

HEXAWARE

Scaling Global Ecommerce with BOT-led GCC Solutions

From launch to ownership: a three-year
BOT GCC journey.

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

A global electronic components distributor

The client is a US-headquartered global distributor of electronic components and automation products, serving engineers, designers, and manufacturers worldwide. They sought to build a global capability center that would support their continuous international expansion.



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Scaling talent, lowering cost, and protecting quality

The client's rapid growth created urgent demand for technology and business operations talent. Their existing contractor-based model through IT services partners was expensive and made it harder to improve retention, work quality, and IP protection. To support ecommerce growth and modernization, they needed a more scalable workforce strategy, lower operating costs, and more standardized processes aligned with industry best practices.

They sought to strengthen their technological capabilities to reach their goals of:

- Growing sales
- Expanding their international distribution capabilities
- Increasing innovation opportunities
- Advancing their prized entrepreneurial program

The client engaged Hexaware as a strategic partner to build a robust technology organization that could support revenue growth and strengthen global distribution capabilities.



Solution

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From pilot team to enterprise GCC with a build-operate-transfer model

Hexaware helped shape the client’s global talent strategy and identified Bangalore as an ideal location for its GCC setup in India to access the right talent and scale efficiently. We launched an initial scrum team of eight from a shared workspace, enabling close collaboration and fast execution. The pilot demonstrated early success and gave the client confidence to expand the model into a broader GCC for both technology and business services.

As part of a long-term enterprise GCC strategy, Hexaware built a fully branded workspace in Bangalore with scalability, future growth, and evolving business needs in mind. The facility combined modern infrastructure, flexible collaboration spaces, and strong employee amenities to support operations, hiring, and team continuity.

Building on the pilot, the GCC expanded in year 2 across technology and global business services (GBS). Hexaware recruited and onboarded core business operations teams, scaling to 126 employees within 18 months.

- The GCC also modeled and operationalized key GBS functions, including finance operations, supplier operations, product data management, and quoting.
- Hexaware designed integrated operating models and KPI frameworks to improve process visibility, data integrity, cycle-time performance, compliance, and service excellence.

By year 3, the GCC had matured into a strategically aligned operation with:

- Centers of excellence
- Formal governance
- Defined KPIs
- Structured reporting
- Institutionalized talent and process frameworks

Hexaware built the global capability center (GCC) services around the client’s core values and culture, enabling the India-based teams to operate as an integrated extension of the global organization.

Hexaware also supported the GCC’s transition from a managed model to client ownership in November 2025. Over an 11-month period, the GCC transition covered:

- Legal entity setup
- Procurement
- Contract management
- Finance
- Payroll
- HR

This ensured compliance, operational readiness, and continuity as ownership shifted.

Benefits

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Measured growth at speed

Over three years, the GCC grew from a small pilot team into a scaled, purpose-built operation supporting the client's global expansion. The outcomes below reflect the speed of execution, the pace of workforce growth, and the infrastructure Hexaware put in place to help the model scale.

- Initial scrum team recruited within 30 days of SOW signing
- 30,274 sq. ft. custom, branded workspace built to support scale
- 289 headcount after the GCC's three-year build period



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A GCC built for growth, scale, and long-term ownership

Hexaware's BOT-led GCC solutions helped the client move from an expensive contractor-led model to a scalable center designed to support global expansion. Starting with a rapid pilot in Bangalore and growing into a multi-function operation spanning technology and business services, the GCC became a strategic global hub with the talent, governance, infrastructure, and operating model needed for sustained growth.

Over three years, the model scaled from an initial eight-person scrum team to 289 employees, supported the expansion of key GBS functions, and successfully transitioned to client ownership—positioning the organization for long-term operational maturity and innovation.



Build and Scale Your GCC with Hexaware

Contact our team at **marketing@hexaware.com** to learn how our BOT-led GCC solutions can help you launch faster, access the right talent, and transition to long-term ownership with confidence.

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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