Development Center	Bengaluru
329	Verizon Communications Inc.	Verizon India (Brand Name)	Chennai, Hyderabad, Bengaluru
330	Vestas Wind Systems A/S	Vestas India Research & Development	Chennai
331	Viatis Inc.	R&D Centers of Excellence	Hyderabad
332	Viavi Solutions Inc.	Development Center	Pune
333	Visteon Corporation	Technical Center	Kolkata, Chennai, Goa, Bengaluru, Pune, Trivandrum, Coimbatore
334	VMware Inc.	R&D and Support Operations	Pune, Bengaluru
335	Vodafone Group Plc	Vodafone Intelligent Solutions India ("VOIS India"), which consist of Vodafone India Services Pvt Ltd (VISPL) and Vodafone Group Services Pvt Ltd (VGSPL).	Pune, Bengaluru, Ahmedabad
336	WABCO (Acquired by ZF)	Advanced technology development center	Chennai
337	Walmart	Walmart Global Tech India	Bengaluru, Chennai, Gurugram
338	Wärtsilä	Expertise Center	Navi Mumbai
339	Wells Fargo & Company	Support Business Operations, Corporate Functions, and Technology	Bengaluru, Chennai, Hyderabad
340	The Western Union Company	Technology Engineering Center (TEC)	Pune
341	Willis Towers Watson Plc.	Global Delivery Centers   GCC Name: WTW India Global Delivery Center (GDC)	Mumbai, Gurugram, Kolkata, Siliguri
342	WNS Global	Global Delivery Center	Hyderabad
343	Wolters Kluwer N.V.	Innovation Hub	Chennai, Pune

## [ Listing of Leading GCCs in India ]

Sr. No.	Parent Company Name	GCC Details	GCC Unit Location(s)
344	Xsysys	Offshore Development Center	Bengaluru
345	YASKAWA Electric Corporation	Engineering Excellence Center	Bengaluru
346	Yokogawa Electric	Global Engineering Center	Bengaluru
347	Zebra Technologies	R&D Center	Bengaluru, Pune
348	ZF Friedrichshafen AG	Technology Center   GCC Name: ZF India Technology Center	Hyderabad
349	Zycus	R&D center	Mumbai
350	Zynga Inc.	Hub for Game Development	Bengaluru





# Highlights of GCC Summit 2025 Bengaluru Edition





# Panel Discussion: The Tech-Driven Engines of Reinvention



Scan the QR code to view full session



(L-R: Mr. Shirang Raddi, Head of GCC Relationships - Financial Services, Infosys | Mr. Vikas Kumar, Director - GII, Iron Mountain | Mr. Dipu Gopinath, Director & Country Head, Merative India | Mr. Aneelkumar Savalagi, Global Chapter Leader - ICSS, Global DBDT (Data, Digital & Technology), Takeda ICC India | Ms. Arpita Srivastava, Managing Director - GCC Advisory, Cushman & Wakefield | Mr. Pradip Thaker, Country Head & Vice President India, D.Martiz | Mr. Mukesh Kumar Jain, Senior Director, Sales, Dun & Bradstreet India)

This panel explored how Global Capability Centers (GCCs) in India are evolving from traditional support hubs into strategic innovation engines. With leaders from Infosys, Iron Mountain, Merative, Takeda, Cushman & Wakefield, and D.Martiz, the discussion focused on how GCCs are driving digital transformation, embracing emerging technologies like GenAI, and taking on global leadership roles. Panelists shared real-world examples of AI-led innovation, domain expertise, and leadership development, emphasizing India's growing role in global tech ecosystems. The session highlighted the shift from cost arbitrage to value creation, and the importance of agility, talent, and strategic alignment in the GCC evolution.





“ **Mr. Shirang Raddi, Head of GCC Relationships - Financial Services, Infosys**

- The keyword is ‘driving’ digital transformation—not just supporting it.
- Technology we always had; what’s changed is domain knowledge and leadership roles that enable faster decision-making.
- GCCs of the future are being set up today—AI-led, locally integrated, and equal to global HQs.

”

“ **Mr. Vikas Kumar, Director - GII, Iron Mountain**

- Information governance is key—how data is used, accessed, and disposed of is critical for compliance and reputation.
- Choose a GCC-as-a-service partner not just for today, but one aligned with your future innovation strategy.
- A partner should complement your digital transformation and impact your revenue stream—not just operations.

”



“ **Mr. Dipu Gopinath, Director & Country Head, Merative India**

- We are as good as anyone. Our employees know there is no glass ceiling—they can be the next level global leaders for the company.
- For AI to be successful, it’s all about correct use cases that are going to improve every function of the business.
- In the next five years, AI will manage clinical trials by itself. We need to upscale our teams and be ready.

