Gemicorn's Expertise on Building Global Capability Centers

Gemicorn is a leading provider of global capability center (GCC) solutions. We have a proven track record of helping organizations build and scale successful GCCs.

SC **by Srivatsan C**

Introduction to Gemicorn and our GCC capabilities
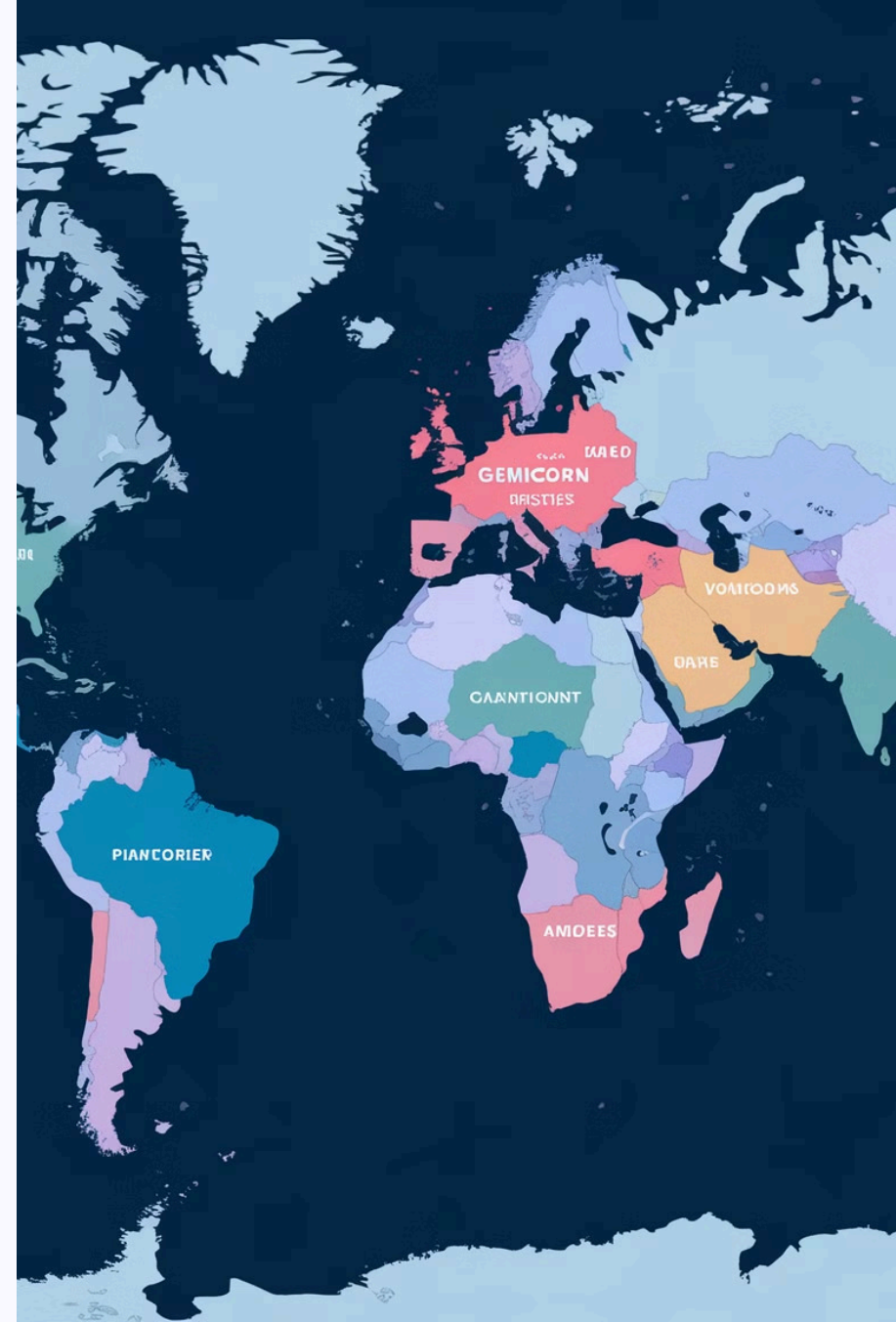
1 **Experience and Expertise**

