

Snapshot of GCCs in India - FY2024

1700+

GCCs
in India

2900+

GCCs units
in India

USD 64.6 Bn

India GCC
Revenue

1.9 Mn

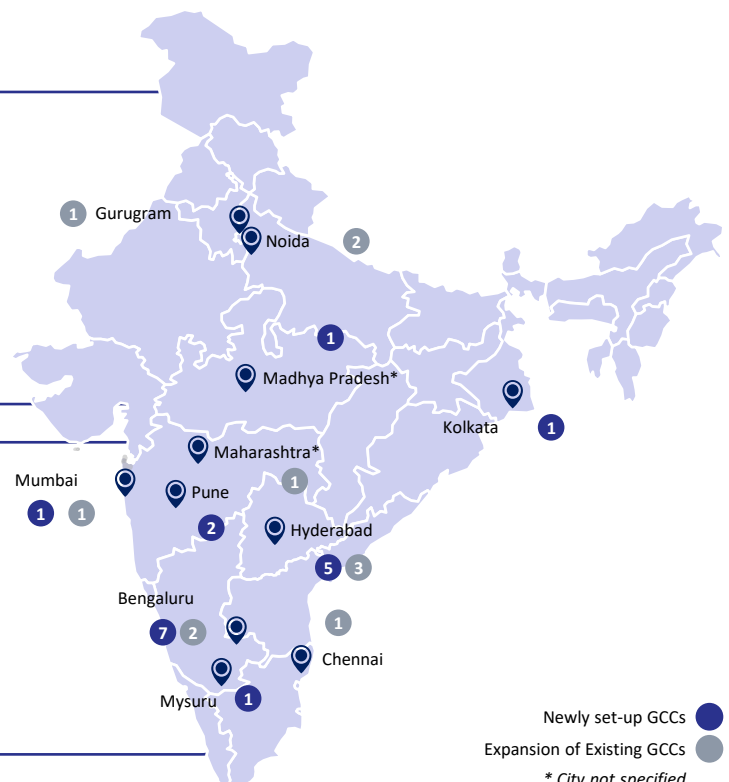
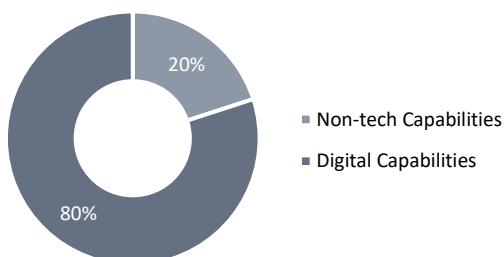
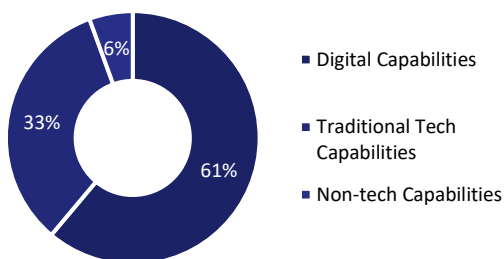
Total GCC
Talent

Key Capabilities

- The focus on **digital capabilities such as AI/ML, data analytics, and cloud computing** has intensified. Companies such as Takeda, Syneriq Global, and Eli Lilly are accelerating their digital capabilities to streamline operations and drive innovation
- While digital capabilities remain a priority, **non-tech functions such as finance, HR, and legal** are evolving to support the broader transformation of business operations

Prime Hotspots

- Bengaluru** and **Hyderabad** are leading in terms of new GCC setups, reflecting their attractiveness in terms of skilled talent availability and strong tech ecosystem for companies looking to establish their capability centers
- Companies are not only focusing on major tech hubs but are expanding into **Tier 2 cities such as Mysuru**, realizing their growing potential in the GCC landscape



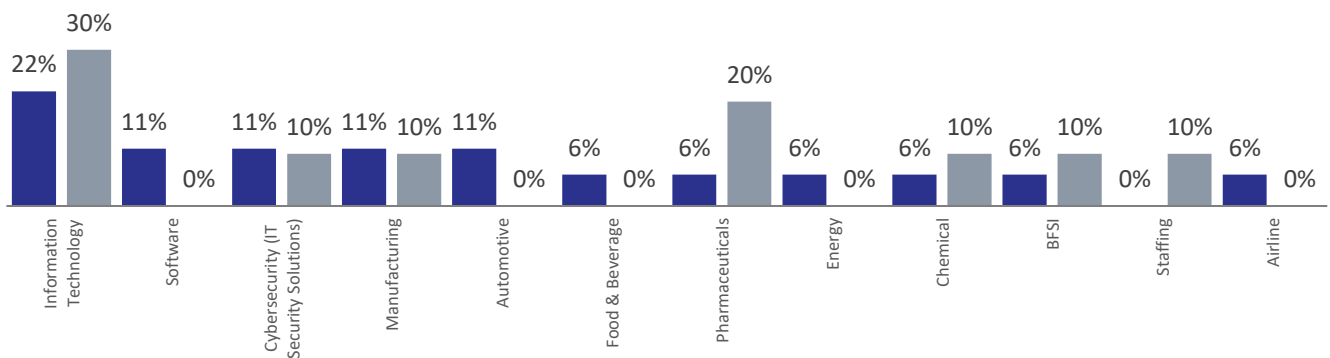
- Non-tech capabilities include finance, marketing, communications, HR, legal, etc.
- Digital capabilities include AI, cloud computing, big data, analytics, etc.
- Traditional tech capabilities include software development, security operations, etc.

