

HEXAWARE

SMC²
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GCC Models for Enterprises: The Architecture for Success

Bring Your Global Capabilities to Life

Solution Brief



Your Global Team, Built the Right Way

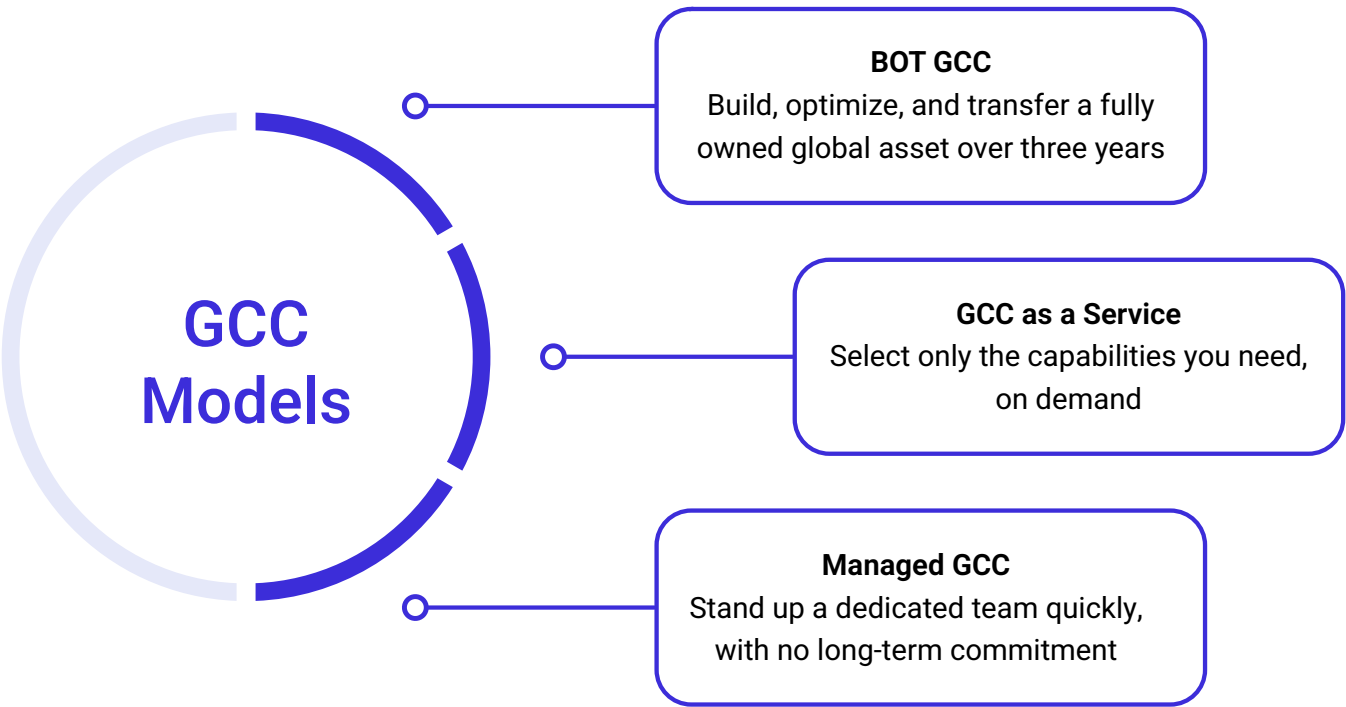
Three flexible GCC operating models. One trusted partner. Measurable outcomes.

A global capability center (GCC) should expand your capacity—not your risk, cost, or management burden.

