

THE GCC NEWS DIGEST

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An aerial photograph of a city street, showing a multi-lane road with traffic, a pedestrian crossing, and a large yellow circle overlaying the lower right portion of the image. The street is lined with buildings and trees, and a large yellow circle is superimposed on the lower right side of the image.

India's Emerging GCC Policy Landscape

As Global Capability Centers (GCCs) increasingly anchor themselves in India's economic engine, states are racing to craft tailored policy frameworks that not only attract new investments but also deepen ecosystem capabilities. From fiscal incentives to innovation grants and plug-and-play infrastructure, leading states are stepping up with forward-looking strategies to position themselves as preferred destinations. The following section provides a comparative snapshot of India's most dynamic GCC policies—each aiming to balance cost-efficiency, talent availability, and ease of doing business to drive the next wave of global enterprise expansion.

UTTAR PRADESH

GCC POLICY: A STRUCTURED INCENTIVE FRAMEWORK

FISCAL SUPPORT

- 01

Capital Subsidy
25% of eligible investment, up to ₹25 Crores.
- 02

Interest Subsidy
5% on loans, maximum ₹1 Crore/year for 5 years.
- 03

Talent Development
Internship support, Training reimbursements up to ₹50 lakh/year.
- 04

EPF Reimbursement
100% EPF refund for eligible employees, capped at ₹1 Crore/year.
- 05

Payroll Subsidy
Up to ₹1.8 lakh/employee/year for 3 years.
- 06

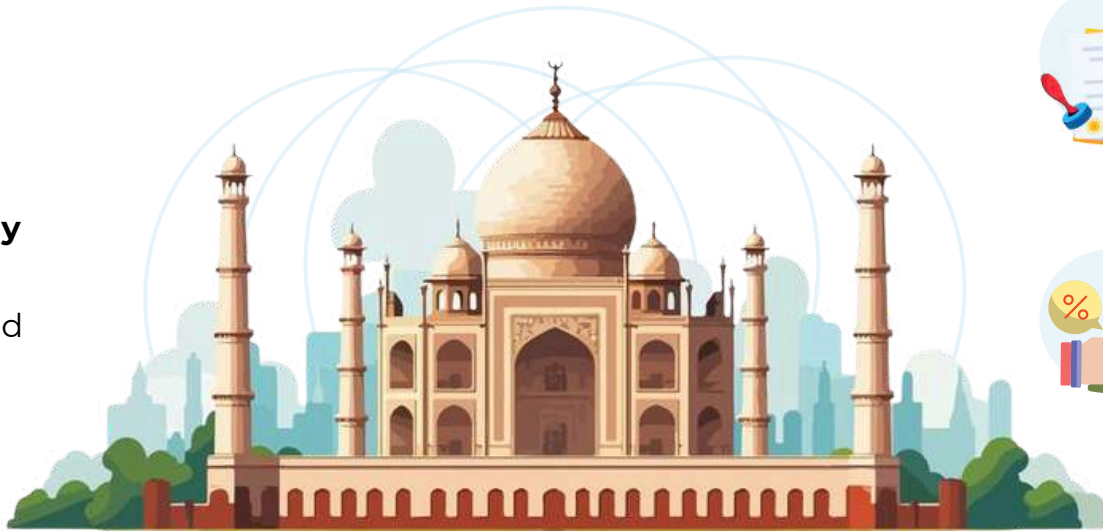
Innovation Support
Up to ₹2 Crore/year for startup Proof of Concepts (PoCs).



LAND & INFRASTRUCTURE INCENTIVES



Land Subsidy
30-50% subsidy based on region.



Stamp Duty Exemption
100% exemption or reimbursement.



OPEX Subsidy
20% on lease, bandwidth, and power; up to ₹80 Crore/year.

NON-FISCAL SUPPORT



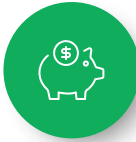
Dedicated Technical Support Group

- Led by the Principal Secretary, IT & Electronics, with global GCC leaders.
- Functions: Strategy, investor coordination, policy facilitation, and advocacy.



Linkage Support

- Digital portal showcasing commercial spaces in key cities (Noida, Ghaziabad, Lucknow, Kanpur).
- Collaboration with educational institutions, startups, incubators, and Centers of Excellence (CoEs).



