NextGenGCC
#DesignedForTomorrow

TECH mahindra

BROCHURE

Enhancing Global Capability Centers (GCCs)

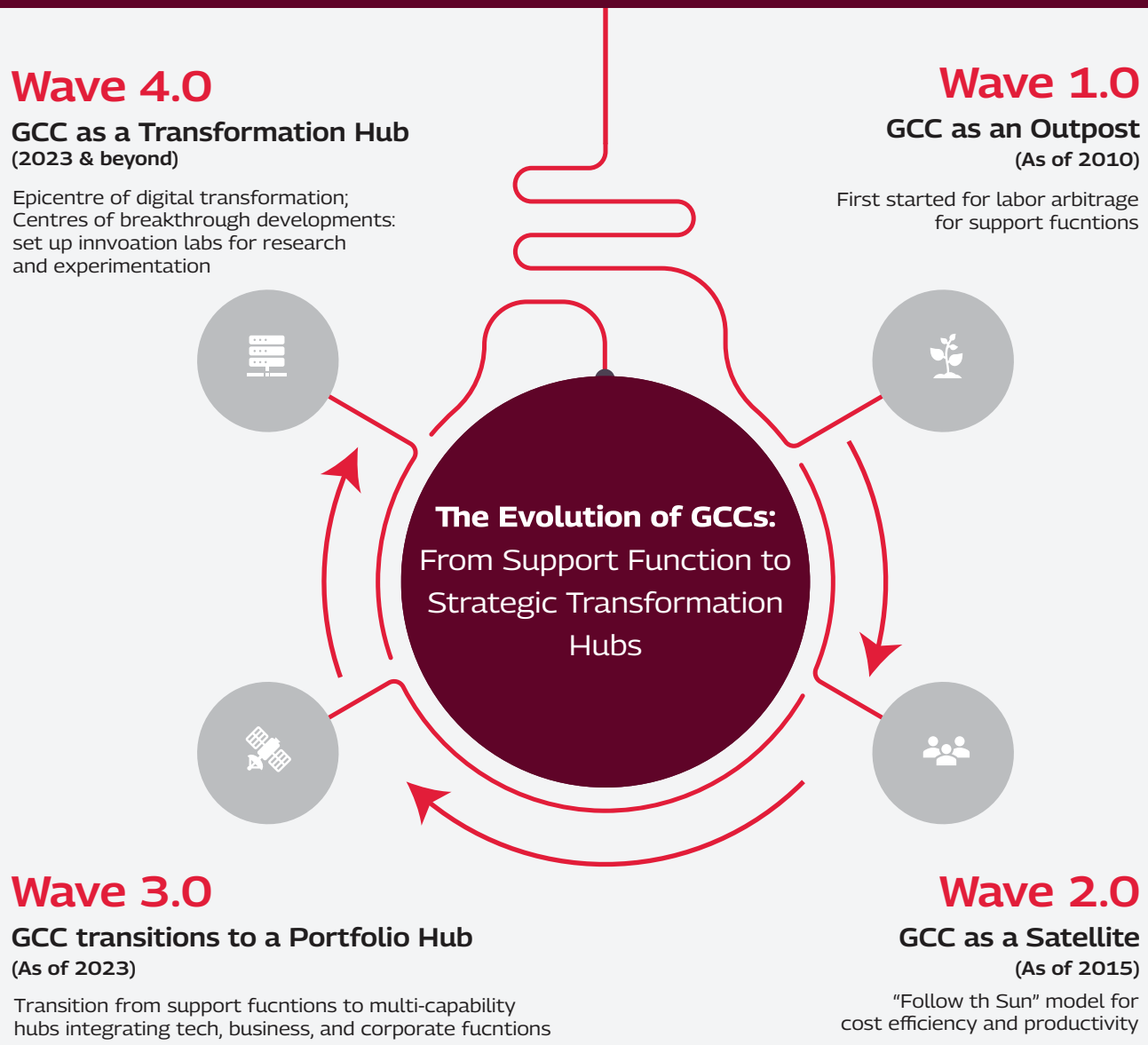
Intelligent, Secure & Sustainable

Turning Cost Centers into Purpose-led Profit Engines with AI & Automation

Scale at Speed™

As enterprises navigate digital acceleration, market volatility, and evolving customer expectations, the demand for agility, innovation, and cost efficiency is stronger than ever.

