THE GCC NEWS DIGEST

MONTHLY GCC NEWS, INSIGHTS & DEVELOPMENTS

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TRENDS

India's GCCs: Powering the Next Wave of Global Innovation

India is rapidly emerging as a strategic hub for Global innovation ecosystem, with its Global Capability Centers (GCCs) playing a transformative role across the value chain.

Fueled by a skilled talent pool, cutting-edge technologies, and a collaborative ecosystem, India's healthcare GCCs are not only scaling operations but also driving deep innovation with global relevance. As cities like Hyderabad rise as specialized hubs, India is shaping the next wave of connected, tech-enabled, and patient-centric healthcare solutions for the world.

The Rise of Healthcare GCCs

India is fast emerging as a global healthcare leader, with the sector projected to reach USD 638 billion. But the story goes beyond scale; India is shaping the future of healthcare through innovation, talent, and technology.

A vast, skilled workforce underpins advances in R&D, digital health, and biopharma, while collaborative ecosystems link tech firms, providers, and pharma to enable truly connected care. AI, IoT, and data analytics are transforming diagnostics, delivery, and patient engagement.

Designed for both local relevance and global scalability, India's healthcare innovations are addressing critical global challenges. Hyderabad, with 11% of the country's GCC talent and 40% of pharmaceutical output, is leading this transformation.

The next frontier includes AI-driven insights, wearables, and patient-first design —driving smarter, more personalized, and more impactful healthcare worldwide.

AI-First & Automation Everywhere

A central theme driving GCC growth in 2025 is their pioneering role in adopting "AI-first approaches" and deploying enterprise-wide automation solutions. Crucially, GCCs are not merely consumers of AI; they are actively "creating and deploying AI and GenAI solutions" for their parent organizations.

Artificial Intelligence is recognized as both a powerful enabler and a significant disruptor, compelling organizations to fundamentally rethink their human capital strategies. While a notable 63% of Indian professionals express optimism about AI's potential to create new job opportunities, a larger 68% remain deeply concerned about potential job displacement.

Practical examples of this commitment include investment banking corporations implementing "**AI for All**" initiatives through their GCCs, which provide AI training to all employees regardless of their role,.

Similarly, tech stalwarts in India have established a "Future Skills Academy" offering specialized tracks in emerging fields like quantum computing, blockchain, and advanced analytics, ensuring its workforce remains at the forefront of technological advancements.

Talent Excellence: The Non-Negotiable

Access to specialized, high-quality talent remains the "most important reason for all new GCC launches". This emphasis is further highlighted by reports indicating that **talent acquisition and development are now the top priority for 72% of GCCs, surpassing traditional considerations like technology infrastructure and cost.**

SKILL CATEGORY	STRATEGIC IMPORTANCE/APPLICATION
AI & Automation	Reducing manual work, enhancing efficiency, creating and deploying AI/GenAI solutions
Data Analytics & Decision Science	Predicting trends, informing strategic decisions, advanced risk assessment models
Cybersecurity & Risk Management	Addressing increasing threats, ensuring robust security, protecting sensitive data
Cloud Computing & DevOps	Forming the backbone of modern GCC operations, migrating applications to cloud, optimizing infrastructure
Full-Stack Engineering	Developing trading platforms, building end-to-end product development cycles
Product Development & R&D	Driving innovation, securing IP ownership, creating new product features

Mid-Sized Aspirational GCCs

Today, a new class of mid-sized, aspirational GCCs is quietly reshaping the innovation narrative. These centers—launched by high-growth global firms, digital natives, and industry disruptors—are no longer just offshore arms for execution. They are becoming innovation co-pilots, building IP, driving product strategy, and accelerating digital transformation at the core of global businesses.