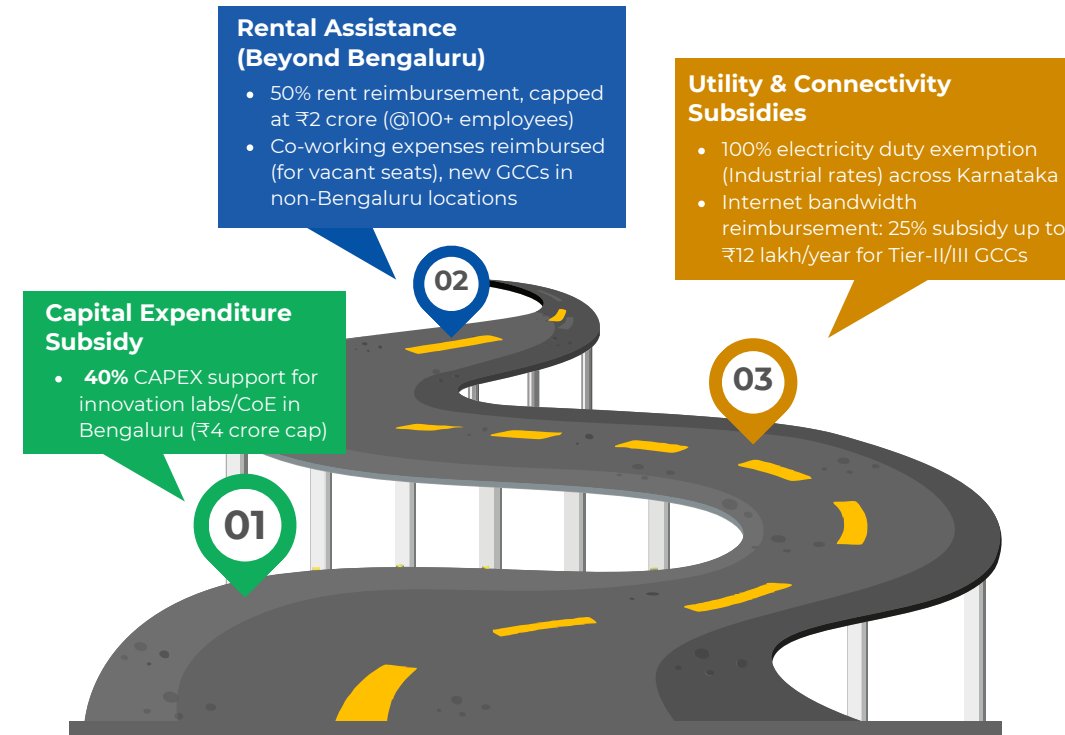
Regulatory Support

- Relaxations: Self-certification, reduced inspections.
- 24x7 operations permitted, including women across all shifts.

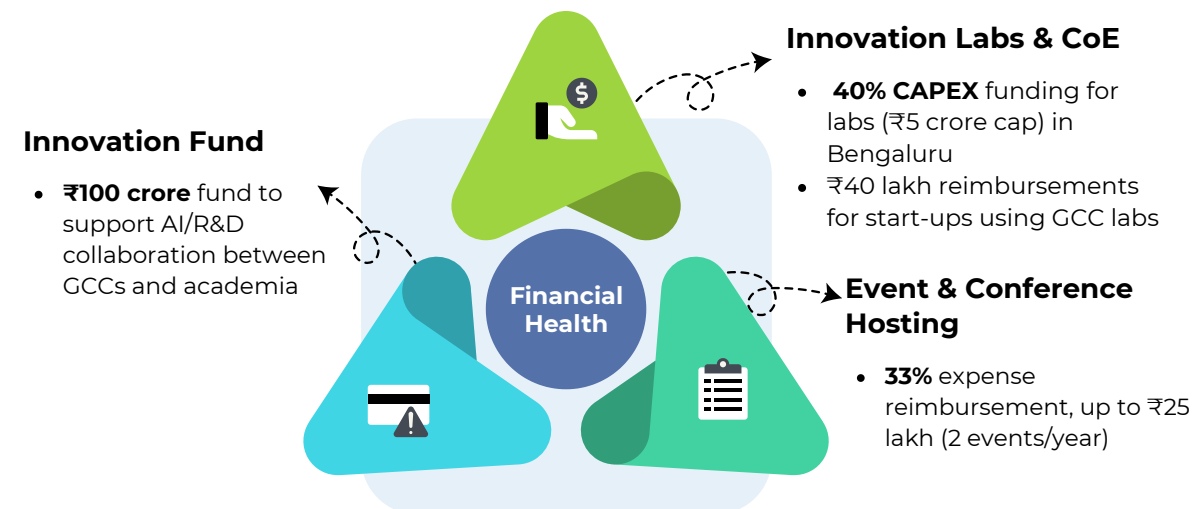
Karnataka

GCC Policy 2024–29: Incentive Highlights

Land & Infrastructure Incentives



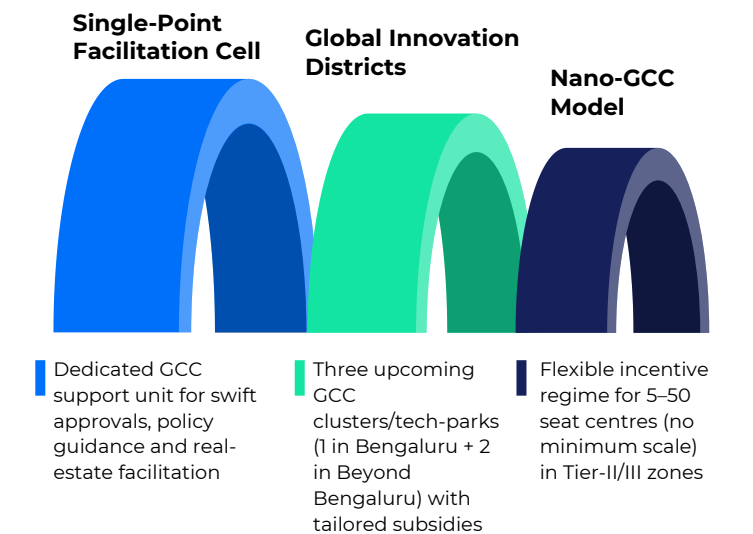
Innovation & CoE Incentives



Fiscal Support



Governance & Support Systems



Gujarat's

GCC Policy (2025–2030)

A Comprehensive Incentive Blueprint

Land & Infrastructure Incentives



CAPEX Subsidy

- **Category I (GFCI < ₹250 Cr):** 20% on building & fit-out; 30% on IT hardware & software (ceiling ₹50 Cr)
- **Category II (GFCI ≥ ₹250 Cr or ≥ 500 jobs):** Same rates, ceiling ₹200 Cr
- Disbursed over 20 quarterly installments



Stamp Duty & Registration

- 100% reimbursement on lease or purchase of office premises



Electricity Duty Exemption

- 100% waiver for five years on industrial power tariffs

Innovation & Ecosystem Enablement

IT/ITeS Policy Synergy

GCCs incubating or accelerating start-ups can also tap Gujarat's IT/ITeS incentives

Co-location in Tech Parks

Access to dedicated technology parks with plug-and-play infrastructure



Governance & Facilitation

Single-Point Facilitation Cell

Operated by the Department of Science & Technology for approvals, policy guidance, and incentive disbursement

Implementation Guidelines

Standardized procedures ensure rapid processing and quarterly performance tracking

Fiscal & Operational Support

1 OPEX Subsidy

Up to 15% of lease, bandwidth, cloud & power costs for 5 years; annual caps of ₹20 Cr (Cat I) / ₹40 Cr (Cat II)



