

Global Capability Centres (GCCs)

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Global Capability Centres Latest News

Global Capability Centres (GCCs) are now the primary engine sustaining India's technology job market, contrasting sharply with the hiring slowdown witnessed by large IT firms in the country.

About Global Capability Centres

- Global Capability Centres (GCCs), or **Captive Centres**, are **offshore offices or subsidiaries set up by multinational corporations (MNCs) to handle various business processes and services.**
- GCCs **connect organizations to a global pool of top-tier talent**, equipped with the **latest technology and training** needed to stay ahead of industry trends, continually innovate, and create sustained growth.
- These centres are responsible for a **wide range of tasks**, including **IT support, research and development (R&D), data analytics, finance, human resources**, and other **back-office functions.**
- Over time, many GCCs have **evolved** from being simple support centres to **becoming strategic hubs that drive innovation and high-value business functions.**
- **GCCs in India:**

- **Earlier, GCCs** were **established** in India **primarily to reap cost benefits**.
- **Customer support, data processing, and IT services** that these centres mainly focused on.
- Due to its **abundant skilled labour force and lower operational cost**, India proved to be an **ideal location for setting up GCCs**.
- However, GCCs have **evolved** over time to expand massively and **now include critical business functions such as R&D, analytics, digital transformation, and innovation**.
- **India now hosts 1,850 GCCs employing almost two million professionals**.
- India is **projected** to have more than **2,400 GCCs by 2030** and employ more than **three million workers** to achieve a \$125 billion market size, signalling a transition into strategic 'enterprise AI brains.'
- **Key GCC hubs** are located in **Bengaluru, Hyderabad, Pune, Chennai, Mumbai**, and the **National Capital Region (NCR)**.

Source: TH

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