

## AI-first digital transformation: The future blueprint for GCC

Global Capability Centers (GCC) have long been valued for their ability to deliver scale, efficiency and cost optimization. However, that traditional model is no longer sufficient in today's hyper-digital world. Enterprises now demand agility, innovation velocity and real-time decision intelligence — capabilities that transactional GCC struggles to provide.

This gap presents a strategic challenge: how can GCC evolve from support hubs into proactive enablers of digital business?

The answer lies in adopting an AI-first transformation — not as a technology upgrade but as a fundamental shift in how GCCs operate, innovate and create value. By embedding AI into their core architecture, GCC can move beyond process optimization to become intelligent engines of business impact — driving innovation, owning digital IP and orchestrating continuous intelligence across the enterprise.

Welcome to the era of the AI-first GCC.

## Why AI-first? Because efficiency alone is no longer enough

Enterprises are increasingly under pressure to boost agility, unlock data value and create personalized, omnichannel experiences. According to the leading analyst firm, over 60% of new GCC mandates in 2024 had a built-in digital and AI-first charter. These centers are now expected to streamline operations, drive business model innovation and generate digital intellectual property (IP).

In response, HCLTech and other forward-looking firms are championing a new philosophy; embedding AI into the core operating fabric of GCC to reimagine how decisions are made, experiences are delivered and how outcomes are scaled.

## Three strategic pillars of an AI-first GCC

### 1. Operational excellence through intelligent automation

AI/ML-powered tools such as [digitalCOLLEAGUE \(dc\)](#) and [EXACTO™](#) are enabling automation at a deeper level — from invoice extraction and document processing to end-to-end claims management.

These solutions go beyond replicating human tasks. They learn, adapt and improve continuously, delivering:

- Up to 60% reduction in manual effort
- 25–30% improvement in processing time
- Higher levels of accuracy and compliance

This positions the GCC not just as a delivery shop, but as a command center for intelligent operations.

### 2. Data-driven decision intelligence and observability

Next-gen platforms like [dC.iKnow](#) and [dC.Toscana](#) integrates natural language processing (NLP), predictive analytics and full-stack observability to bring real-time intelligence into the decision-making process.

These AI-first capabilities enable:

- Proactive incident resolution
- Predictive maintenance and risk mitigation
- Real-time dashboards for performance and service health

The result? The GCC evolves into a smart cockpit for enterprise data — fuelling agility, resilience and governance across global operations.

### 3. Always-on support with GenAI agents

The rise of GenAI-powered assistants like dC.iGenie has reshaped how GCCs deliver customer service and internal support. These intelligent virtual agents deliver:

- 24x7 multilingual support
- Contextual enterprise knowledge retrieval
- Consistent experience across IT, HR, finance and customer-facing domains

## Strategic gains from AI-first transformation

The benefits of this transformation are far-reaching:

Business dimension	Impact of AI-first GCC
Innovation velocity	3–5x faster rollout of pilots and PoCs
Productivity uplift	20–30% gain through automation and knowledge reuse
Talent leverage	Elevated roles and higher-value skill utilization
Cost optimization	15–20% additional savings vs. traditional delivery
Resilience and governance	Embedded risk intelligence and compliance tracking

AI-first GCCs also empower organizations to handle global volatility through distributed, intelligent operations — a critical capability in a post-COVID and geopolitically uncertain world.

## Key trends shaping the future of GCC

**GCC-as-a-Service:** A rising trend that lets companies launch offshore centers faster and more affordably — while tapping into proven playbooks and best practices.

**Innovation over operations:** GCC is stepping up as an innovation hub, driving new tech products and IP instead of just handling back-office tasks.

**Sustainability and ESG:** GCC plays a bigger role in ESG, setting up charters, aligning with supplier sustainability goals and driving compliance.

**Future-ready talent:** With AI, ML and data science in demand, GCCs are investing heavily in upskilling, reskilling and even using gig talent for niche expertise.

Going global with hub and spoke: Leading GCCs are expanding their footprint, with flagship hubs supporting smaller satellite centers to access regional talent and capabilities.

## Conclusion

AI-first transformation is no longer a roadmap—it's a mandate. As global enterprises race to become AI-native, GCC must evolve from execution engines into innovation powerhouses and strategic co-pilots.

An AI-first GCC doesn't just support transformation; it leads it. It drives enterprise intelligence, unlocks new business value and creates a foundation for continuous reinvention.

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## References:

[Decoding GCC Shaping the Future of Global Technology](#)

[The Future of Global Capability Centers: Trends, Forecasts, and Expert Insights for 2025](#)

[What are the different offshoring models – and why GCCs are gaining ground](#)

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