2 Interest Subsidy

7% on term loans (up to 70% of GFCI), max ₹1 Cr/year for 5 years



3 EPF Reimbursement

100% for female employees; 75% for male employees (12% of CTC)



4 Employment Incentive

One-time grant = 50% of one month's CTC (max ₹50 K for men, ₹60 K for women)



5 Patent & Certification Support

- **Patent grants:** up to ₹10 L per patent (max 10/year)
- **Quality certifications:** 80% reimbursement (cap ₹10 L each, up to 5 certifications)



6 Skilling Grants

Up to ₹50 K or % of course fees for professionals and graduates

MADHYA PRADESH'S

2025 Incentive Blueprint

> Land & Infrastructure Incentives

- 01 Land at Preferential Rates**
Concessional land in SEZs/IT parks in Indore/Bhopal/Jabalpur based on project size.
- 02 Stamp Duty & Registration Fee Reimbursement**
Full reimbursement on property/lease registration.



- 03 Power Tariff Subsidy**
Subsidies on electricity charges, including duty exemptions.
- 04 Rental Subsidy (OPEX Support)**
Up to ₹20 per sq.ft/month; tailored to city tier.

> Why Madhya Pradesh?



Solid Talent Pool

300+ engineering colleges; ~50,000 grads/year.



Rapidly Growing IT Ecosystem

IT exports tripled in 3 years; annual growth ~43%.



Strong Infrastructure

5 SEZs, 15+ IT parks, 150+ ESDM units; ranked 4th in Ease of Doing Business



Cost Efficiency

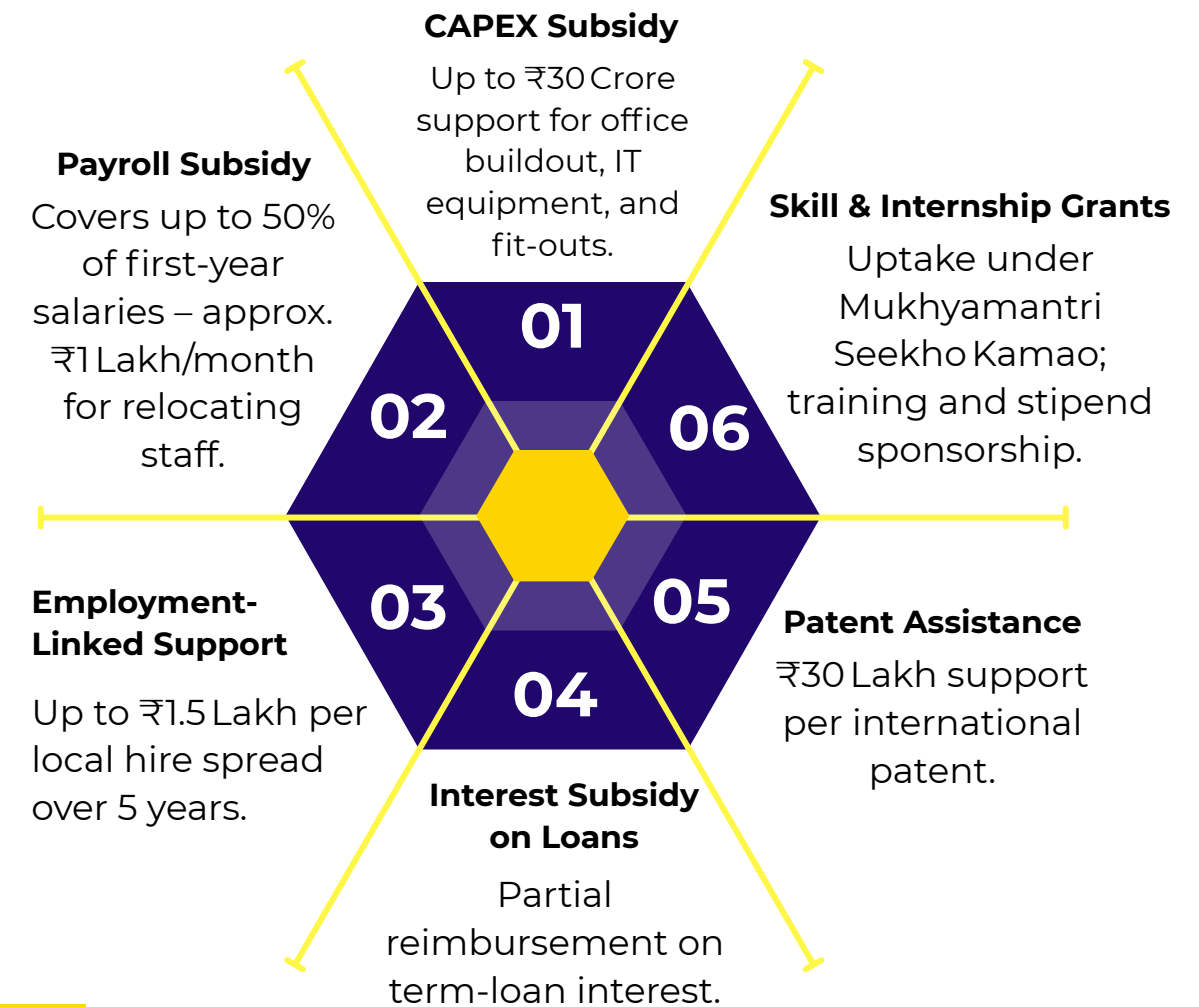
Lower OPEX compared to metros by ~40%.



Ambitious Targets

Aims for 50+ GCCs, 37,000+ direct jobs.

> Fiscal Support



> Non-Fiscal Support

01



Dedicated PIU via MPSeDC
Single-window support for approvals, incentives, and compliance.

02



Ease of Doing Business
Self-certification, unified labour framework, night shifts allowed (incl. women).

03



Centers of Excellence & Innovation
Government-backed CoEs in AI/cybersecurity – 50% funding, up to ₹10Cr; Innovation Clusters – up to ₹25Cr.