- The numbers on the map represent the number of new and expanded GCC locations in each city

Industries Shaping the GCC Landscape in India

The **Information Technology** sector is experiencing rapid growth, marked by the expansion of GCCs. Companies such as Microsoft and HCL Tech are doubling down on their AI capabilities to help businesses enhance workflow automation and reduce operational costs

While software, manufacturing, and pharma continue to lead the growth of GCCs in India, sectors such as food and beverage and automotive, which previously had a limited GCC presence, are now witnessing growth, driven by the country's vast talent pool and advanced technological capabilities



The percentages in the chart indicate the proportion of newly set-up GCCs and the expansion of existing GCCs within each sector

Global brands setting up and expanding GCCs in India

Newly Set-up GCCs

Information Technology		
Tachyon	Syneriq	ITC INFOTECH Business-friendly Solutions
		DCT CONVERGE DELIVER
Cybersecurity (IT Security Solutions)		Software
CHECK POINT	RAPID7	ABBYY CYARA
Manufacturing		Automotive
MAIPCB	COPELAND	TOYOTA TVS
Chemical	Food & Beverages	Pharmaceuticals
LANXESS Emerging Chemistry	McDonald's	Takeda
Energy	Airline	BFSI
Chevron	Lufthansa	Vanguard

Expansion of Existing GCCs

Information Technology	
HCLTech	Microsoft Coforge
Cybersecurity (IT Security Solutions)	
ST FOX	
Chemical	Manufacturing
Lubrizol	LENNOX
Pharmaceuticals	
Lilly	AMGEN
Staffing	BFSI
Adecco	BlackRock

Government Initiatives/Policies

The central and state governments are actively promoting the growth of GCCs through targeted policies. Initiatives such as the ***Madhya Pradesh GCC Policy 2025 and the Gujarat GCC Policy 2025*** focus on attracting investments and positioning tier-2 cities as key global business destinations

Private sector investments are crucial in strengthening the GCC ecosystem. Companies such as ***Samsung and Chevron are increasing their investments in R&D centers and GCC operations***, focusing on advanced technologies and workforce expansion. These efforts boost innovation, create skilled jobs, and enhance India's position as a global GCC leader

The Voice of Industry Leaders

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India is a powerhouse for hard skills, but we lag in soft skills. There's a clear gap between graduating college and becoming workplace-ready, an area where focused efforts are needed

Jaideep Agarwal, India Global Business Services (GBS) Leader, Warner Bros. Discovery

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We have been in the GCC space in India since 2003, but there's still much to learn from newly established GCCs. As a financial services company, you feel like you move the world's money, but many other industries here operate equally mission-critical systems. A crucial objective for a GCC is to be deeply integrated into the parent firm. Strong positioning and stakeholder buy-in are essential to establishing it as a high-quality talent hub. In the early stages, specialization in key service capabilities and deep functional knowledge of the business lays the foundation for long-term success

Manoj Menon, MD & Chief Administrative Officer - India Global Centers, Morgan Stanley

Recent and Upcoming GCC Events

GCC X Summit 2025

Date: April 17, 2025

Location: Bengaluru

Theme: Unlock New Possibilities with Gen AI

Nasscom GCC Summit & Awards 2025

Date: April 22–23, 2025

Location: HICC, Hyderabad

Theme: The Next GCC Frontier: Ambition, Agility, Ascent

Shared Services & GCC Week India 2025

Date: April 22–25, 2025

Location: Bengaluru

Theme: Driving India's GCC Evolution, Dual Engine of Driving Growth: Innovation & Scale, Unleashing Gen AI's Potential in GCCs, Indian GCCs as a Part of Global Leadership, Sustainability Catalysts: Driving the ESG Agenda

Dun & Bradstreet GCC Summit 2025

Date: May 23, 2025

Location: Bengaluru

Themes: Innovation Hub, The Talent Factory, Risk Assessment