

HEXWARE

From Outsourcing to a Scalable GCC with a Build-Operate-Transfer (BOT) Model

Driving cost reduction and accelerating growth
through a scalable global capability center (GCC).

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

US-based mid-market financial services provider focused on non-prime lending

The client is a US-based, mid-market financial solutions provider focused on serving non-prime consumers through tech-driven credit solutions. It leverages advanced data analytics and machine learning (ML) to deliver responsible and accessible financial products at scale.

With a strong push towards innovation and expansion, the company aimed to grow its bank partnerships, differentiate its offering, and support long-term business scalability.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Transitioning from outsourced delivery to a scalable in-house global model

The organization had previously relied on an Eastern European outsourcing strategy that delivered high-quality talent but had become increasingly unsustainable due to rising costs and limited scalability.

The leadership set out to build a more cost-effective, scalable delivery structure while ensuring stronger alignment with the company’s culture and long-term strategic goals.

India emerged as a viable destination, but the organization lacked the on-ground expertise to set up and operationalize a global capability center (GCC)—including talent acquisition, infrastructure setup, and compliance. This led to the need for a strategic partner to accelerate the transition while minimizing execution risks.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Designing and operationalizing a GCC with a structured BOT approach

Hexaware and SMC Squared implemented a structured build-operate-transfer (BOT) model spanning three years to establish the GCC. We designed a comprehensive resource roadmap and a tiered pricing model to reduce contractor expenses while improving quality and speed of delivery. By using recruit-to-fit talent for specific technical capabilities, we helped the organization meet savings goals across IT.

Key elements of our solution

- Phased capability build-out roadmap
- Targeted talent acquisition strategy
- Scalable operating model
- Fully managed GCC setup

Timeline

- **Year 1:** Establishing a strong foundation in application development, infrastructure, technical operations, automation, data engineering and analytics, and access management through the recruitment of high-tech talent.

- **Year 2:** Expanding into data science and predictive analytics, mobile applications, and customer solutions, and maturing DevOps capabilities to increase agility and support business growth.
- **Year 3:** Extending capabilities across enterprise data and analytics, DevOps, and business services support, including HR and finance.

The client's GCC was created using an all-inclusive, transparent cost structure with no hidden costs, covering network hardware, laptops, office space, and a full support team for recruiting, HR, finance, and IT.

We also designed and built a 14,391 sq. ft., branded office environment to support 144 employees in India with the same brand identity as the client's US offices. This dedicated workspace and employee and skill development programs helped improve the quality of work.

Within a short period, the GCC built a strong, collaborative relationship with its US stakeholders and positively impacted business outcomes by leveraging cutting-edge technology, tools, and processes.

Hexaware's collaboration with the client on data analytics continues to drive significant advancements in technology, product development, and employee engagement, solidifying our client's position as a leader in innovation.

Benefits

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Measurable impact across cost, quality, and operational efficiency

83%
reduction in contractor costs

65%
improvement in the quality of work

Zero
upfront investment required to establish GCC operations

Faster
capability scale-up across technology and business functions

Improved
alignment between global teams and business outcomes



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BOT GCC that delivers outcomes—not just capacity

Many GCCs are operational but not optimized for measurable impact. Hexaware's partnership with a US-based mid-market financial services provider highlights how a structured, execution-led model and cost-reduction strategy can deliver efficiency, improve quality, and lay a foundation for long-term growth.

Through a BOT GCC model, we helped the client build a cost-effective, scalable in-house delivery structure, with a GCC in India that delivered an 83% cost reduction and a 65% improvement in work quality, with zero upfront investment.



Build a Scalable GCC Without the Complexity

Contact our team at **marketing@hexaware.com** to learn how our BOT-led approach helps you reduce costs, scale capabilities, and establish a high-performance global capability center—faster.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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