Engineering Global Excellence: Inside
ANDHRA PRADESH'S
GCC Policy 4.0

Land & Infrastructure Incentives

- 01 APIIC Land Facilitation**
Priority access to concessional land for IT/GCC firms, co-working hubs & IT campuses.
- 03 Early-Bird Govt Offers**
Rent-free government buildings for 5 years + ₹2,000/seat rental assistance.

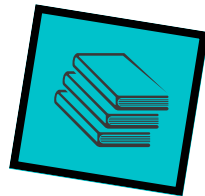
- 02 3-Tier Developer Models**
Co-working, neighbourhood hubs, IT campuses—each supported with 50% CAPEX subsidy (up to ₹2,000/sq ft for co-working & IT campus; ₹1,000/sq ft for neighbourhood hubs).
- 04 Power at Industrial Tariff**
Contract-demand charge waiver and doorstep industrial-power infrastructure.

Skill & Work-Model Support



Future Skills Credit Scheme
Upskilling in AI, cybersecurity, cloud, soft skills, and digital work readiness.

WFH & Hybrid Work Encouragement
Policy support for women working from home and neighbourhood hubs.



Fiscal Incentives for IT & GCC Firms

Job-Creation Subsidy

₹1.5L per AP graduate; ₹3L per top-institute/experienced hire + 6 months' CTC payout post 18 months.

Tailor-Made Mega Project Incentives

Custom packages for >2,000 seats or >1 mn sq ft developments.

EPF Subsidy

100% EPF employer share for 6 months for women & marginalized hires.

Employee Allowances

HRA/Education allowance up to ₹1L/employee for 3 years.

Rental Subsidy

₹2,000 per seat for 24 months.

Power Tariff Discount

₹1/unit off for 5 years, industrial tariff applicable.

Governance & Implementation

- 01 State Investment Promotion Board (SIPB)**
Chaired by CM, approves mega IT/GCC projects.
- 02 State Investment Promotion Committee (SIPC)**
Advises on incentives, oversees policy execution.
- 03 CCITEI Advisory Council**
Fast-tracks approvals and fine-tunes sector strategy.
- 04 APIIC & APEDB Integration**
Land and incentive proposals via unified digital portals.



HON'BLE FINANCE MINISTER NIRMALA SITHARAMAN ON GCC ECOSYSTEM IN INDIA

FM Nirmala Sitharaman pledges all
necessary support to boost GCCs in India

Finance Minister Nirmala Sitharaman, speaking at a Global Capability Centres (GCC) Summit, reaffirmed the government's commitment to strengthening the GCC ecosystem in India. She urged the industry to expand beyond metropolitan hubs and establish GCCs in Tier 2 and Tier 3 cities to harness local skilled talent.

Highlighting that one new GCC was set up every week in 2024, she emphasized the government's readiness to provide all necessary support—be it legislative, administrative, or tax-related—to facilitate this growth.

NEED TO STREAMLINE POLICIES TO MAKE INDIA GCC HUB

SENIOR OFFICIALS SUGGEST STREAMLINING NATIONAL POLICIES TO EMULATE SUCCESSFUL STATE MODELS.

*There needs to be a deliberation on the policies adopted by states like Karnataka, Tamil Nadu and Telangana, wherein most GCCs are localised and see if such policies can be emulated across the country.” - **Smt. Anuradha Thakur, Secretary, Department of Economic Affairs, Ministry of Finance.***



GCC Trends

The GCC ecosystem in India is undergoing a structural transformation into strategic centers of innovation, talent, and business impact. As global enterprises recalibrate their operating models, India's deep digital talent pool, maturing infrastructure, and policy momentum are driving new trends in location strategy, technology investments, and sectoral participation.

This section explores the key developments shaping the future of GCCs—from Tier-2 city emergence to AI-led specialization and mid-market entrants redefining value creation.





GCCs Unlocking Scalable Employment and Inclusive Growth Across India

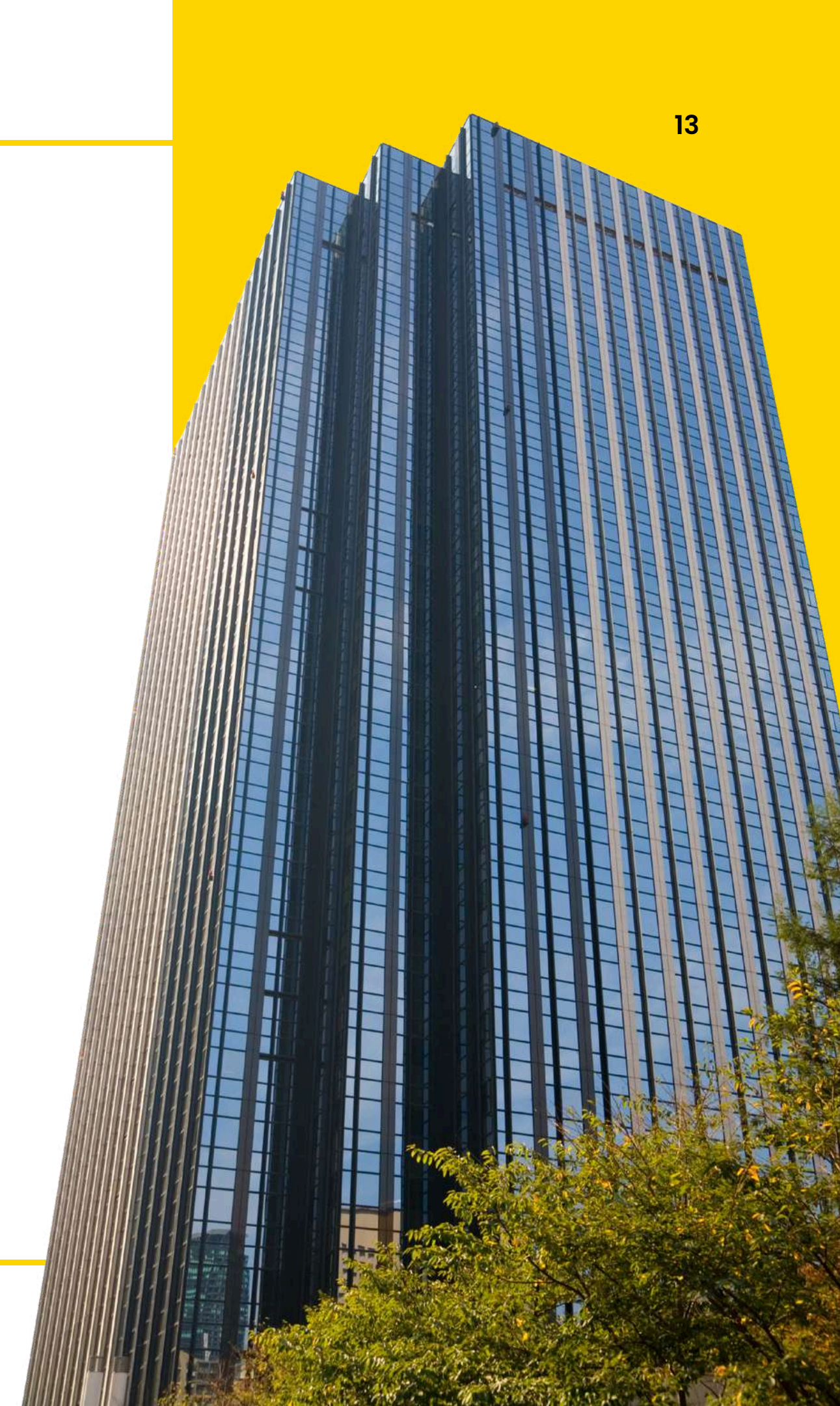
The numbers speak for themselves: In FY26, the GCC sector is estimated to have supported a colossal **10.4 million jobs across India**. This includes **2.1 million direct employees**, **1.8 million in allied industries**, and a substantial **6.5 million through induced employment**.

