

Your Strategic Partner for Global Capability Centre Excellence



P.R. GLOlinks

GCC 3.0 Capability Partner · India & Asia



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Your Strategic Partner for GCC Excellence

P.R. GLOlinks

GCC 3.0 Capability Partner · India & Asia

We design, build, and scale high-performance Global Capability Centres (GCCs) through a proven Strategy → Transformation → Expansion framework.

25+ Years

Market Presence

5★

Google Client Satisfaction

50+

Expert Professionals

The World Has Moved to GCC 3.0

Global Capability Centres (GCCs) have undergone a fundamental shift in purpose and scope. What began as cost-arbitrage hubs have evolved into strategic engines of innovation, capability, and enterprise value creation.

"GCC 3.0 is not about reducing costs — it is about building the enterprise's most important innovation and capability hub."

1,700+

Active GCCs in India

\$46B → \$100B

GCC Market by 2030

70%+

Investing in Reskilling

AI-Led

Mandates Rising

GCC Evolution: 1.0 → 2.0 → 3.0



GCC 1.0 (Cost Centre)

Labour arbitrage, IT support functions, and back-office processing — driven primarily by headcount cost efficiency.



GCC 2.0 (Centre of Excellence)

Specialised delivery with deeper integration into global teams. Process-driven and measurably outcome-focused.



GCC 3.0 — Now (Strategic Innovation Hub)

AI-native, product-led, and innovation-driven — fully integrated into global enterprise strategy and leadership decision-making.

GCC Operating Challenges Part 1

Setting up or scaling a GCC is one of the most complex operational mandates a global organisation will undertake.

Challenge 1: Capability Gap

Talent mismatch & skill shortfalls
 Demand for AI, cloud & data science far exceeds supply
 Recruitment pipelines lag behind requirements

Impact: Delayed ramp-up, higher hiring costs, lower early productivity

Niche roles command 1.5–1.7× salary premiums
 Candidates experience-capable but not enterprise-ready

TALENT

Challenge 2: Value Dilution

Cost overruns & flawed business cases
 Cases anchored in cost arbitration, not capability

Impact: GCC fails to deliver expected return on investment

Specialist premiums erode savings within 18 months
 Turnover backfills drive spend to 1.5–2× annual salary

FINANCIAL

Challenge 3: Execution Friction

Integration & leadership gaps
 GCC positioned as delivery arm, not strategic partner
 Ambiguous ownership causes bottlenecks

Impact: GCC remains operational, never transformational

Leadership selected for throughput, not stewardship
 Fragmented HQ collaboration breeds disengagement

OPERATIONAL

GCC Operating Challenges Part 2

Challenge 4: Talent Instability

Expectation & culture misalignment
 HQ seeks cost efficiency; employees seek ownership & growth
 Poorly structured career paths undermine engagement

Impact: Loss of continuity and progressively costlier hiring cycles

Voluntary exits cluster in high-skill populations
 GCC employer brand struggles against product firms

CULTURE

Challenge 5: System Misalignment

Poor governance & success metrics
 Blurred accountability generates escalation loops

Impact: Wrong scoreboard drives the wrong behaviours at every level

Progress tracked via headcount/spend vs outcomes
 Workforce planning treated as operational task