”





“ **Mr. Aneelkumar Savalagi, Global Chapter Leader - ICSS, Global DBDT, Takeda ICC India**

- GCCs are transforming into strategic entities aligned with global business initiatives.
- It's not about force-fitting AI—it's about identifying the right problem statements and aligning AI use cases to business value.
- Hyper-personalized customer experience and low-risk, high-impact workflows are key AI opportunities.

”

“ **Ms. Arpita Srivastava, Managing Director - GCC Advisory, Cushman & Wakefield**

- Transformation is critical for mature GCCs to remain relevant—especially through Agentic AI.
- The more modular your GCC-as-a-service solution is, the more flexibility and innovation it enables.
- We launched an 'assisted DIY' model—modular, best-in-class, and client-customizable.



”

“ **Mr. Pradip Thaker, Country Head & Vice President India, D.Martiz**

- We've moved from 'repair and demolish' to true R&D—India now contributes to 30–35% of global chip design.
- AI is a tsunami—those who learn to swim will thrive, those who resist will be washed out.
- GCCs must evolve beyond talent hubs to manufacturing and AI-driven innovation centers.

”





# Panel Discussion: Strategic Risk Management in GCCs for Enhanced Resilience



Scan the QR code to view full session



(L-R: Mr. Karthikeyan V S, Director & Head of Asia Business, Expleo | Mr. Kaushik Das, Managing Director, JC Penney India | Ms. Sailaja Vadlamudi, Vice President Security & Data Privacy & Global Regional Information Security Lead Program, SAP Labs India | Mr. Hitesh Sethi, Senior Director, Analytics & Business Advisory, Dun & Bradstreet India | Mr. Nikhil Malhotra, Vice President - GBS/GCCC, Everest Group | Mr. Aashish S Shukla, Managing Director, CorporateEdge | Mr. VS Sridhar, Managing Director - GCC Advisory & Operations, Cushman & Wakefield)

This panel addressed the often-overlooked but critical topic of risk management in the evolving GCC landscape. Experts from across industries discussed how GCCs are navigating talent disruptions, regulatory complexity, and data localization challenges. With insights on hybrid work, cross-border compliance, and ethical data stewardship, the session emphasized the need for robust governance frameworks and interdepartmental collaboration. Panelists shared practical strategies for integrating AI, building resilient data infrastructures, and transforming compliance into a competitive advantage. The conversation underscored that in a world of geopolitical shifts and digital acceleration, proactive risk management is essential for sustainable GCC growth and innovation.



**“ Mr. Karthikeyan V S, Director & Head of Asia Business, Expleo**

- Regulatory compliance is no longer just legal—it’s an ethical responsibility to protect human data.
- A resilient GCC must integrate three pillars: technology, governance, and data protection.
- We helped a global QSR brand implement chaos engineering to simulate real-world data risks—proactive risk management in action.

”

**“ Mr. Kaushik Das, Managing Director, JC Penney India**

- The biggest challenge today is talent—its quality, depth, and resilience. That’s what drives the GCC engine.
- We’re no longer just executing; we’re moving up the value chain, making business decisions from across the globe.
- Hybrid work is still an unsolved equation—we’re all trying to figure it out.

”



**“ Ms. Sailaja Vadlamudi, Vice President Security & Data Privacy & Global Regional Information Security Lead Program, SAP Labs India**

- Compliance is not a burden—it’s a trust-building differentiator.
- We must break down barriers between legal, IT, and engineering teams—translate policy into tech language.
- When you embed compliance into the design phase, it becomes a strength, not a slowdown.

”







“ **Mr. Nikhil Malhotra, Vice President - GBS/GCCC, Everest Group**

- The GCC model has proven resilient—1,000 new centers in five years, many from first-time adopters.
- GCCs must proactively manage workforce strategy—it’s no longer a one-time exercise.
- Many GCCs are still grappling with their identity—who they are, why they exist, and how they deliver value.

”

“ **Mr. Aashish S Shukla, Managing Director, CorporateEdge**

- A GCC is a game-changing catalyst. The success of a pilot depends on the right partners and scalable infrastructure.
- Scalability—both upsizing and downsizing—is critical. That’s where location and partner choices matter most.

”



“ **Mr. VS Sridhar, Managing Director - GCC Advisory & Operations, Cushman & Wakefield**

- The biggest challenge is attrition and the availability of the right skills. That’s why GCCs are investing heavily in upskilling and reskilling.
- Infrastructure is no longer a concern—India is now globally competitive on that front.

