

# Custom Learning Solutions for Global Capability Centres

Expand Capacities at all Levels to Drive  
and Sustain Expansion Mandates



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# Capitalise on the India Opportunity

2015-2023

**1,600<sup>+</sup>**

Global Capability Centres\*

**\$46B**

revenue generated\*

**1,659K<sup>+</sup>**

Total GCC talent recruited\*

\*GCC 4.0 | India Redefining the Globalization Blueprint, Nasscom-Zinnov



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India's talent pool is a key focal point in the Global GCC 4.0 wave. Over the past decade, GCCs in the country have transformed from cost-saving, support outposts to business excellence centres for global corporations. India's diverse, multi-layered market provides ample opportunity for GCCs to strengthen their operational and strategic dynamics from a range of high-value growth functions.

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# Limitless Potential

2023-2028 (Projected)

**2,100<sup>+</sup>**

Global Capability  
Centres\*\*

**\$110B**

billion revenue\*

**3,400K<sup>+</sup>**

Total GCC talent  
recruited\*

\*GCC 4.0 | India Redefining the Globalization Blueprint, Nasscom-Zinnov

\*\*Future of GCCs in India - A Vision 2030, EY

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The global business environment provides a distinct set of opportunities for businesses to maximise profitability and operational resilience through GCCs. Corporations are increasingly scaling research, operations and technical excellence through their GCC units and unlocking access to newer markets.

# Steer Through Disruptive Change with Key Growth Drivers

## Leveraging India's Potential

- Harness India's talent to enable advancement
- Tap into the country's engineering R&D talent
- Develop compelling EVPs to attract top-tier talent
- Establish strategic partnerships to develop a vibrant ecosystem
- Become the employer of choice by offering comprehensive benefits

## Enabling Digital Transformations

- Establish an AI/ML Centre of Excellence as a hub for digital technology expertise
- Implement Generational AI tools to enhance various business functions
- Drive automation by harnessing a robust IT infrastructure
- Adopt a multidimensional approach to address sustainability challenge

## Delivery Excellence

- Drive efficiencies as a Global Business Service (GBS) by managing high-value workloads
- Empower teams to navigate the GBS transformation
- Drive change by embracing GBS principles
- Actively take end-to-end ownership of multiple value chains, emphasising higher globalisation capabilities

## Leadership

- Enable employees to take ownership and develop into home-grown global leaders
- Foster collaboration across business units
- Develop a comprehensive approach to address DEI challenges
- Encourage cross-site collaboration to harness collective intelligence and drive enduring value

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# Customised Learning Solutions for GCCs

Our comprehensive suite of high-impact learning solutions for GCCs unlock transformative outcomes. Driven by a unique, collaborative diagnostic approach and powered by expertise in deep research, we work with your organisation to design solutions optimised to your business contexts. Steer your GCC unit's growth trajectory at each level with our in-house evolution matrix.

# Establish a GCC Transformation Roadmap

ISB's proprietary index serves as a pivotal instrument for evaluating the existing capabilities and maturity levels of your GCC. The index plays a pivotal role in identifying the indispensable capabilities your GCC needs to transform from a cost-optimisation outpost to an innovation and market expansion centre. The index becomes a resource for benchmarking, strategic future planning, and the development of roadmaps that pave the way for sustained organisational growth and success.