GOVERNANCE

Challenge 6: Strategic Ceiling

Absence of executive sponsorship
 No C-suite champions at HQ or GCC level

Impact: GCC never moves beyond operational delivery

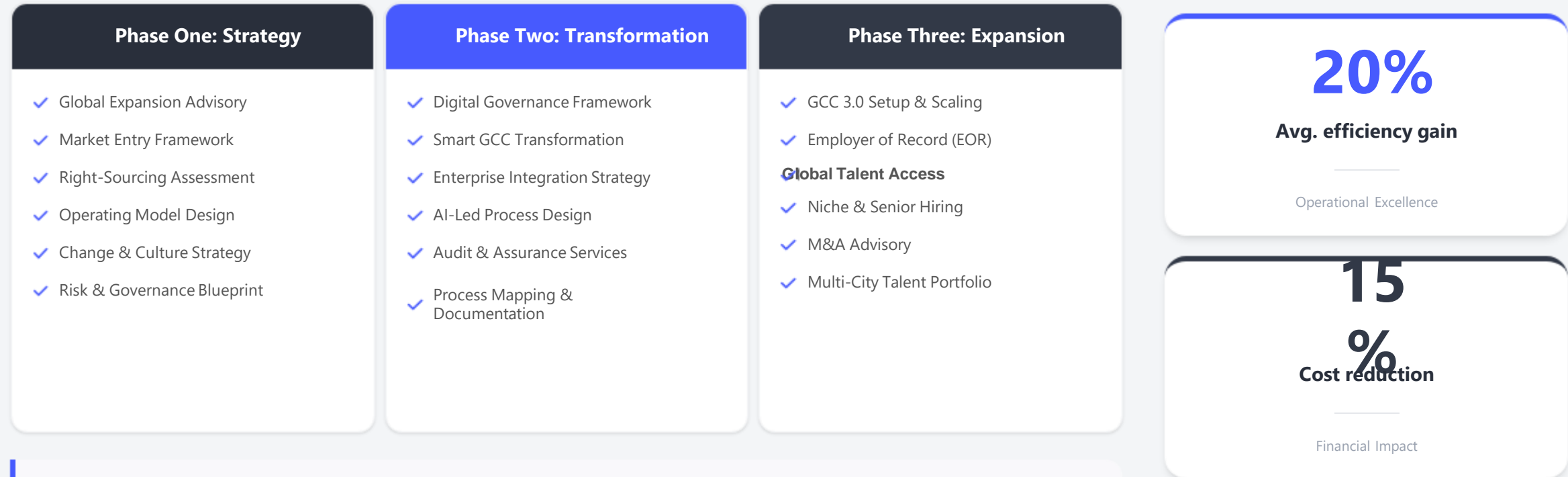
Without formal mandate, budget priority stays absent
 GCC framed as cost centre, crowding out innovation

STRATEGY

Bottom Line: *Without addressing these six challenges holistically, GCCs risk becoming operational outposts instead of strategic growth engines.*

Strategy Transformation Expansion

A structured three-phase execution model that takes organisations from market entry strategy to scaled, high-impact Global Capability Centres.



"A scalable, AI-enabled GCC that delivers measurable, long-term enterprise value."

How We Create Impact

Right-Sourcing is not a single decision — it is a continuous strategic alignment of business objectives, processes, and service delivery models. P.R. GLOlinks has guided organisations across this evolution since 2002.

01



Advisory & Design

We advise organisations on the right model for global expansion — GCC, EOR, outsourcing, or M&A. Our Right-Sourcing framework is a continuous alignment of strategy, process, and ambition. We design operating models that are scalable, compliant, and built for long-term value.

Focus areas:

Right-Sourcing Evolution, Market Entry, Operating Model

02



Build & Transform

We execute what we design. From GCC establishment and talent acquisition to digital governance and AI-led process evolution, we bring execution capability that most advisory firms cannot match. Our Practice Groups are embedded in every client engagement.

Focus areas:

GCC Setup, AI Integration, Talent

03



Scale & Sustain

We ensure the GCC continues to evolve. Through our Catalyst Hub — white papers, Asia Business Pulse, EOR Insights — we keep clients ahead of market shifts and build reusable frameworks for long-term GCC maturity.

Focus areas:

Innovation Governance, Catalyst Hub, Scale

Measurable Impact - Results We Deliver

Status Quo	P.R. GLOlinks Outcome
Months of Setup Delays	Accelerated Market Entry
High Talent Attrition	Leadership-Led Retention
Cost Overruns	Cost-Efficient Scaling
Governance Gaps	Governance-Ready Operations
Stalled at GCC 1.0	GCC 3.0 Maturity

30–40%
Faster GCC launch timelines

20%
Average efficiency improvement

15%
Reduction in operational costs

★★★★★
Google Client Satisfaction Rating

Our Core Capabilities



End-to-end capability across strategy, transformation, talent, and governance.

01. Global Expansion Advisory

Expert advisory for businesses entering and growing in India and Asia, with market intelligence and regulatory guidance.

02. Market Entry Strategy

City selection, talent landscape analysis, regulatory navigation, and executive insight tours for leadership teams.

03. Right-Sourcing Framework

Continuous alignment of business strategy, processes, and services — a living strategic framework — not a one-time decision.

04. Change Management

Converting operating model decisions into measurable business outcomes and embedding adoption across the organisation.

05. Smart GCC Transformation

AI-native thinking integrated with governance and operating model design for intelligence-led, scalable global operations.

06. Digital Governance Framework

Enterprise-grade governance frameworks that ensure compliance, agility, and decision-making excellence at scale.

07. GCC 3.0 Setup & Scaling

From concept to a fully operational GCC — market insight, talent, infrastructure, governance, and scalability from day one.

08. Employer of Record (EOR)

Hire and manage talent in India without a local entity. Payroll, taxes, benefits, and legal obligations handled end-to-end.