Unlike legacy giants, mid-sized GCCs are agile by design. With flatter hierarchies, sharper focus, and direct CXO-level integration, they are experimenting with deep tech—AI, edge computing, blockchain, and cybersecurity—not just for operational efficiency but to solve complex global problems. This segment is also where India's best cross-functional talent is gravitating—engineers, designers, and product leaders who thrive in ownership-driven cultures.

Moreover, the rise of tier-2 hubs like Pune, Coimbatore, and Ahmedabad is enabling cost-effective innovation without compromising on quality. These GCCs are creating globally relevant products from India for sectors like fintech, healthtech, mobility, and climate tech.
In a world demanding faster innovation and resilient operations, India's mid-sized GCCs offer the perfect blend of scale, speed, and smarts. They're not just catching up—they're setting the pace for the future of global enterprise innovation.

NEW GCC SETUPS

The Global Capability Center (GCC) ecosystem demonstrated remarkable dynamism in June 2025, characterized by a strategic evolution from traditional cost arbitrage models to pivotal roles in innovation and value creation.

Recent GCC launches and expansions highlighted a growing organizational imperative for specialized talent, especially in advanced fields such as Artificial Intelligence (AI) and Generative AI (GenAI). This expansion also revealed a strategic diversification into India's Tier-II cities, driven by talent access and cost efficiencies.

Companies including **Heineken**, **American Airlines**, **Pioneer Corporation**, **First Citizens Bancshares**, **C&R Software**, **Toyo Engineering & MODEC**, **Ferguson Enterprises**, **Medtronic**, **AstraZeneca**, and **Dai-ichi Life** either established new GCCs or significantly expanded existing operations. Their **focus spans advanced R&D, digital transformation, and specialized functions across diverse sectors, including BFSI, Healthcare & Pharma, Technology & Software, Manufacturing, and E-commerce & Retail.**

Pioneer

Pioneer has partnered with two leading Japanese OEMs to supply camera systems for two-wheelers, marking a significant step in its automotive tech expansion. To support this growth, the company plans to scale its Global Capability Centre (GCC) in Bengaluru, increasing the headcount to 200 in the coming months.

First Citizens BancShares

First Citizens BancShares has expanded its Global Capability Centre (GCC) in Bengaluru with the opening of a new office. This move underscores the bank's commitment to leveraging India's talent pool and enhancing its global operations. The Bengaluru facility will support key functions including technology, enterprise operations, finance, cybersecurity, risk management, and credit administration. Designed to foster collaboration and innovation, the new office aims to strengthen the bank's digital transformation and operational resilience efforts.

C&R Software

C&R Software, affiliated with Canada's Constellation Software Inc., has launched its new Global Capacity Centre (GCC) in Nagpur, marking a major boost for the city's IT landscape. This is the company's second facility in India after Bengaluru and is set to become a key part of its global operations. The Nagpur centre will focus on core areas such as product engineering, professional services, product support, and R&D, highlighting the city's growing importance as a strategic tech hub for international firms.

Toyo Engineering Corporation (Toyo Japan) and MODEC Inc.

Toyo Engineering Corporation (Toyo Japan) and MODEC, Inc. have officially launched their new Global Capability Centre, TOYO MODEC OFS India Private Ltd, in Bengaluru. The centre currently employs around 200 professionals and aims to grow its workforce to 750 within the next three years. The expansion will primarily focus on hiring engineers across disciplines such as mechanical, civil structures, electrical, and instrumentation.

Ferguson

Ferguson, a leading distributor of plumbing, HVAC, and industrial supplies, has launched its Global Capability Center (GCC) in Bengaluru as part of its broader digital transformation strategy. The center aims to enhance customer experience by focusing on key areas such as software engineering, AI, ERP, CRM, data science, analytics, and network operations. Currently staffed with over 50 employees, the GCC is expected to see steady growth over the next five years, with plans to expand its technical team and introduce leadership roles to support Ferguson's global innovation and development efforts.

