Monthly GCC spotlight

- **Lufthansa's new GCC with Infosys** follows a Build-Operate-Transfer (BOT) model, reflecting a rising trend among aviation companies such as Delta and American Airlines to leverage India's tech expertise to drive innovation

- **McDonald's is establishing its first GCC in India**, its largest outside the US to support its global operations and its selection of Hyderabad for its GCC highlights the city's increasing prominence as a global hub for business and technology

- **Bangalore and Hyderabad continue to solidify their positions as leading GCC hubs** with companies such as Adecco, St. Fox and Eli Lilly expanding their operations to enhance workforce capabilities and digital strategies

⚙ New setups: A story of tech and boundary-breaking innovation

Infosys

Infosys to set up Lufthansa's GCC in India

Infosys is establishing a GCC in India for Lufthansa as part of a nearly USD 300 Mn IT contract. Following a BOT model, this move enables Lufthansa to tap into India's skilled IT talent for specialized expertise and support. The GCC aims to streamline Lufthansa's IT operations and enhance its technological capabilities

CYARA

Cyara opened Global Innovation Centre in Hyderabad

Cyara, a CX assurance firm, has launched a Global Innovation Centre in Hyderabad to harness India's talent pool and boost its R&D efforts. The center will initially create over 200 jobs, focusing on AI and telecom innovations. By integrating GenAI and large language models, it aims to enhance its AI-driven solutions and improve customer experiences

Takeda

Takeda expanded its presence by setting up an Innovation Center in Bengaluru

Takeda's new Innovation Capability Center in Bengaluru, India, will play a crucial role in the company's global digital transformation by focusing on AI, GenAI, data science, and other advanced technologies. This investment reflects Takeda's commitment to insourcing capabilities and leveraging India's talent pool

McDonald's

McDonald's to set up its first GCC in Hyderabad

McDonald's is set to establish its first GCC in India, a 200,000 sq. ft. facility in Hyderabad, its largest outside the U.S., employing 2,000 employees .This hub will support global operations by housing specialized teams focused on technology, analytics, and business functions

Tachyon

Tachyon Technologies inaugurates Global Delivery Centre in Hyderabad

Tachyon Technologies' new Hyderabad Global Delivery Centre, a 35,000 sq. ft. facility, will drive innovation by employing 500 professionals specializing in cutting-edge technologies such as AI, SAP, Salesforce, and advanced data analytics

BENORI

GCC Newsletter — January 2025

Expanding horizons: Existing GCCs expand their reach and workforce in India

Adecco

Adecco India announced the expansion of its GCC

Adecco India has announced plans to expand its GCC in Bengaluru, aiming to grow its workforce to over 2,500 employees by year-end. The expansion aims to strengthen its global service capabilities and enhance workforce solutions

St. Fox opened new office in Bengaluru

Cybersecurity consultancy firm St. Fox has expanded its presence in India with a second office in Bengaluru following its Pune location. The new 100-seater facility in HSR Layout will support the company's R&D and client service teams

Lilly

Lilly to establish its second GCC in Hyderabad

Eli Lilly and Company is establishing a second GCC in Hyderabad after launching its first GCC in Bengaluru in 2016. The center will focus on automation, AI, software engineering, and cloud computing, strengthening Lilly's digital strategy. It aims to hire over 1,000 skilled professionals, with operations set to begin by mid-2025

Beyond traditional leadership: GCCs seek leaders with innovation-driven and entrepreneurial mindsets

Epsilon

Epsilon has appointed Pratik Nath as new managing director of its GCC

Epsilon is banking on Pratik Nath's 25+ years of tech experience to drive engineering innovation and optimize client solutions in its GCC. The goal is to enhance the GCC's technical capabilities and maximize the value Epsilon delivers to clients

INTUITIVE

Intuitive has appointed Rohitt Mahajan as new vice president

Business strategy and operational growth in India are at the forefront of Intuitive's plans. Rohitt Mahajan will play a crucial role in this expansion, bringing over his 17 years of experience in healthcare and IT. Intuitive is counting on his expertise to drive expansion, enhance market reach, and strengthen its presence in the robotic-assisted surgery space

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Igniting innovation: New policies and AI investments pave the way for next-gen GCC growth

Madhya Pradesh launched GCC policy to boost innovation

Madhya Pradesh has launched a GCC Policy 2025 aimed at boosting innovation and establishing Tier 2 cities as global business hubs. The policy focuses on sectors like IT, finance, engineering, and HR, and emerging technologies

Samsung plan to increase investment in R&D

Samsung has announced plans to increase investments in Bengaluru and Noida R&D centers to increase the development and sales of Samsung's Galaxy AI technology and expand the Gemini Live feature to support more languages