09. Global Talent Access

Niche and senior hiring across technology, finance, and operations — vendor-independent, culture-aligned, competency-driven.

10. Mergers & Acquisition Service

Due diligence, integration strategy, and talent architecture, and post-merger operating model design for M&A events.

11. Audit & Assurance Services

Independent assessment, process audit, risk identification, and assurance for outsourcing and GCC operating models.

12. Process Mapping & Documentation

Structured process documentation frameworks for institutional knowledge, operational clarity, and scalable delivery.

Business Outcomes - Case Studies

Representative outcomes from client engagements. Identities are anonymised in line with our confidentiality commitment.

Client A — Tier-1 European Bank

(Global Financial Services · APAC Expansion)

A leading European bank sought to establish a Technology and Operations GCC in India. With no prior India presence, the engagement required full market entry, compliance, and talent support.

Results:

- ✓ 8mo Concept-to-operational GCC launch, against a 14-month internal estimate
- ✓ 120+ Niche and senior technology roles filled within the first year
- ✓ 22% Cost efficiency achieved through the Right-Sourcing model

GCC Setup

EOR

Talent

Client B — US Healthcare Platform

(Healthcare Technology · US MNC)

A US-based healthcare technology company needed to scale its India engineering capability rapidly while maintaining full compliance with Indian labour law and HIPAA-adjacent data governance standards.

Results:

- ✓ 45 Senior engineers and architects onboarded via EOR within 90 days
- ✓ 0 Compliance incidents in the first 18 months of operations
- ✓ 35% Reduction in attrition after culture and succession framework deployment

EOR

Compliance

Culture Design

Client C — Singapore-Based Fintech

(Fintech · Series C Scale-Up)

A Singapore-headquartered fintech scaling across APAC required a structured multi-city India talent strategy and a compliance governance framework covering five regulated markets simultaneously.

Results:

- ✓ 4 Indian cities activated as talent hubs — Bangalore, Chennai, Pune, Hyderabad
- ✓ 18% Overall cost reduction versus single-city centralised model
- ✓ 3x Team size scaled in 24 months without operational disruption

Multi-City

Governance

Scale

Why P.R. GLOlinks

Four pillars that set us apart in a market crowded with generic advisory and staffing firms.

01: Vendor-Independent Counsel

Objective Alignment

P.R. GLOlinks is not affiliated with any technology vendor, staffing agency, or real estate provider. Every recommendation is driven entirely by what is right for your business — not by commercial relationships. True independence means genuine alignment with your objectives.

"We have the courage to decline what we cannot commit to delivering."

02: Strategy + Execution in One

Operational Reality

Most advisors deliver a strategy deck and disengage. We stay through execution. Our Practice Groups — comprising embedded Functional Experts, Process Auditors, and Technology Specialists — ensure that strategic design translates into operational reality with no implementation gap.

From first brief to fully operational GCC — we own the entire journey.

03: 25 Years of Market Intelligence

Decades of Insight

Founded in 2002, we have navigated every market cycle, regulatory change, and talent landscape shift across India, Asia, and global markets. Our Catalyst Hub gives clients access to proprietary market intelligence built over decades — not months.

Intelligence earned over decades, not months.

04: ESG-Aligned, Ethics-First

Sustainable Growth

Our engagements are built on ethical practices, transparent governance, and a commitment to sustainable growth. We design GCCs that are ESG-aligned from the ground up — compliant, inclusive, and built to create lasting value for organisations, talent, and communities.

Sustained excellence — not just rapid deployment.

Corporate Social Responsibility - Our Commitment to Society

Business success carries a social responsibility. At P.R. GLOlinks, that belief is not a footnote — it is a founding principle embedded in how we operate.

30% of Profits to Children's Welfare

Every rupee of profit carries a social purpose.

Sitthar Koodam

P.R. GLOlinks commits 30% of annual profits to children's welfare through Sitthar Koodam — a grassroots initiative dedicated to education, healthcare, and opportunity for underprivileged children in our communities.

"Every rupee of profit carries a social purpose — that is the P.R. GLOlinks commitment to the communities that make our work possible."

Focus Areas:



Education First

Funding schooling, learning materials, and academic support for children in underserved communities.



Community Care

Nutrition, health, and welfare programmes that give every child a safe foundation to grow and thrive.



Long-Term Impact

Building a sustainable pipeline of opportunity — not charity, but genuine social investment in future generations.