Looking ahead, **direct employment is projected to reach 2.8 million** by 2030, with a remarkable 4.25-4.5 lakh new jobs expected in 2025 alone. This consistent growth underscores the sector's critical role in national employment. The economic impact of GCCs extends far beyond direct employment. For every one job directly created within a GCC, an impressive up to five additional jobs are generated in the broader economy. Fostering a virtuous cycle of regional economic development and prosperity.

EXPANSIONS

THE DYNAMISM OF THE INDIAN GCC LANDSCAPE IS FURTHER EVIDENCED BY SIGNIFICANT EXPANSIONS AND STRATEGIC SHIFTS BY EXISTING PLAYERS, TRANSFORMING THEIR INDIAN OPERATIONS INTO CRITICAL GLOBAL HUBS.

Significant Expansions by Existing Players: Established GCCs are increasingly deepening their roots in India, expanding their headcount, capabilities, and physical footprints. AstraZeneca, for instance, is notably expanding its Chennai GCC, positioning it to become its largest globally, a testament to India's strategic importance for advanced pharmaceutical and technology operations. Similarly, Fidelity Information Services (FIS) is transforming its India centers into product-led, strategic hubs, focusing on core transformation and driving innovation in financial technology globally. These expansions highlight **a clear trend: India is no longer just a delivery center but a vital innovation and strategic powerhouse for global enterprises.**





INDIA DOMINATES THE GCC LANDSCAPE

- ▶ **India now accounts for more than 53% of all Global Capability Centers (GCCs) worldwide.** Out of around 3,200 GCCs across the globe, close to 1,700 are based in India. This solidifies the country's position as the leading destination for global operations, R&D, and digital innovation. Bengaluru plays a central role in this growth, standing out as a major center for cutting-edge development and strategic business functions.
-

MID-MARKET & NICHE ENTRANTS

▶ THE NEW WAVE

MID-MARKET & NICHE FIRMS FLOCK TO INDIA'S GCC HUB

Beyond the traditional large multinationals, **India is experiencing a significant influx of mid-sized and specialized global firms (often in the \$1-10 billion revenue bracket) setting up their first GCCs.** These companies are strategically leveraging India's deep pool of high-skill digital talent to drive crucial functions like product engineering, innovation, and global delivery. This trend indicates a growing recognition among a broader spectrum of global businesses that **India offers not just cost efficiencies, but a robust ecosystem for value creation and technological advancement, enabling them to compete effectively on a global scale.**



WHY INDIA IS BEING PREFERRED OVER EASTERN EUROPE FOR GCC SETUPS

A key factor driving GCCs away from Eastern Europe is the significant cost advantage in India. The cost of hiring skilled digital and tech talent in India is nearly 50% lower compared to major Eastern European cities like Krakow, Bucharest, or Prague. As Eastern Europe grapples with surging wages and talent at scale ,

India provides a larger, more cost-efficient talent pool, especially in areas like AI, cybersecurity, and analytics. MNCs are finding that scaling operations in India is simply more profitable, offering strong digital skills at lower salaries, leading to more economical, high-quality outcomes.

The attractiveness of Eastern European countries like Poland, Romania, and the Czech Republic has diminished due to rising operational costs, talent saturation, and the ongoing Russia-Ukraine conflict. Salaries have climbed steeply, and the ability to scale operations has hit a plateau. As one GCC strategist put it, "In Eastern Europe, GCCs are hitting a dead end. The cost arbitrage is eroding rapidly, and talent pools are simply not deep enough to support growth."



▶ THE GROWING INFLUENCE OF TIER-2 CITIES

While Bengaluru still leads with over 40% of India's GCCs, the next phase of growth is increasingly moving towards Tier-2 cities. Emerging hubs such as Lucknow, Indore, Mysuru, Coimbatore, Jaipur, Kochi, and Chandigarh are seeing greater investment. This is due to their lower operating costs and various government incentives.

Experts estimate that 15-20% of Eastern Europe-based centers are actively considering India as a long-term alternative, which could result in over 500 new GCC setups or expansions in India within the next 2-3 years.