”





# Fireside Session: The Next Chapter of GCCs in India



Scan the QR code  
to view full session



(L-R: Mr. Pawan Sachdeva, Managing Director - Digital and Health Services, Caelon Global Solutions | Mr. Anshul Jain, Chief Executive - India, SE Asia, Cushman & Wakefield | Mr. Vipul Oberoi, Director - Marketing, CSR & Learning Solutions, Dun & Bradstreet India)

The Next Chapter of GCCs in India explores the evolving landscape of Global Capability Centers (GCCs) beyond traditional hubs into Tier 2 cities. The session brings together expert insights from Mr. Anshul Jain, who offers a global real estate and market view, and Mr. Pawan Sachdeva, who shares an on-ground operator's lens from setting up and scaling a GCC in India. They discuss enablers such as government support, talent depth, hybrid delivery models, and the shifting purpose of GCCs from cost centers to innovation hubs.



“ **Mr. Pawan Sachdeva, Managing Director - Digital and Health Services, Carelon Global Solutions**

- We started with a target of 3,000 employees—today we’re at 19,000. Planning for scale early is a game changer.
- Tier 2 cities offer a big advantage in retention, but success depends on sustainability and government support.
- Before launching a GCC, clarity on the ‘why’ is essential—cost, talent, value-add, and leadership commitment all need alignment.

”

“ **Mr. Anshul Jain, Chief Executive - India, SE Asia, Cushman & Wakefield**

- The Tier 2 story is emerging—but only across 10 odd cities. Real estate and high-skill talent are key challenges that will take time to mature.
- GCCs are no longer just about cost arbitrage; they are fast becoming innovation centers driving both revenue growth and cost efficiency.
- Most firms underestimate their growth. They come in with a 100-person plan and hit 500 in a year. Forecasting and data-led planning are critical.

”





# Fireside Session: GCC Industry in Karnataka



Scan the QR code to view full session



(L-R: Ms. Dr. Ekroop Caur, IAS, Secretary - Department of Electronics and Information Technology, Biotechnology and Science & Technology, Government of Karnataka | Mr. Avinash Gupta, Managing Director & CEO - India, Dun & Bradstreet)

The fireside session brought together Mr. Avinash Gupta, MD & CEO – India, Dun & Bradstreet, and Dr. Ekroop Caur, IAS, Secretary of Electronics, IT, BT, and S&T, Government of Karnataka, for a wide-ranging conversation on the transformation of the Global Capability Center (GCC) landscape in Karnataka. Dr. Caur highlighted the evolution of Karnataka, especially Bengaluru, from a “back office” hub to a global innovation powerhouse, and the state’s concerted efforts to decentralize this growth beyond Bengaluru through policy support, infrastructure development, and targeted skilling initiatives.

## Karnataka’s GCC Journey:

From being known as the back office of the world, Bengaluru today houses some of the largest and most advanced innovation hubs for global firms.

## Integration with Global Headquarters:

You walk into some of these campuses and you forget you’re in India. The quality of work, customer centricity, and tech depth match their global counterparts.



### **Beyond Bengaluru Push:**

Mysuru, Mangaluru, and Hubballi-Dharwad are the next frontiers. They have talent, social infrastructure, and are now well-connected – it's time they emerge as viable GCC destinations.

### **Government Support for GCCs in Tier-2 Cities:**

We're offering everything from rental subsidies and plug-and-play workspaces to incentives on ESI/PF and internships to help de-risk expansion beyond Bengaluru.



### **The NIPUNA Skilling Program:**

NIPUNA lets industry lead. Companies design, deliver, and certify the programs – the government funds it, with just a basic job placement commitment.

### **On Talent Readiness and Upskilling:**

Curriculums take time to change, but tech doesn't wait. That's why we're leaning into industry-led skilling to bridge that real-time gap.





# Felicitation of Leading Organizations in Bengaluru's GCC Ecosystem

1. Capgemini Technology Services India Limited

9. JP Morgan Services India Private Limited

2. Dell India Private Limited

10. KPMG Assurance and Consulting Services LLP

3. Deloitte Touche Tohmatsu India LLP

11. Microsoft India (R&D) Private Limited

4. DXC Technology India Private Limited

12. Nokia Solutions and Networks India Private Limited

5. Ericsson India Private Limited

13. Siemens Industry Software (India) Private Limited

6. Hewlett Packard Enterprise India Private Limited

14. Standard Chartered Bank

7. The Hongkong and Shanghai Banking Corporation Limited

15. UST Global Technology Services India Private Limited

8. IBM India Private Limited

16. Wells Fargo International Solutions Private Limited



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