We have extensive experience in setting up GCCs across various industries and regions.
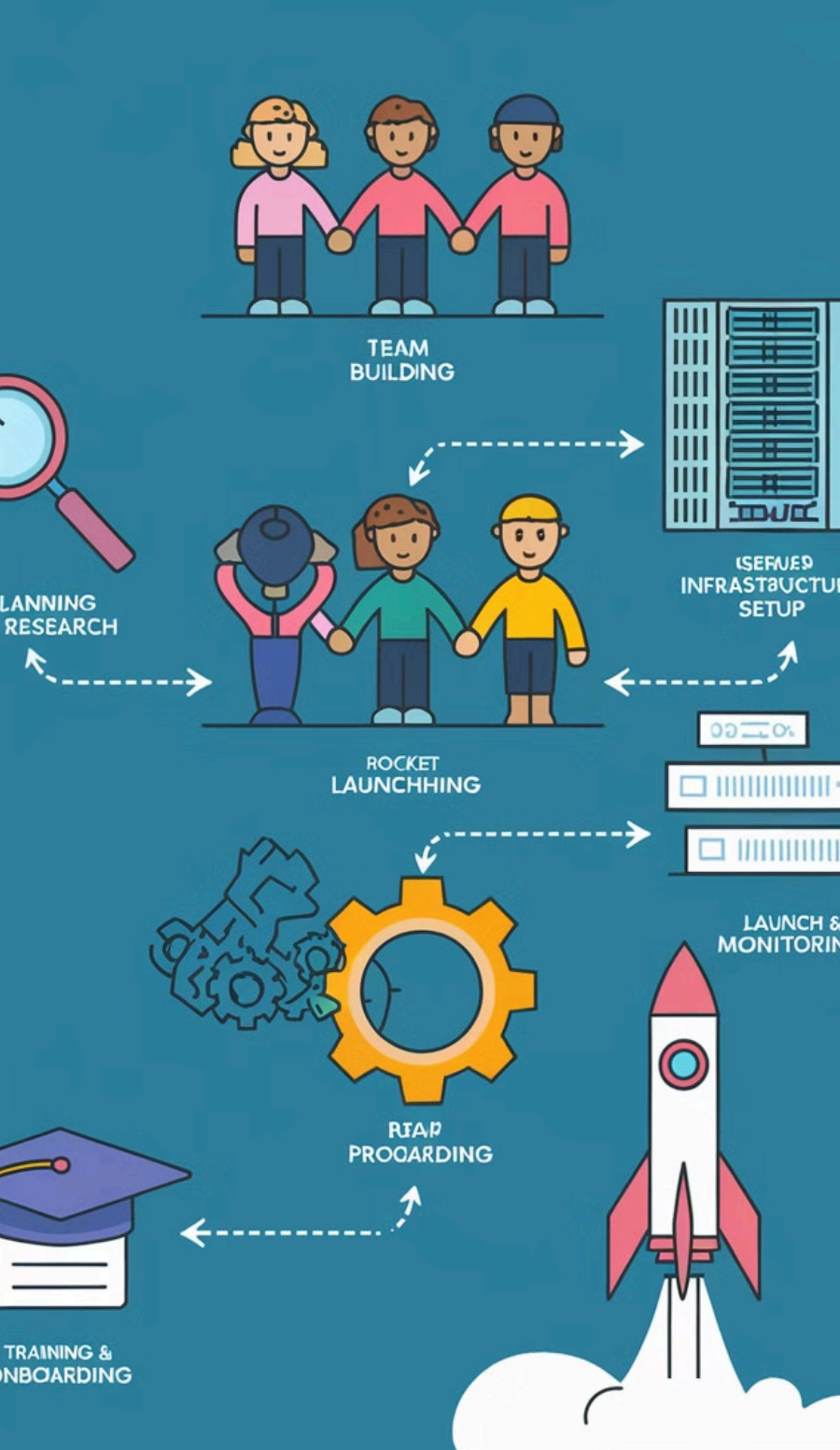
2 **Comprehensive Services**

Our offerings cover all stages of the GCC journey, from strategy development to implementation and ongoing support.

3 **Global Reach**

We leverage our global network of partners and resources to ensure seamless GCC setup and operation.

Key considerations for building a successful GCC

1 — **Define Scope and Objectives**

Clearly define the GCC's purpose, target functions, and desired outcomes.

2 — **Identify Location and Talent Pool**

Choose a location with the right talent, infrastructure, and cost advantages.

3 — **Develop Governance and Operational Model**

Establish clear governance structures, roles, and processes for effective management.

4 — **Invest in Technology and Infrastructure**

Ensure robust technology infrastructure and tools to support operations and collaboration.

Leveraging global talent pools

Global Talent Acquisition

Access a wider pool of skilled professionals with diverse backgrounds and expertise.

Talent Development Programs

Invest in training and upskilling to enhance the capabilities of the GCC workforce.

Cultural Sensitivity and Collaboration

Foster a culture of inclusivity and collaboration across different time zones and cultures.

Optimizing operations and infrastructure

1

Process Automation
Automate repetitive tasks to enhance efficiency and reduce manual errors.

2

Data Analytics and Reporting
Utilize data analytics to track performance, identify areas for improvement, and make informed decisions.

3

Infrastructure Optimization
Ensure robust and scalable infrastructure to support growing workloads and changing requirements.

Ensuring effective governance and risk management

Governance Structure	Clear roles, responsibilities, and reporting lines for effective oversight.
Risk Assessment and Mitigation	Identify and assess potential risks, develop mitigation plans, and implement robust controls.
Compliance and Regulatory Frameworks	Adhere to relevant industry regulations and legal requirements to ensure operational integrity.

Driving innovation and digital transformation

Embrace Emerging Technologies

Leverage AI, cloud computing, and automation to drive process improvements and create new capabilities.

Foster a Culture of Innovation

Encourage experimentation, collaboration, and knowledge sharing to drive innovation and create new solutions.

Digital Transformation Roadmap

Develop a roadmap to guide the GCC's digital transformation journey and align with business goals.

Measuring success and scaling the GCC

Key Performance Indicators (KPIs)

Track and measure relevant KPIs to assess the GCC's performance and identify areas for improvement.

Scalability and Growth

Ensure the GCC's capacity and infrastructure can support future growth and changing business needs.

Continuous Improvement

Regularly review and assess the GCC's operations and make adjustments based on feedback and insights.

Conclusion and next steps

Gemicorn is committed to partnering with organizations to build world-class GCCs. Let's discuss how we can help you achieve your GCC goals and drive business success.