Our Focus Areas - Where We Play

P.R. GLOlinks operates across the full GCC lifecycle — at the intersection of strategy, talent, technology, and governance. We work with organisations building a new GCC from scratch and with those who already have a GCC operating and want to assess, improve, scale, or transform it.

1. India & Asia Market Entry

- Market entry advisory, city selection, regulatory navigation, and ecosystem access across India, Southeast Asia, and APAC — backed by 25 years of on-the-ground intelligence.

2. GCC Setup & Scaling

End-to-end GCC design and build — operating model, governance, infrastructure, talent architecture, and technology stack. New builds and existing GCC transformation both.

3. Niche & Senior Talent

Vendor-independent Right-Sourcing for leadership and specialist hiring across technology, finance, and operations. Culture-aligned, competency-driven, enterprise-ready.

4. Employer of Record (EOR)

Establish and manage talent in India without a local entity. Payroll, compliance, benefits, and legal obligations handled end-to-end — fully compliant from day one.

5. Digital & AI Transformation

AI-native governance frameworks and Smart GCC programmes to move organisations from reactive process delivery to intelligence-led, innovation-driven global operations.

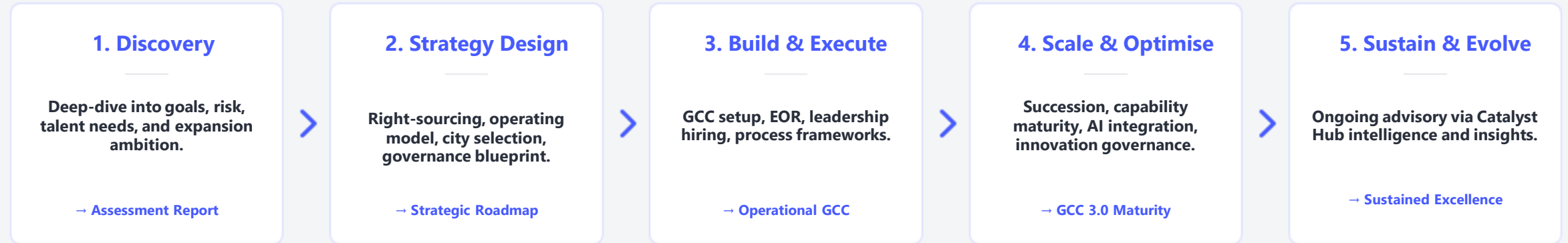
6. Mergers & Acquisitions

M&A advisory from due diligence through post-merger integration — talent architecture, operating model redesign, and cultural alignment for cross-border transactions.

Note: All six areas, one integrated delivery model.

Our Client Engagement Model

From the first conversation to sustained operational excellence — a structured journey with defined deliverables at every stage.



Project-Based

Defined scope with fixed outcomes. Best suited for GCC establishment, market entry, or specific transformation programmes.

Retainer Advisory

An ongoing strategic partnership providing continuous access to senior advisors, Practice Groups, and Catalyst Intelligence.

Embedded Delivery

P.R. GLOlinks professionals embedded within your team — driving execution, governance, and capability building from within.

Leadership Perspective

From Paddy's Desk

P.R. GLOlinks was founded on a clear conviction: great organisations deserve a partner who speaks plainly, executes with discipline, and stays the course well after the strategy is agreed. That conviction has shaped every engagement across 25 years.

"Our success is driven by our dedicated people, ethical practices, and an unwavering commitment to understanding client needs. We have the courage to say no to what we cannot commit to — because our clients deserve nothing less than that honesty."






— Paddy, Founder & Principal Advisor

Company Details

P.R. GLOlinks Consulting · Founded 2002 · Chennai, India & London, UK

The GCC landscape is evolving at a pace unprecedented in its history. AI is no longer a pilot programme — it is a production mandate. P.R. GLOlinks exists to keep clients firmly ahead of that curve.

Key Facts

-  Headquartered in Chennai, India — with offices in the United Kingdom
-  Over 25 years of continuous operation since 2002
-  Clients across Europe, North America, APAC, and the Middle East
-  Trusted by MNCs across Banking, Financial Services, Technology & Engineering sectors globally
-  **+91-9176003328**

Ready to Build Your GCC 3.0?

No generic pitch. A focused conversation about your expansion ambition and the specific steps we can take together to accelerate it.



Call Directly

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Anna Nagar, Chennai · London, UK

Book a GCC Readiness Audit

Evaluate your organization's maturity and identify the path to GCC 3.0.

[Get Started](#) →

Access Our White Papers

Deep dives into market entry, talent strategy, and AI-led transformation.

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Thank you

P.R. GLOlinks Consulting