GCC Voices Monthly Roundup | January - February 2026

The Busiest Start to a Year the GCC Industry Has Seen

If someone took a break from following the Global Capability Center ecosystem for just a month, they would return to a very different landscape.

The first five weeks of 2026 have delivered one of the most intense bursts of activity across the GCC sector. New centers, mega expansions, leadership appointments, policy changes, AI partnerships and investment agreements have all landed almost simultaneously. More importantly, the announcements came from industries that historically did not rely on GCCs.

Below is a comprehensive roundup of what has happened so far in 2026.

New Global Capability Centers Announced

Several multinational organisations formally entered or expanded their presence through new GCCs.

Financial Services and Fintech

- LPL Financial announced a technology focused GCC in Hyderabad to build advanced financial platforms and operational capabilities.

- Guardian Life Insurance formally structured its India operations as a global capability centre.

- Western Union partnered with HCLTech to establish an AI led transformation GCC in Hyderabad focused on platform modernization and efficiency.

Consumer and Retail

- Costco announced technology and research operations in India with an initial workforce of 1,000 employees.

- L'Oréal committed a major investment to create the world's first beauty tech hub in Hyderabad combining AI, analytics and supply chain innovation.

- Apple leased a dedicated facility in Chennai marking its formal corporate GCC entry into the city.

Healthcare and Life Sciences

- Providence Healthcare inaugurated a Hyderabad centre expected to create over 2,000 jobs focused on AI enabled healthcare solutions.

- CitiusTech and Ventra Health launched a new engineering and platform delivery centre supporting healthcare analytics and revenue intelligence.

Technology and Digital

- BASF announced a global digital hub in Hyderabad.

- GI Outsourcing (UK) launched an AI first GCC in partnership with Enablr.

- Dexian expanded digital engineering, data and cloud operations in Chennai.

Major Expansion Announcements

Alongside new entries, existing players scaled aggressively.

- Alphabet/Google is planning a major expansion in Bangalore that could add approximately 20,000 jobs.

- Deloitte announced plans to hire 50,000 additional employees in India.

- Syngenta expanded its Pune capability centre focused on AI driven agricultural innovation.

- Nemetschek Group expanded its India GCC for construction software development.

- McDonald's continued scaling its Hyderabad centre, now the company's largest GCC outside the United States.

- Unilever is evaluating Hyderabad as a potential new GCC location.

The scale of expansion reinforces forecasts that India could host more than 2,400 GCCs by 2030.

Geographic Spread

The GCC story is no longer limited to a few cities.

- Hyderabad continues to attract major investments across sectors.

- Chennai has emerged as a new hub following Apple and Dexian activity.

- Pune remains strong for engineering and industrial technology.

- Andhra Pradesh is planning a dedicated GCC park and data center ecosystem.

- Tier 2 cities now account for about 31 percent of new setups, with Jaipur and Coimbatore entering top location lists.

- Internationally, Rolls Royce opened a new centre in Kraków, showing continued competition from Eastern Europe.

Leadership Moves

Several notable leadership changes occurred across the ecosystem.

- Gopal Chhetri now leads CGI's Global Capability Centers business with an AI first strategy.

- Karunakaran Azhisur became Country Head for Guardian Life Insurance India operations.

- Sanjeev Narsipur joined Alvarez and Marsal as Managing Director for its GCC operations in India.

- Leaders at Syngenta, Lowe's and Novo Nordisk continue to position India centres as enterprise capability hubs rather than offshore units.

The leadership titles themselves indicate a shift toward independent strategic business units.

Partnerships and Ecosystem Activity

Multiple partnerships highlight how GCCs are becoming engineering and innovation hubs.

- Infosys launched an AI software engineering centre of excellence.

- Aeries Technology signed multi year agreements to build next generation platforms from its Bangalore GCC.

- HCLTech partnered with Western Union and Guardian Life Insurance on transformation programs.

- Wipro announced agent native software development initiatives.

- IAMAI and GLEIF partnered on digital identity and fraud prevention initiatives supporting global digital commerce.

Policy and Government Developments

Government policy is now actively supporting GCC growth.

The Union Budget 2026 introduced:

- A 10 year tax holiday for new data centers

- Clear safe harbour rules for foreign tech units

- Faster tax pricing agreements

- Incentives for cloud and digital infrastructure

At the World Economic Forum in Davos, multiple Indian states signed investment agreements involving GCCs. Maharashtra is targeting 400 new centres, while Karnataka, Telangana, Kerala, Uttar Pradesh and West Bengal all announced GCC related investment plans.

Real Estate and Infrastructure

The office market confirms GCC dominance.

- Over 83 million square feet of office space was leased in 2025 with GCCs taking a significant share.

- JP Morgan is developing a two million square foot campus in Mumbai.

- Hyderabad recorded more than half of office transactions linked to GCCs.

- Large technology leases across cities indicate long term commitment rather than temporary expansion.

Technology Trends

Nearly every announcement included artificial intelligence or advanced digital capabilities.

Common focus areas:

- AI and machine learning

- platform engineering

- cybersecurity

- cloud operations

- digital product development

- analytics and data governance

About 78 percent of new GCCs now prioritize digital capability creation rather than cost efficiency.

A notable emerging model is the **Nano GCC**. These compact centres, typically 50 to 250 employees, specialize in narrow high value capabilities such as AI research, product engineering or security analytics.

Industry Recognition and Thought Leadership

The ecosystem also saw recognition and research activity.

- ANSR received the ISG Star of Excellence award for GCC excellence.

- A GCC Leadership Conclave recognized global innovation and leadership contributions.

- NTT DATA and ANSR reports emphasized GCCs transitioning into global innovation centres rather than delivery operations.

Key Industry Data

Recent industry indicators show the scale of transformation.

- More than 1,800 GCCs currently operate in India

- Approximately 45 percent of the global GCC talent base is located in India

- Sector revenue reached around 64.6 billion dollars

- Tech hiring is expected to add roughly 125,000 jobs in 2026

- Tier 2 cities are witnessing faster hiring growth than metros

What This Month Tells Us

The events of January and early February 2026 collectively reveal three things.

First, the GCC is now a core enterprise structure used across industries including retail, healthcare, manufacturing and consumer goods.

Second, artificial intelligence has become the primary driver of GCC investment.

Third, governments, real estate markets and leadership structures are aligning around the model, indicating long term permanence.

The GCC conversation is no longer about whether companies will establish global capability centers. The question now is how organisations will manage globally distributed enterprises.

GCC Voices will continue to track these developments and interpret what they mean for leadership, talent, communication and organisational culture.

What development from the past month do you believe will have the greatest long-term impact on the GCC ecosystem?