# Granular Learning Solutions Customised to Your Needs

	Centre for Optimisation Cost and quality optimisation while ensuring process standardisation	Centre for Global Delivery Manage end-to-end global delivery of services	Centre for Innovation Increase business value by managing the complete innovation lifecycle	Centre for Market Expansion Achieve local market expansion	Modes of Learning
C-SUITE LEADERS	<ul style="list-style-type: none"> <li>Redesigning Firms for a Tech-led Competitive Advantage</li> <li>Portfolio Management Strategies</li> <li>Decision-making under Uncertainty</li> </ul>	<ul style="list-style-type: none"> <li>Leading Global teams</li> <li>Strategic Risk Management</li> <li>Business Storytelling</li> <li>Creating Seamless Global Partnerships</li> <li>Strategies for Scaling Up</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Innovation in the Digital Era (Process, People, and Technology)</li> <li>Agile and Adaptable Leadership</li> <li>Scalable Product Development</li> </ul>	<ul style="list-style-type: none"> <li>Formulating and Sustaining Public-Private Partnerships</li> <li>Strategies for achieving sustainability</li> <li>Local Market Expansion</li> <li>Building Organisational Resilience and Agility</li> </ul>	<p>Classroom Learning  80-100%</p> <p>Live Virtual Learning  0-10%</p> <p>Online Learning  10-20%</p> <p>Degree of Customisation </p>
MID-LEVEL LEADERS	<ul style="list-style-type: none"> <li>Driving Strategic Value Through Operational Excellence</li> <li>Digital Disruption and Transformation</li> <li>Portfolio Approach to IT Investments</li> </ul>	<ul style="list-style-type: none"> <li>Delivery Excellence</li> <li>Global Supply Chain Management</li> <li>Compliance and Government Regulations</li> <li>Macroeconomics and Global Trends</li> <li>Negotiation and Influence</li> <li>Key Account Management</li> </ul>	<ul style="list-style-type: none"> <li>Transforming Customer Experiences</li> <li>Market Research</li> <li>GTM Strategies</li> <li>Driving a Culture of Innovation</li> <li>Product/Process Ownership</li> </ul>	<ul style="list-style-type: none"> <li>Strengthening Local Market Presence</li> <li>Sustainable Business Practices</li> <li>Ethical Business Practices and Corporate Governance</li> <li>Diversity, Equity, and Inclusion Strategies</li> </ul>	<p>Classroom Learning  10-20%</p> <p>Live Virtual Learning  20-30%</p> <p>Online Learning  40-50%</p> <p>Degree of Customisation </p>
FRONT-LINE LEADERS	<ul style="list-style-type: none"> <li>Emerging Technologies for Cost and Quality Optimisation</li> <li>Digital Disruption and Transformation</li> <li>Achieving Operational Efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Project Management</li> <li>Logistics and Global Supply Chain Management</li> <li>Cross-site Collaboration</li> <li>Stakeholder Management</li> <li>Leadership Communication</li> </ul>	<ul style="list-style-type: none"> <li>Design Thinking and Innovation</li> <li>Product Development</li> <li>Customer-centricity</li> <li>Building an Intrapreneurial Mindset</li> <li>Consumer Behaviour</li> </ul>	<ul style="list-style-type: none"> <li>Compliance and Regulatory Frameworks</li> <li>Diversity, Equity, and Inclusion Strategies</li> <li>Talent and Stakeholder Management Practices</li> </ul>	<p>Classroom Learning  10-20%</p> <p>Live Virtual Learning  0-30%</p> <p>Online Learning  60-80%</p> <p>Degree of Customisation </p>

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# Co-create a Learning Journey Specific to your Business Goals

## Diagnose

Determine the organisation's needs and align methodologies to establish the footprint of the learning engagement.

## Design

Define learning objectives that are aligned with the organisational context and design the programme

## Customise

Collaboratively work on making iterations to the programme

## Deliver

Delivery of the programme

## Assess

Evaluate the effectiveness of the programme

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# Our Proprietary Diagnostic Framework

We co-create learning journeys after a thorough review of your organisational standing, business needs and expansion mandates.