Medtronic

Medtronic has opened a new Global Capability Centre (GCC) in Pune dedicated to its Diabetes business, backed by a $50 million investment over the next five years. This centre of excellence will focus on improving customer care, leveraging advanced analytics, and delivering digital technology services. It will also support patient financial services and operational functions. In its first year, the centre is expected to create over 300 service and software roles, with plans to double the workforce within the next four years.
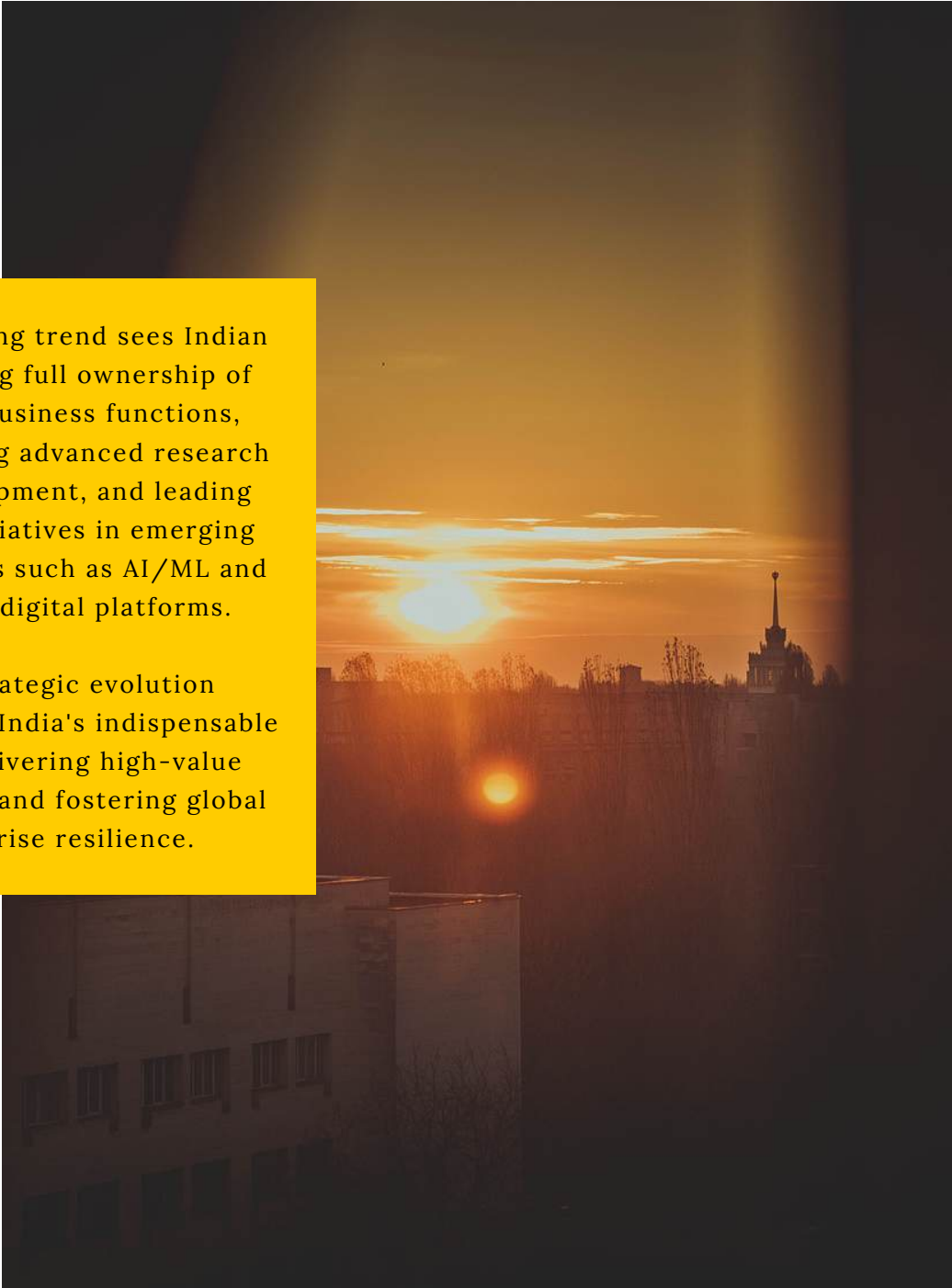
AstraZeneca, a leading global biopharmaceutical company, has announced a ₹166 crore investment to expand its global hub in Bengaluru. The new facility will add 400 jobs, increasing the site's total workforce to nearly 1,300. This expansion will bolster AstraZeneca's AI-driven innovation across R&D, global business services, IT, and digital health.

