



HEXAWARE

Managed Global Capability Center Model for Corporate System Transformation

Global pizza brand builds a GCC to improve efficiency, strengthen control, and expand into AI-led innovation.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

A global pizza brand

The client is a global pizza brand that wanted to reduce dependence on costly third-party vendors and create a more sustainable model for supporting critical corporate systems. To do so, it chose to establish a dedicated global capability center (GCC) in Bengaluru as an extension of its core business.

The objective was not only to improve day-to-day operational efficiency, but also to gain greater visibility into team performance, stabilize costs, and build a stronger foundation for long-term growth.



Challenge

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

Fragmented talent sourcing created cost, continuity, and security risks

Before partnering with Hexaware, the client struggled to source and retain the right talent in the US for critical corporate systems roles. Even after engaging multiple staffing vendors, it was difficult to find professionals with the deep technical expertise needed to support evolving technology demands.

This fragmented approach led to inconsistent performance and limited continuity, while the use of high-cost contractors put growing pressure on budgets. The client also faced increasing concerns around data security and intellectual property protection.

The business needed a more strategic, long-term model that could improve operational control while supporting future scale.



Solution

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

A managed GCC built around technical expertise and cultural fit

Hexaware partnered with the client to establish a cost-effective managed global capability center in Bengaluru. Using our recruit-to-fit methodology, we built a dedicated team selected for both technical capability and cultural alignment, helping the client create a stronger and more sustainable operating model.

The managed GCC model gave the client full visibility into team performance and a more direct way to manage key corporate systems support. It also reduced dependence on fragmented staffing arrangements by consolidating work within a dedicated center.

As the GCC matured, its role expanded beyond operational support to include advanced data analytics initiatives using AI and the development of in-store automation processes that are now being rolled out across the client's US distribution center locations.



Benefits

Client

Challenge

Solution

Benefits

Summary

Greater stability, stronger ownership, and a platform for scale

Operational Efficiency

Within the first nine months, the GCC setup in Bengaluru grew to 24 members, improving operational efficiency while lowering reliance on expensive third-party contractors. Other benefits included:

- More stable costs
- Stronger data and IP protection
- Clearer visibility into team performance.

99% Retention Rate

The team achieved a 99% retention rate, significantly above industry norms, which strengthened continuity and fostered a greater sense of ownership and alignment.

What began as an efficiency initiative became a foundation for broader business transformation and growth in India through 2025 and beyond.



Summary

Client

Challenge

Solution

Benefits

| Summary

From operational efficiency to enterprise-wide innovation

By partnering with Hexaware to build a dedicated GCC in Bengaluru, the client moved from a fragmented staffing model to a more controlled, scalable, and strategically aligned operation. The center now supports critical systems work with greater continuity, cost discipline, and security.

More importantly, the GCC has evolved into an innovation hub. From AI-led data analytics to in-store automation managed entirely from India, the engagement shows how the right GCC model can deliver both immediate operational value and long-term enterprise transformation.



Take Control of Your Critical Systems with a Managed GCC

Connect with our team at **marketing@hexaware.com** to learn how a dedicated GCC can replace vendor fragmentation with stability, visibility, and scalable growth.

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>.

Get in touch