

Global Capability Centers

Global Capability Centers (GCCs): Solutions for Enterprise Growth

Flyer



Global capability centers (GCCs), also known as global in-house centers (GICs), have become strategic assets for enterprises seeking to drive innovation, agility, and long-term value. Hexaware, a global provider of IT solutions and services, is advancing this vision with the launch of its GCC 2.0 service line—powered by the strategic acquisition of SMC Squared, a leader in building and operating high-performing GCCs.

Our GCC 2.0 solutions blend SMC Squared's proven build-operate-transfer and hybrid engagement models with Hexaware's automation and AI-first platform capabilities. The result is a differentiated, future-ready approach to GCC transformation that enables global clients to go beyond cost efficiency, unlocking scalable growth, institutional maturity, and digital innovation at the core of their global operations.

Flexible Engagement Models for GCC Services



Build-Operate-Transfer (BOT)

Build and optimize your GCC with a dedicated team for your IT and business capabilities with minimal risk and the option to transition seamlessly to full ownership.



GCC as a Service

Benefit from a hybrid, à la carte GCC model based on your needs, and select from various services including talent, strategy, workspace, and more.



Carveouts

Streamline and optimize operations by carving out processes into flexible, efficient services.



Managed Services

Supplement your team with a dedicated managed team to drive innovation, as an alternative solution to staffing companies or offshore managed services providers.



Gain-share Partner

Partner on high-impact GCC transformation initiatives with a shared-risk model.



Joint Ventures

Collaborate to build value-driven global capability centers (GCCs) with shared objectives.

Full-Spectrum GCC Lifecycle Offerings

Strategy and Leadership Consulting	Transformation and Excellence
Legal Entity Setup	Continuous Learning and Development
Resource Planning and Recruiting	Partnerships and Centers of Excellence (CoEs)
Facility and Operations	M&A and Exits

Benefits of Hexaware's GCC Solutions



Immediate Tactical Savings

- ~42% compared to US contractors or offshore options
- Custom recruit-to-fit teams tailored to meet your needs



Productivity and Quality Savings

- GCC teams that match or exceed US output
- 25% savings compared to a traditional professional services model
- Lower turnover and an average of 90% retention rate



Post-transition Savings

- No upfront investment—engage with a risk-free approach
- True cost savings with a BOT model
- Up to 35% additional savings

Why Choose Hexaware for GCC Transformation?

30+ Years of GCC Experience

- **Automation and AI-first** technology and operations firm with a track record of driving digital transformation and operational excellence.
- **Expert mentorship in financial value creation** by private equity experts, i.e., Carlyle, for monetizing GCC service potential.
- **Competitive investment plans** through collaborative joint business planning.
- Dedicated access to Hexaware's **intellectual properties and automation tools**.
- **Global partnerships** with leading hyperscalers, product firms, and universities.
- Access to proprietary **talent development and leadership strategy**.
- **Higher employee engagement and retention**, ultimately increasing the value of your long-term talent asset.
- **Enablement coaching** for seamless GCC team integration and ongoing management.
- **Innovative and flexible commercial models**.

Unlock the next level of GCC transformation with Hexaware's GCC 2.0 solutions. Empower your enterprise to achieve operational excellence, digital innovation, and sustainable growth. Contact us at marketing@hexaware.com

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 www.hexaware.com

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