INVESTMENT IN AI, DATA SCIENCE, AND ML TO CONTINUE DESPITE IT SLOWDOWN

▶ Despite facing growth and margin pressures in the broader IT and ITES sectors, Global Capability Centers (GCCs) are expected to offer salary increments due to their expansion or establishment phases. Sectors like manufacturing, FMCG, and particularly the power sector, are showing stability or strong growth. Within this landscape, finance is a leading function for growth and compensation, driven by its increasing strategic importance.

Furthermore, specialized tech areas like AI, data science, and machine learning will continue to attract investment, even as overall IT hiring slows. Roles demanding deep expertise and significant business impact, such as Business Finance professionals and Technical Architects, are being prioritized with differentiated compensation and retention strategies.



In the automotive sector for FY24-25, merit increases, including promotions, averaged around 12%, a slight uptick driven by industry growth and profitability, with a focus on competitive salaries for critical roles. Compensation priorities are emerging in process engineering,

EV component manufacturing, sales, purchasing, and HR, with EV roles demanding premium pay due to talent scarcity. Meanwhile, in banking for FY25-26, Marketing and Technology are key growth drivers, with tech investments focusing on core system modernization and cloud migration. Marketing teams are seeing more aggressive, performance-linked incentives. Critical compensation priorities in banking include Branch Heads and Relationship Managers due to their direct impact on customer engagement, and a "risk categorization" method rewards employees handling higher business risks.

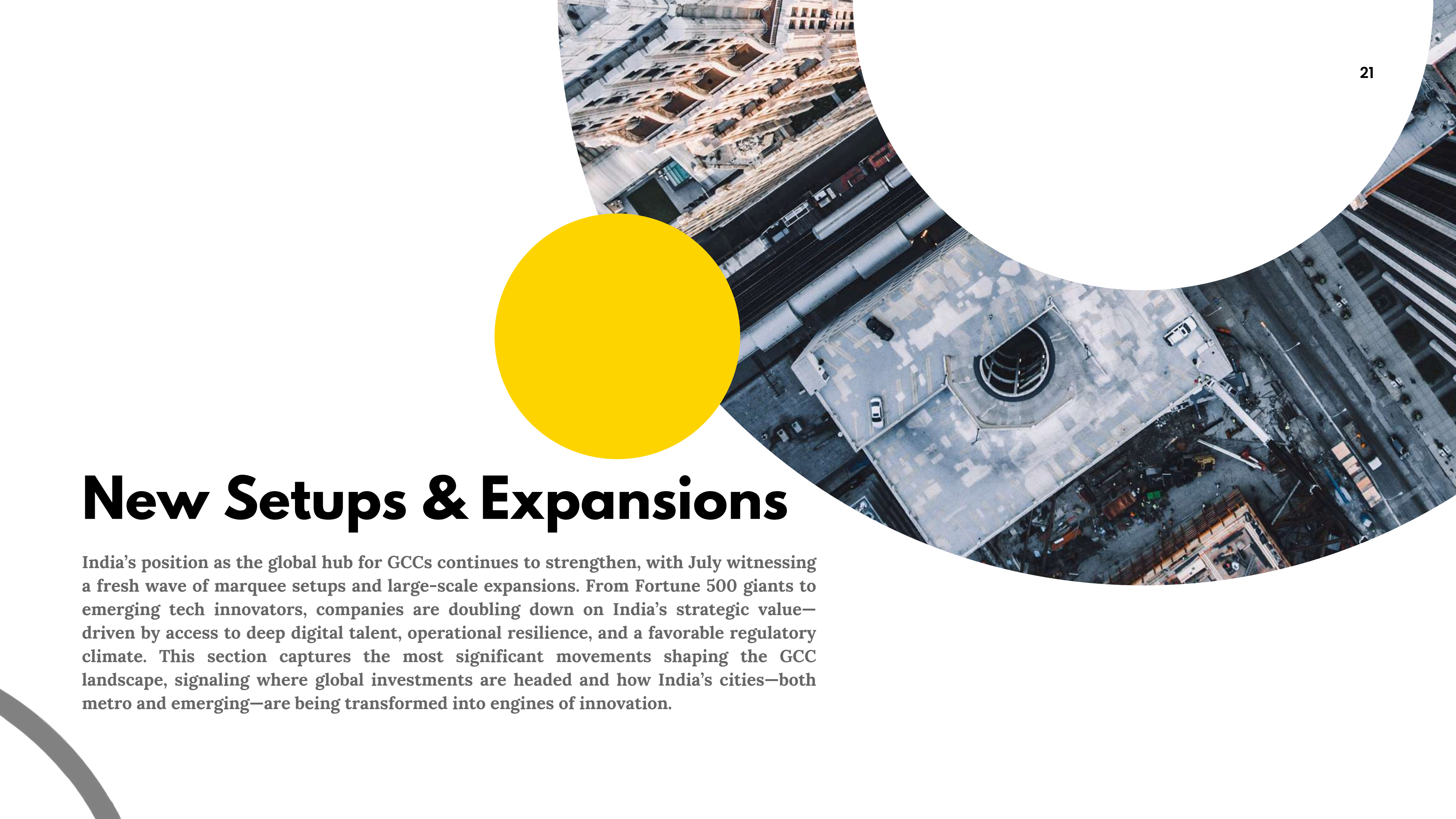
DIVERSE SECTORAL REPRESENTATION

BEYOND IT & BFSI

While IT and BFSI (Banking, Financial Services, and Insurance) traditionally dominated the GCC landscape, we are now witnessing a visible surge in GCCs from a diverse range of sectors. This includes **significant players in healthcare & pharmaceuticals** (e.g., Eli Lilly, Medtronic), **manufacturing & industrials** (e.g., Mercedes-Benz, Continental), and **Retail/CPG** (e.g., Kraft Heinz, Adidas), along with an increasing presence of **professional services firms**.

This diversification underscores India's growing appeal as a strategic hub for complex, high-value operations across various industries.



