

# Global Capability Centres (GCC) Conclave, 2019

## *GCCs for tomorrow*

Over the last decade, the GCC operating model has been established as the modus operandi for large global companies to leverage global talent and strengthen their in-house technology and business capabilities. As GCCs become deeply integrated with their parent organizations, rather than operating in a silo, senior executives and enterprise leaders are widely acknowledging the role of GCCs & the leadership at GCCs in generating value and creating high business impact.

However, as the pace of disruptive tectonic shifts in technology and business models increases, organizations are likely to lean on their GCCs to play a key pivotal role in defining and enabling their overarching organizational strategy to protect and grow business.

The 9<sup>th</sup> edition of the GCC Conclave, held in Bangalore on \_\_\_\_\_, aims to bring forth a vision about the *GCCs for Tomorrow* as well as ideas to address the key challenges that GCCs face today to become future ready. Conversations around the *GCCs for tomorrow* will be largely driven by three pillars ACT – Alignment, Capabilities and Talent

1. **Alignment:** Over the years, GCCs have become mainstream for enterprises in delivering value and impact for today. How do we shift this state of equilibrium in the GCC operating model to take the next leap forward by aligning and integrating with the enterprise's strategic roadmap and become central to "meaningful" digital transformation? Changing the way, a GCC is perceived by the parent organization is crucial to building a true GCC for tomorrow.
2. **Capabilities:** Increasing the breadth and depth of services rendered from the GCC to generate a 360-degree impact on business while transforming as the core of the "meaningful" digital enterprise. This is the most power lever for GCC 's to use in becoming most important in the digital journey.
3. **Talent:** As the traditional ways of work are continuously getting disrupted, organizations have to evaluate how they reskill their existing talent pool, while defining a strategy to address any skill-gap in the market for relatively new capabilities like AI/ML/DL, Block chain, Cloud etc., Further GCC s need astute business skills, strong analytic capabilities to question the status quo.

Having the right talent building the right capabilities at GCCs that are aligned to the strategic vision of the enterprise and that are core to "meaningful" digital transformation of the enterprise. Is this not the next frontier?

Further, based on feedback from previous editions, the 9<sup>th</sup> edition of the GCC Conclave will provide a 360-degree view of the GCC space, wherein a multitude of sessions are curated to bring forth 4 perspectives:

- **Inside In:** *What can existing GCCs learn from their peers?*

Leaders from leading GCCs will introspect and share their experience on what has worked well in the past and what hasn't, in an endeavor to define the roadmap for the future. These sessions will provide deep insights around ongoing initiatives in the GCC space.

- **Inside Out:** *What can organizations without a GCC learn from ones that do?*

Promoting the success of the GCC operating model, sessions will engage GCC leaders to share pathbreaking achievements, while quantifying & qualifying key benefits & advantages that the GCC model offers to organizations as well as employees, with an objective of encouraging global organizations to adopt the GCC model, developing a stronger thriving GCC ecosystem and exciting the best talent about working at a GCC.

- **Outside In:** *What can GCCs learn and adopt from external experts & practitioners?*

Leaders are constantly assessing how to develop new capabilities and enhance existing ones. In this session, leading speakers will speak about the experiments that they have tried around Digital, RPA and new cutting-edge capabilities, while sharing insights around what works and what doesn't. In addition, sessions will provide an external perspective & thought leadership on what GCC can adopt and imbibe into the GCC operating model for tomorrow.

- **Outside Out:** *What can we learn from successful individuals & their experiences?*

In these sessions, leading celebrity speakers from different facets of society will share their stories & experiences, with an objective helping GCC leaders gain new perspectives and provide inspiration and motivation to aim higher and achieve their goals.