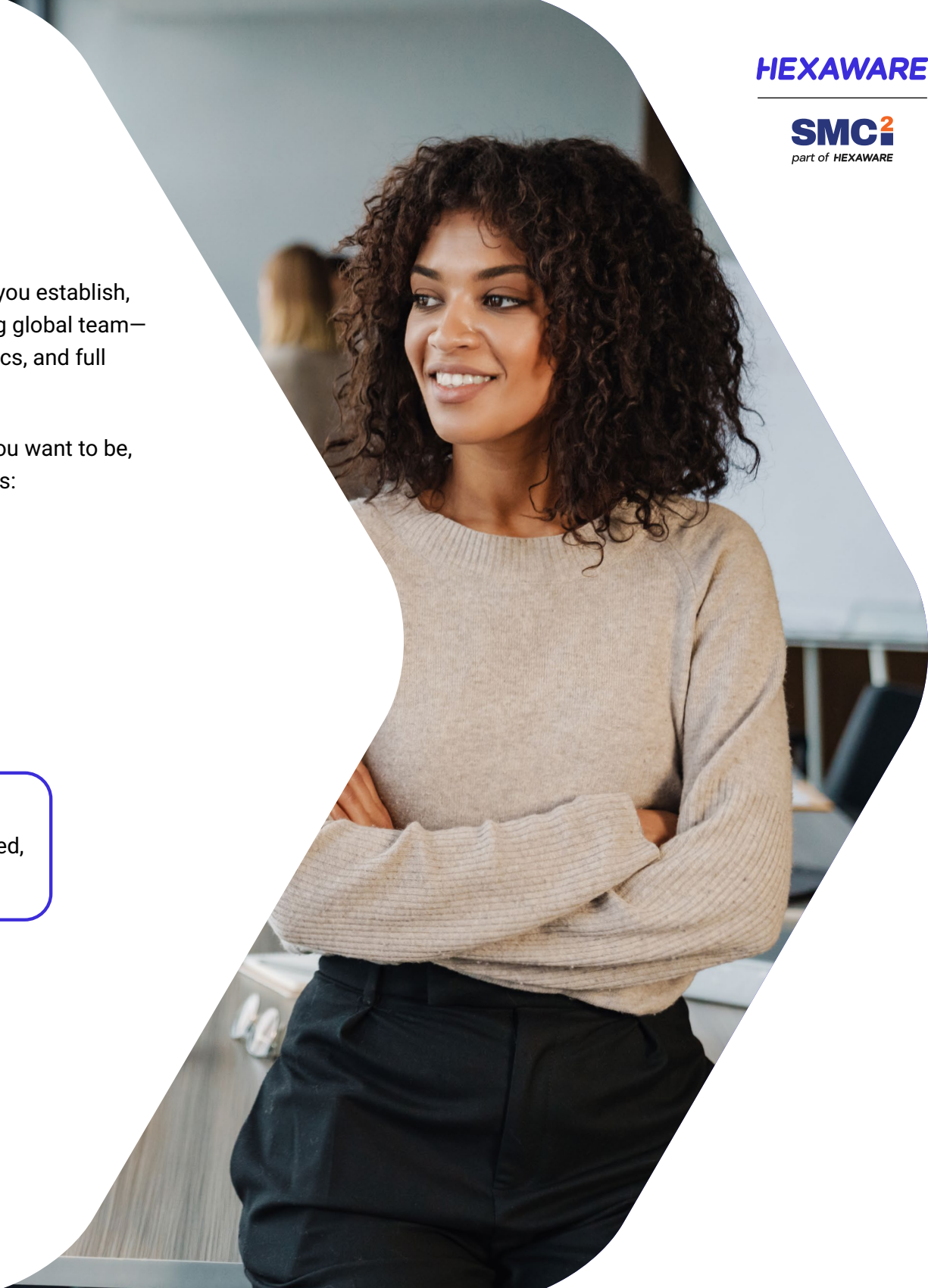
Yet most organizations face the same trade-off: build an offshore operation from scratch and absorb the complexity, or hand it to a vendor and lose control of quality and culture.

Hexaware removes that trade-off. We help you establish, scale, and eventually own a high-performing global team—with engineering rigor, predictable economics, and full transparency at every stage.

To match where you are today and where you want to be, we offer flexible GCC models for enterprises:



Whichever path you choose, **you set the standard—and we deliver against it.**



Our GCC Success Formula

AI + Culture + Agility + Expertise = Modern GCC success

The Hexaware Advantage

AI-First GCC 2.0

- Build AI-first, platform-led GCCs
- Strengthen governance and speed with automation and analytics
- Create value beyond cost and capacity

Enterprise Culture Embedded

- Make the GCC feel like part of the enterprise
- Embed operating rhythms, expectations, and domain context
- Transfer knowledge early to reduce integration risk

Micro and Nano GCC Expertise

- Set up focused, distributed GCC hubs
- Launch around AI, data, engineering, operations, or domain needs
- Build specialized teams for faster value

20+ Years of GCC Leadership

- Decades of GCC operating experience
- Fortune 500 enterprise delivery heritage
- Track record measured by business impact, not headcount



Build-Operate-Transfer GCC

Create a global asset you eventually own.

The Build-Operate-Transfer model (BOT model) gives you a fully operational, branded GCC—with the option to take full ownership after three years, at no upfront capital investment.

Ideal For

Organizations that want the long-term strategic and cost advantages of a wholly owned GCC, but prefer an experienced partner to de-risk the build and run it until they're ready to take over.