An aerial photograph of a city street scene, showing a large building with a circular rooftop structure and a parking lot. A large yellow circle is overlaid on the image, partially obscuring the building. The page number '21' is in the top right corner.

New Setups & Expansions

India's position as the global hub for GCCs continues to strengthen, with July witnessing a fresh wave of marquee setups and large-scale expansions. From Fortune 500 giants to emerging tech innovators, companies are doubling down on India's strategic value—driven by access to deep digital talent, operational resilience, and a favorable regulatory climate. This section captures the most significant movements shaping the GCC landscape, signaling where global investments are headed and how India's cities—both metro and emerging—are being transformed into engines of innovation.



NEW GCC SETUPS

COSTCO

US retail giant Costco is establishing its first Global Capability Centre (GCC) in Hyderabad, India. This new center will focus on crucial technology and research functions, marking a significant strategic expansion for Costco. The facility is set to initially employ 1,000 professionals,

ALIGHT SOLUTIONS

Global consulting firm Alight Solutions has established its latest Global Capability Centre (GCC) in Chennai, India. The new GCC is expected to enhance Alight's capabilities in delivering its core technology and consulting services for human resource and financial solutions globally.

NATIONWIDE INSURANCE

Fortune 100 BFSI Major "Nationwide Insurance" to setup GCC in Hyderabad! US-based Nationwide Mutual Insurance, a leading player in the BFSI sector, is opening its Global Capability Center (GCC) at Raheja Mindspace, Hyderabad.

NEW GCC SETUPS

EISAI PHARMACEUTICALS

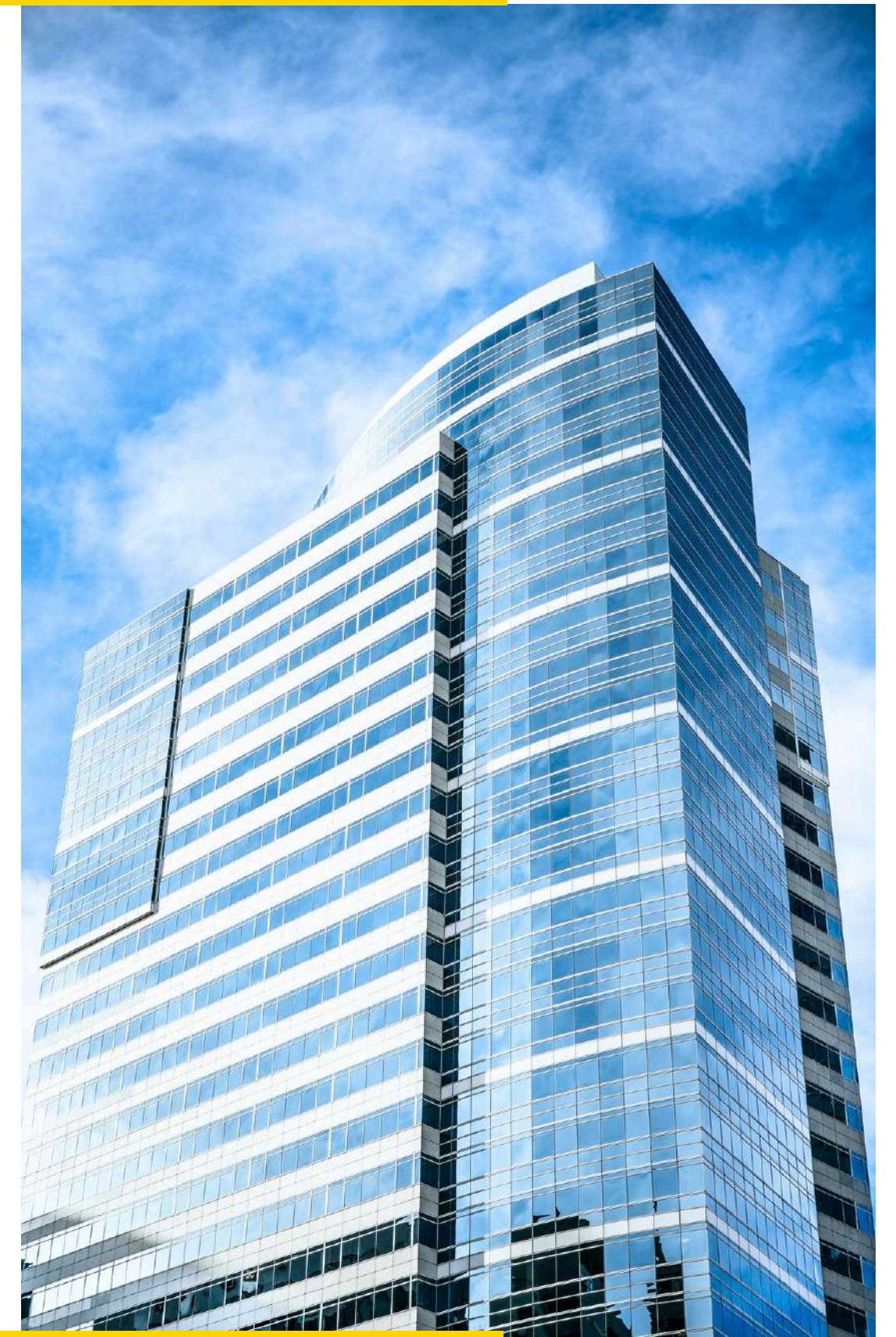
Eisai Pharmaceuticals is launching a Global Capability Center in Visakhapatnam to boost digital transformation and pharma research, strengthening the city's role as a tech and healthcare hub.

DAIKIN

Daikin is looking to set up a Global Capability Center (GCC) in India in collaboration with EY. The company already has operations in Sri City and is investing an additional ₹2,500 crores in an export-oriented unit. Efforts should be made to bring the GCC to Andhra Pradesh.

ALBERTSONS

US retail giant Albertsons is strengthening its Bengaluru GCC, planning to hire 1,000 tech professionals over 18 months. The center will focus on AI and data-driven retail innovation, reinforcing the city's status as a global tech hub.