GCCs have evolved beyond support functions to become **strategic business accelerators**—driving profitability, innovation, and resilience. With **AI-driven intelligence, automation, and R&D capabilities**, modern GCCs fuel transformation and ensure organizations stay ahead of the competition.



Tech Mahindra's GCC Offering: Redefining Business Transforamation

We partnered with businesses to create and manage high-performing Global Capability Centers (GCCs) that go beyond conventional service delivery. By harnessing the power of AI, automation, and cloud technology, TechM's GCCs act as vital engines for growth.

They focus on fostering innovation, optimizing costs, and facilitating large-scale digital transformation, all while keeping the enterprise's and its people's needs at the forefront. With our **hub-and-spoke model** and **iBOT framework**, we empower businesses to establish future-ready GCCs that deliver measurable value and competitive advantage.

Whether it is building a Global Capability Center (GCC) from the ground up or working with clients to scale and transform their existing GCCs into profit centers, we offer comprehensive services across the entire spectrum of GCC offerings.

Transforming GCCs: From Cost Centers to Profit Powerhouses with TechM

Tech Mahindra excels at transforming GCCs from conventional cost centers into powerful profit engines that fuel innovation, operational efficiency, and revenue growth. By combining AI, automation, cybersecurity, and green IT digital solutions, We powers businesses to:

Monetize GCC capabilities by developing revenue-generating services and products.

Implemant Agentic AI to optimize processes and reduce operational inefficiencies.

Leverage AI-driven insights for faster, data-backed decision-making and new business opportunities.

Strengthen cybersecurity with proactive, enterprise-wide risk management frameworks.

Embed ESG-driven sustainability to align with global compliance and market expectations.

Foster high-value R&D and engineering innovation to accelerate product development and market expansion.

By partnering with Tech Mahindra, enterprises can **shift their GCCs from a cost center mindset to a strategic asset**, delivering tangible business outcomes, sustainable growth, and a competitive edge in global markets.

TechM's Hub-and-Spoke GCC Model: The Future of Global Operations

TechM is redefining **GCC excellence** with its **Hub-and-Spoke model**, a globally scalable framework designed to maximize operational agility and innovation. Our model enables enterprises to build a **dynamic, interconnected GCC network** comprising:

Global Hubs
Leadership-driven centers of strategy, digital transformation, and innovation.

Regional Spokes
Agile execution units leveraging localized expertise and regulatory advantages.

Specialized Outposts
High-impact innovation clusters tailored to domain-specific needs.

TechM's iBOT Framework

Transforming GCCs into Intelligent, Secure, and Sustainable Entities

TechM's proprietary iBOT framework goes beyond the Build-Operate-Transfer (BOT) model, ensuring GCCs continuously evolve and optimize through:

AI-Augmented Process Automation: Enhancing decision-making and operational agility.

ESG-First Business Models: Driving sustainable growth and regulatory compliance.

End-to-End Cybersecurity: Implementing proactive risk mitigation measures.

Continuous Optimization: Leveraging analytics and automation for iterative process improvement.

TechM's 6-Point GCC Maturity Framework

TechM ensures GCCs reach their full potential through a structured 6-point assessment framework, measuring success across:

- **Strategic Alignment & Vision** – Ensuring GCC objectives align with business transformation.
- **Future-Ready Workforce** – Developing AI-driven and decision-making capabilities.
- **Digital & AI Readiness** – Leveraging automation, analytics, and cloud solutions.
- **Competency Excellence** – Building specialized, high-value service portfolios.
- **Service Portfolio Optimization** – Ensuring operational efficiencies and revenue impact.
- **Risk & Governance Management** – Mitigating regulatory and cybersecurity risks.

Why Choose TechM for Your GCC Transformation?

With 145K+ professionals across 70 countries, TechM delivers AI-powered, automation-led, and cybersecurity-driven GCCs designed for scalability, agility, and profitability - all anchored by our strong foundation and deep-rooted presence in India.

- **Enterprise Transformation Experts – AI, Gen AI, IoT, and Cloud-powered GCCs.**
- **Custom-Built Digital Frameworks – Tailored solutions for industry-specific needs.**
- **Agile & Future-Ready Ecosystems – Designed to scale at speed.**

Unlock the full potential of your GCC. Schedule a free consultation with our experts today!
Contact us at SST.Updates@TechMahindra.com

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 149,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies.

For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit https://www.techmahindra.com/.

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