What We Offer

- A branded office space and secure business infrastructure
- A dedicated team, recruited specifically to fit your technical and business needs
- Leadership development that keeps your global team productive and aligned
- End-to-end support from GCC consulting to initial setup through final transition
- A clean transfer of the center—including employees—into your organization after three years

What Sets Our Approach Apart

Most providers stop at “Build-Operate-Transfer”—running your center as-is until handover. We add a critical step: Optimize. Throughout the engagement, we actively refine your talent strategy, cost structure, and operating model—so the asset you inherit is stronger than the one you started with.

What You Gain

- **All-inclusive pricing:** One transparent commercial model—no surprises
- **Zero transfer fees:** Take ownership without capital outlay or valuation charges
- **Right-to-hire terms:** Convert the team to your payroll on your timeline
- **Branded, custom workspace:** An office that reflects your culture from day one
- **World-class talent:** A team built to your standard, not pulled from a bench



GCC as a Service

A flexible, modular alternative to one-size-fits-all.

Not every organization needs a full build. GCC as a Service lets you select individual capabilities à la carte and plug them into your existing operations—expert support exactly where you need it, without committing to a full-scale program.

Ideal For

Companies that already own—or plan to establish—a legal entity and want to strengthen specific areas of their GCC.

What We Offer

Six services, any combination:

1. **Talent:** Recruit-to-fit hiring matched on skill, experience, and culture
2. **Strategy:** A tailored operating and governance model aligned to your goals
3. **Workspace:** A branded office—designed, built, and managed, with no upfront capital
4. **Leadership:** On-the-ground leadership that lifts global teams to home-team standards
5. **Operations:** End-to-end management of local operations
6. **Corporate:** Entity setup, approvals, banking, finance, and compliance

What Sets Our Approach Apart

Rather than forcing you into a fixed package, we let you compose your own solution across six services. You define the outcomes; we supply only the capabilities required to reach them—no wasted scope, no wasted spend.

What You Gain

- Pay only for the services you need
- Option to hire talent directly onto your payroll
- Enablement support throughout the engagement
- Outcomes defined by your business, not a fixed template



Managed GCC

Expand your global team without full-scale commitment.

The Managed GCC model lets you supplement your existing teams—or validate the GCC concept before committing to a fully owned center. You scale at a pace that fits your business.

Ideal For

Organizations exploring a GCC for the first time, or those needing a fast, low-risk way to add dedicated global capacity without setting up an entity.

What We Offer

A dedicated team of 5 to 50 specialists, matched to your technical environment and backed by our shared services team for operational support. Deep expertise across:

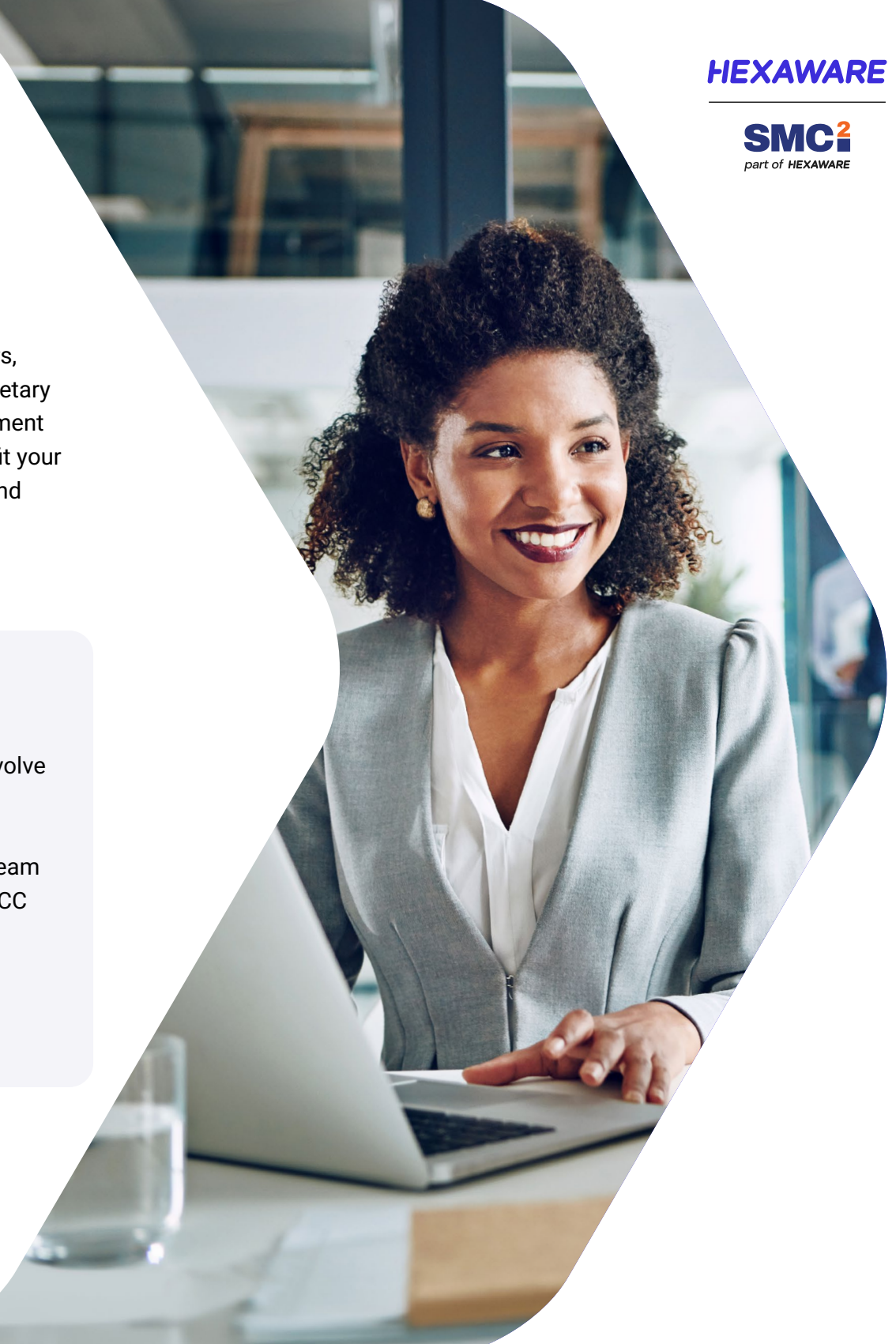
1. **ERP:** Full-lifecycle support for SAP, Oracle, and Microsoft Dynamics
2. **Salesforce:** Implementation, customization, and administration
3. **Custom Development:** Scalable mobile and web engineering
4. **Specialized IT Operations:** Legacy system support and emerging automation

What Sets Our Approach Apart

Unlike staffing firms or traditional offshore providers, we never assemble teams from a bench. Our proprietary five-pillar talent acquisition and workforce development framework ensures every specialist is recruited to fit your specific environment—enabling faster integration and consistent performance from day one.

What You Gain

- Dedicated, recruit-to-fit teams—never bench resources
- Freedom to scale up or down as your needs evolve
- Seamless integration with your existing GCC operations
- A fast, low-risk path to launching your global team
- A clear stepping stone toward a fully owned GCC



Choosing the Right Model

A comparison between Hexaware's global capability center models

	Managed GCC	GCC as a Service	BOT GCC
Best for	Testing the concept; adding capacity	Strengthening an existing/planned entity	Building a fully owned global asset
Commitment	Low, flexible	Modular, à la carte	Long-term
Legal entity required	No	Yes (owned or planned)	No—we establish it
Team size	Scoped to the GCC/services that need to be managed	Scoped to the services chosen	Scaled to the full center
You own it?	No	Team can join your payroll	Yes—after transfer
Time to launch	Fastest	Fast	Structured 3-year path

For organizations with specific operational, ownership, or transformation objectives, Hexaware also supports:

- **Carveouts:** Move selected processes, functions, or capabilities into a flexible GCC-led operating model to improve agility, focus, and efficiency.



Outcomes That Compound Over Time

90%+ Retention Rate

Because we recruit to fit your exact requirements—technical skills, leadership potential, and cultural alignment—our teams stay. Recent builds have achieved near-100% retention after the first year, protecting your investment and institutional knowledge.



~42% Cost Savings

We optimize spend throughout the GCC lifecycle—across talent, workspace, and operations—to deliver a lower-cost, scalable operating model.



