

HEXAWARE

Hexaware + SMC Squared

Founded year: 1990

Headquarters: Navi Mumbai, India

Employee count: 10,000+



[Website](#)



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GCC Enablement Services Overview

Services	<ul style="list-style-type: none"> Feasibility studies and market analysis Strategy and GCC Design Legal entity setup and regulatory compliance Performance KPIs, compliance governance, and risk management Change Management Talent acquisition, HR, and workspace design Shared services operations (F&A, HR, procurement) Technology infrastructure and cybersecurity AI-driven cloud migration, application modernization, and automation Cost optimization Capability Center of Excellence (CoE) development (AI, Data, GenAI)
Engagement Models	<ul style="list-style-type: none"> Build-Operate-Transfer (BOT): Full lifecycle setup and transfer of a client-owned GCC GCC-as-a-Service (GCCaaS): Modular, no-capex engagement plug-and-play across Strategy, Talent, Workspace, Leadership Managed GCC: Staff and manage client-dedicated teams across functions (IT, analytics, finance, etc.) Hybrid Models: Combination of BOT + Managed Services or staggered transitions
Specialized Capabilities	<ul style="list-style-type: none"> RapidX™: AI-augmented software engineering Tensai@: Intelligent IT automation Amaze@: Accelerated cloud migration platform AgentVerse: Hexaware's AI Agent Platform with over 500+ enterprise AI agents. Tensai@ for Autonomous Testing Domain CoEs: Custom GCC CoEs across retail analytics, industrial tech, fintech, etc.
Innovation and Technology Assets	<ul style="list-style-type: none"> Digital Factory Model (Agile, AI-driven delivery) AI Governance Council and compliance (GDPR, HIPAA, OECD) Value Realization Dashboards (ROI, TTV, Efficiency, NPS), Integrated learning via HexaVarsity & Agentic AI Academy
Delivery Strengths & Value Proposition	<ul style="list-style-type: none"> Zero-capex models and office provisioning Rapid time-to-scale (up to 500 employees in <6 months) 100% employee transition success in past BOTs High retention: 90%+ across client GCCs 300% projected GCC business growth over 3 years Strong post-integration capabilities post-SMC acquisition

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Key Highlights

Strengths:

- **Proven GCC Build Excellence:** Hexaware's established GCC-build playbooks, backed by a flawless setup track record and exceptionally high retention rates, demonstrate strong execution maturity. Its ability to rapidly scale centers such as ramping a large GCC to more than a thousand employees within a short timeframe reflects robust program governance and operational discipline.
- **Strong Proprietary IP & AI Platforms:** The company's portfolio of patented AI platforms and engineering accelerators underscores its innovation depth. These tools, combined with agile digital factory processes and structured AI governance, enable faster implementation, reduced transition effort, and differentiated value for GCC clients.
- **Global Brand with Deep North America Presence:** The combined Hexaware – SMC identity expands the firm's global footprint across dozens of countries. With a particularly strong presence among North American enterprises, Hexaware benefits from early trust among companies driving next-generation GCC models, strengthening its positioning in the evolving GCC 2.0 landscape.
- **Experienced Leadership & Skilled Workforce:** The leadership team brings hands-on GCC-building experience through both SMC founders and Hexaware's senior executives. Supported by a broad India delivery network and a workforce heavily trained in AI and digital capabilities, Hexaware is well-equipped to deliver modern, capability-led GCC transformations.
- **Strong Enterprise Foundation & Expanding GCC Portfolio:** Backed by a stable global organization, Hexaware's fast-growing GCC services business adds credibility and momentum in this market. This expanding portfolio reinforces client confidence and positions the company as a long-term, strategic partner for GCC build-out and transformation mandates.

Areas for Growth:

- With the acquisition & merger of SMC Squared, Hexaware has a significant opportunity to strengthen its India-based GCC services by integrating and streamlining the combined capabilities. The acquisition creates room to enhance delivery governance, deepen functional and domain specialization, and establish more standardized operating models across engagements. By fully absorbing these strengths into its India hubs, Hexaware can unlock stronger margins, improve operational efficiency, and build a more scalable and resilient GCC enablement business.
- Hexaware has an opportunity to broaden its GCC footprint by expanding deeper into Europe and APAC markets, reducing dependence on any one region. Increasing the share of GCC-focused revenue within its overall IT services portfolio also represents a significant avenue for strategic growth.