NEW GCC SETUPS

ASSENT

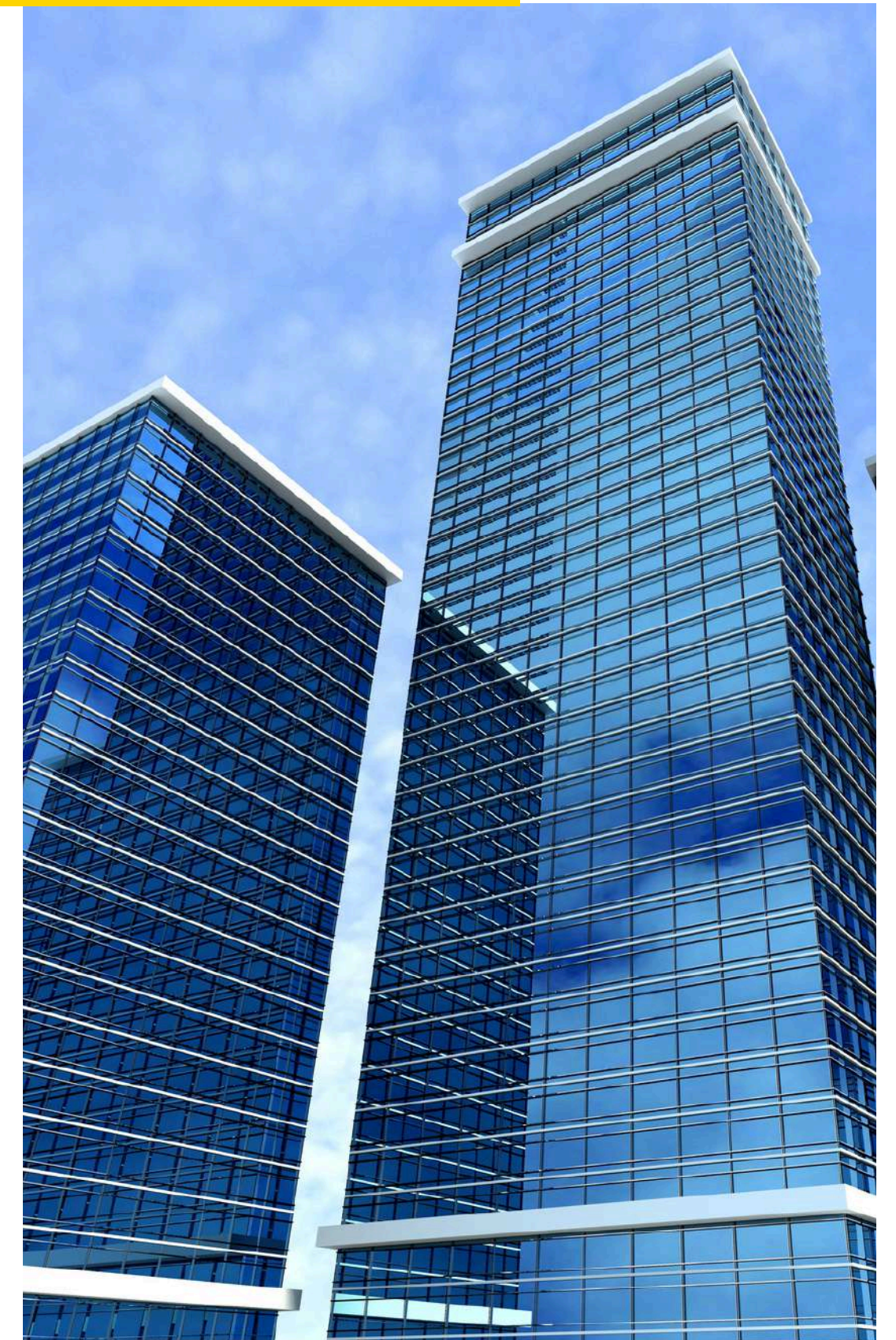
Assent has opened its Innovation & Technology Center in Pune to develop AI-driven solutions for sustainable supply chains. Led by Manoj Patil, the center will focus on product innovation, analytics, and global collaboration, reinforcing Assent's commitment to ethical sourcing and sustainability.

DAZN

DAZN has launched India's first sports-tech GCC in Hyderabad, set to be its largest global tech center. With a ₹500 crore investment and plans to create 3,000 jobs by 2026, the hub will focus on AI, real-time analytics, and sports innovation, reinforcing Hyderabad's growing global tech stature.

MUSASHI

Musashi India, the wholly owned subsidiary of Japan-based Musashi Seimitsu Industry Co., Ltd. has opened a new Musashi Technology Excellence Centre (MTEC) in Bengaluru, marking 23 years of its presence in India.





GCC EXPANSIONS

STATE STREET

Global financial major State Street has significantly expanded its presence in India, opening a new 210,000 sq.ft facility across four floors at India Land Tech Park in Coimbatore. This follows the inauguration of another Global Capability Centre (GCC) in Chennai just weeks prior. The new Coimbatore center has the potential to employ approximately 2,400 people, underscoring State Street's growing investment in India's talent pool and its strategic move into Tier-2 cities for enhanced operational capabilities.

ENTAIN INDIA

(formerly Ivy) has unified its 3,400 employees under a new, full-fledged Global Capability Centre (GCC) in Hyderabad. This consolidated GCC will now deliver 85% of Entain Group's global software engineering and technology services, encompassing platform architecture, AI-driven personalization, real-time trading engines, and advanced analytics and product development.

HEXAWARE TECHNOLOGIES

Hexaware Technologies has acquired SMC Squared's Indian entities for \$120 million in an all-cash deal. This strategic move strengthens Hexaware's foothold in India's expanding Global Capability Center (GCC) market. The acquisition combines SMC Squared's GCC build-operate expertise with Hexaware's IT delivery and AI innovation, enabling comprehensive solutions for global clients. This enhances Hexaware's market strategy and offers clients expanded opportunities for optimizing GCC operations.

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



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..."

—— 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.



Designed to be Different.