\$0 Upfront Investment

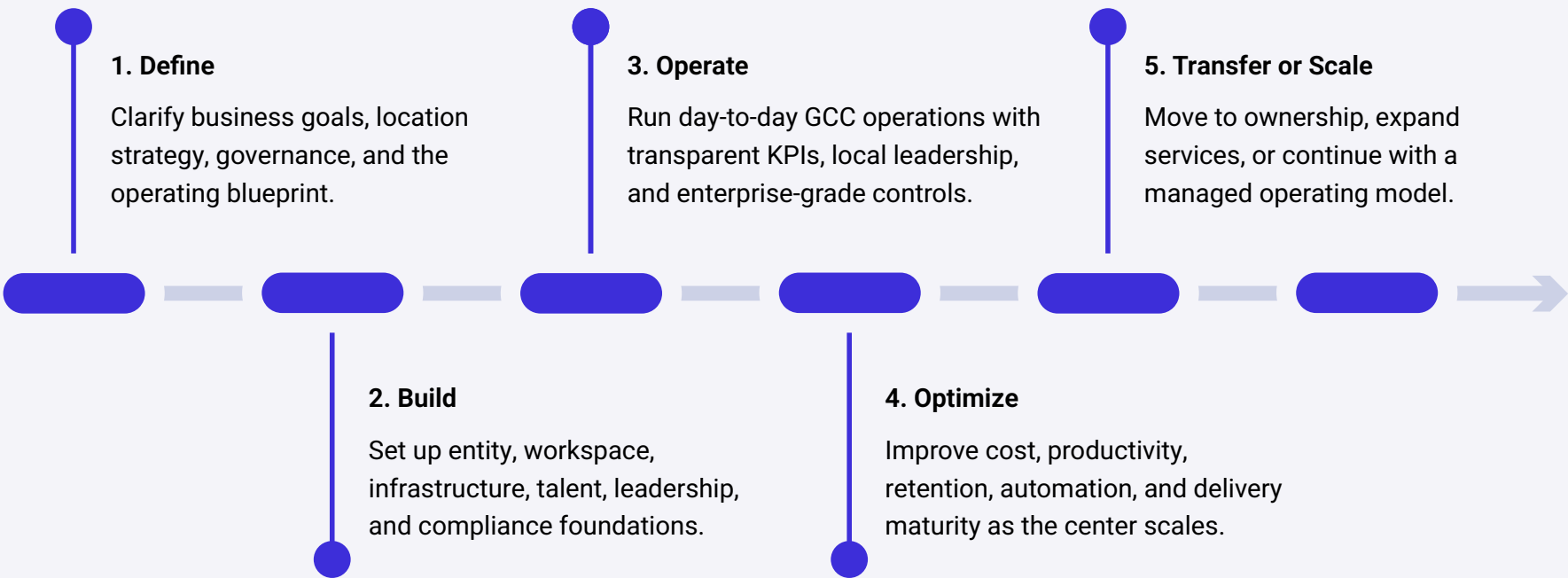
You scale without capital risk. Through structured governance, clear KPIs, and disciplined leadership, we manage your GCC as a long-term fiduciary partner.



From Vision to Value

End-to-end GCC services.

Hexaware supports every stage of the GCC lifecycle—from strategy and setup to scale, optimization, and ownership.



Evidence of Impact

BOT GCC Model for a US-based Mid-market Financial Services Provider



Challenge

Replacing an unsustainable outsourcing strategy with a scalable, cost-efficient delivery model that reinforced cultural alignment and long-term business objectives.



Solution

A scalable GCC through a three-year build-operate-transfer (BOT) model, combining phased capability build-out, recruit-to-fit talent, and a managed operating model to lower costs and enhance delivery.



Outcome

- 83% reduction in contractor costs
- 65% improvement in the quality of work

GCC as a Service for a US-based Global Sports Brand



Challenge

Ongoing talent shortages and rising contractor costs, compounded by concerns around quality, retention, and intellectual property protection.



Solution

A hybrid GCC as a Service model, rapidly scaling an India-based technology hub to accelerate e-commerce initiatives, expand SAP capabilities, reduce IT costs, and support long-term growth.



Outcome

- 7 vendors consolidated; 24/7 operations
- ~300 employees accelerated on the GCC ramp

GCC-led Transformation for an Access Solutions Provider



Challenge

Modernizing and unifying core business systems across North America by migrating to a modern ERP platform, improving data accuracy and reporting, and eliminating operational inefficiencies.



Solution

Hexaware established a global capability center to centralize enterprise IT delivery, accelerate ERP transformation, optimize processes through automation, strengthen data and infrastructure, and provide scalable 24x7 support.



Outcome

- 24x7 service desk coverage
- 6 capabilities rolled out in year 1
- 95% retention rate in year 1

Build Your Global Team, Your Way

Contact our team at marketing@hexaware.com to learn how Hexaware's GCC solutions can help you launch, scale, or optimize a global capability center with the right balance of flexibility, ownership, and operational control.

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