This is the company's second major investment in India within a year, following the recent growth of its Global Innovation and Technology Centre (GITC) in Chennai. With this expansion, AstraZeneca's total workforce in India is set to reach around 4,000, further enhancing its global capabilities in delivering advanced healthcare solutions.

The prevailing trend sees Indian GCCs taking full ownership of complex business functions, spearheading advanced research and development, and leading critical initiatives in emerging technologies such as AI/ML and next-gen digital platforms.

This strategic evolution underscores India's indispensable role in delivering high-value capabilities and fostering global enterprise resilience.

INDIA RISING

Inductus GCC Service Models

India's Leading GCC Enabler

BOT (Build-Operate-Transfer)

A structured pathway to establishing your GCC with minimized risk and maximum efficiency. We **build** and **operationalize** your center, ensuring seamless performance before **transferring full ownership** to you—**equipping your business with a mature, self-sustaining capability.**

COPO (Company-Owned, Partner-Operated)

Maintain **full ownership** while leveraging Inductus' operational expertise. This model enables you to establish a GCC with **absolute control over intellectual assets (IP), agility, and scalability** while we manage day-to-day operations, **ensuring zero liability, compliance, and maximum efficiency**.
Additionally, a **Zero Capex Model** with **Digital Twin or a Mirror Like Operational Structure** with superior process excellence.

FLEXI (Adaptive & Custom GCC Solutions)

Beyond predefined structures, **Flexi is a bespoke model offering absolute customization and adaptability.**

It molds itself around your unique business prerequisites, evolving seamlessly with your vision. **This isn't just a service—it's an agile, high-impact partnership crafted to maximize your success.**

Proud recipient of **Times Power Icons Award** for being one of the **Leading GCC Enabler of India**
Presented by
Bennett & Coleman
THE TIMES OF INDIA

Inductus ensures that each model is executed with precision, innovation, and strategic foresight—helping you unlock the full potential of your GCC in India.

Our deep expertise in GCCs, coupled with a strong network of industry partnerships and policy-level advisory, positions us as a trusted partner for driving transformational outcomes.

Certificate of Excellence' for Consulting & Advisory Services by **Chicago Open University USA**

COPO & Digital Twin Integrated Service Model

A study based proposition to build a global standard GCC mechanism for Large & Mid-sized Corporations

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> *"In a world full of rapid tech & process disruptions, global corporations that invest in innovation-led R&D don't just survive—they lead. Innovation is the key to staying relevant, cost-competitive, and future-ready in an ever-evolving marketplace..."*
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> —— **Alouk Kumar –** CEO, Inductus ——
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Inductus GCC's Digital Twin and COPO (Company-Owned, Partner-Operated) Service Model creates a seamless, future-ready operational framework for global businesses setting up GCCs in India. The Digital Twin Process ensures real-time collaboration, decision-making, and operational efficiency by replicating physical systems in a virtual environment, enabling synchronized execution across multiple time zones. Meanwhile, the COPO Model allows MNCs to retain full ownership and strategic control while leveraging Inductus' expertise for execution, compliance, and scalability.

This hybrid approach optimizes costs, mitigates risks, and accelerates GCC growth, ensuring innovation-driven operations with minimal liabilities and maximum efficiency.