AIM OF  
ESTABLISHING  
THE GCC



LEVEL OF  
COORDINATION  
WITH THE HQ



DECISION-MAKING  
PROCESS AND  
STAKEHOLDERS  
INVOLVED



LEVEL OF  
INNOVATION AND  
COLLABORATION



HUMAN CAPITAL  
MANAGEMENT  
PRACTICES



THE  
PERFORMANCE  
OF THE GCC

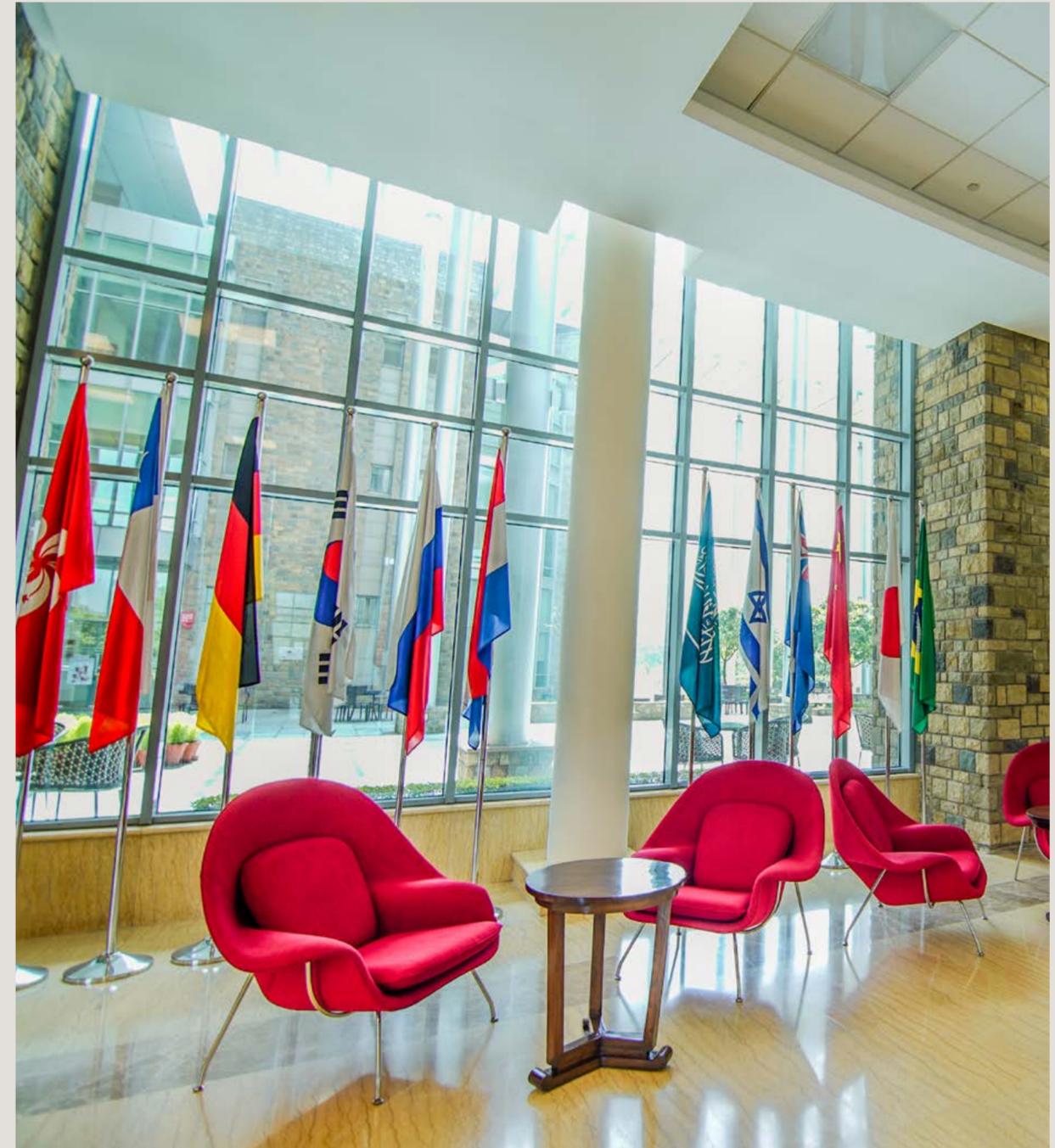
# GCC Clients Partnering with ISB

JPMORGAN CHASE & CO.

 **BARCLAYS**  **verizon**<sup>v</sup>  **ABInBev**

 **Boston Scientific**  **FIS**  **Fidelity**  
INVESTMENTS

 **fiserv.**  **stryker**  **TIAA**  **TJX**<sup>®</sup>



# Driving Change Across Sectors

ISB Executive Education works with a wide spectrum of organisations from across sectors, including Infrastructure, IT/ITES, BFSI, Consulting and Healthcare.



adani

RELIANCE

 Microsoft

 **BOEING**

 **KPMG**

**Deloitte.**

 **accenture**

**TVS** 

 **JSW**

 **HMEL**  
ergising a Brighter Tomorrow

 **ADITYA BIRLA GROUP**

 **Apollo**  
HOSPITALS  
TOUCHING LIVES

 **pwc**

# About ISB Executive Education

With lifelong learning at our core, we empower executives with the skills, mindsets and competencies required to manage and lead in an evolving market landscape, enabling them to achieve distinctive personal and professional goals. Our transformational learning journeys integrate leading-edge on-campus experiences with advanced online learning backed by research-led thought leadership.

## FT Executive Education Custom 2024 Rankings

**#1**

in India

**#2**

in Asia

**#26**

Globally





# Enterprise Learning Solutions

We partner with your organisation to design and deliver bespoke learning solutions that address your unique business challenges and meet your organisational objectives. Our learning solutions are designed to suit the developmental needs of both individuals and teams on an ongoing basis and are based on a deep understanding of the enterprises' context and their team's strengths and potential.

## Deep Expertise in Custom Learning

**60,000**

executives groomed  
for leadership

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**250+**

programmes  
delivered every year

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**250+**

clients across Corporate,  
Govt and PSUs

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# The ISB Advantage



## Research-backed Thought Leadership

ISB is the top business school in India for research. At our research centres and institutes, faculty collaborate with top minds to foster groundbreaking thought leadership



## Transformational Learning Experience

We use distinctive teaching methodologies and an intense and challenging learning environment that pushes participants' learning horizons



## Globally Renowned Faculty

ISB faculty includes leading academics who will challenge your existing way of thinking, and broaden your horizons to include new perspectives on complex problems



## Deep Expertise in Emerging Markets

ISB has developed rigorous intellectual capital and a vast number of case studies that explore critical challenges facing organisations and leaders in emerging economies in the East and South



## Future-ready Perspectives

Discover organisational "unlocks" and create future-ready companies





Reach out to us to start co-creating a learning journey for your GCC: [customexed@isb.edu](mailto:customexed@isb.edu)



## Indian School of Business Hyderabad | Mohali

Hyderabad Campus: Gachibowli, Hyderabad - 500 111.

Mohali Campus: Knowledge City, Sector 81, SAS Nagar, Mohali - 140 306.

[VISIT OUR WEBSITE](#)

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ISB Executive Education reserves the right to make changes in the programme without prior notice. Please check with marketing services for the final schedule.

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