

How 29% of Global Capability Centers (GCCs) in India are catalysts for enterprise transformation

April 2026

GCCs at an inflection point: From efficiency centers to AI-powered strategic hubs

What we see

AI has moved from pilot to value creation

>75%

GCCs are past the experimentation phase of implementing AI and automation to drive business outcomes for their parent organization

Talent retention or skill gap is the biggest challenge

67%

GCCs rank talent retention or skill gap as a limitation towards becoming an innovation hub

Speed to market and business impact are becoming critical

66%

GCCs are now increasingly evaluated on their ability to accelerate speed-to-market and create tangible business impact

What's on the horizon

Increasing investment in Agentic AI

70%

GCCs plan to invest in Agentic AI within two years, up from just 14% today

Leveraging ecosystem for specialized skills

81%

GCCs plan to tap into technology providers, start-ups, and professional services to access niche capabilities over the next 1–2 years

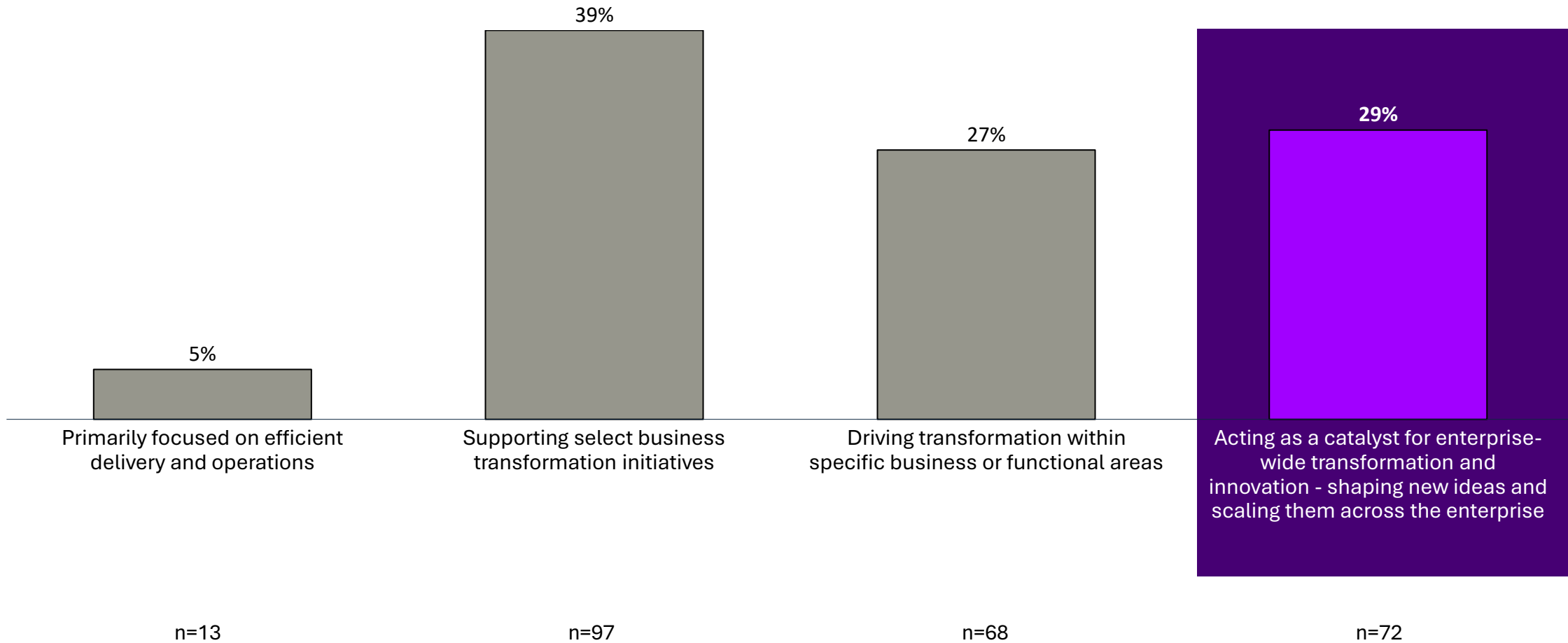
External partnerships will be a strategic cornerstone

66%

say that partnering with external providers will become core to their GCC strategy in the next 1-2 years

Accenture research shows 29% of GCCs operate as true enterprise transformation engines—driving impact beyond functional and operational roles

GCC's role in broad business or enterprise-wide transformation today (n=250)



Distinct behaviors define the 29% of GCCs that are operating as true enterprise transformation engines



AI and automation at scale

74% of these GCCs prioritize driving AI and automation at scale, compared with just 47% of other GCCs



Deeper business integration

These GCCs are **33%** more likely to be deeply integrated with business and functional leadership, enabling meaningful enterprise transformation



Higher investment in next-gen technologies

These GCCs are **73%** more likely to invest in GenAI. Additionally, **84%** plan significant investments in agentic AI over the next 12–24 months (30% higher than others)



Talent maturity fostering strong collaboration

These GCCs show advanced AI and GenAI talent maturity—they are 3.8x more likely to have cross-functional tech and domain teams collaborating to scale AI enterprise-wide



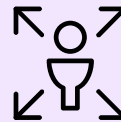
Strategic use of service providers

~30% already treat service providers as core strategic partners (3.5x peers), rising to **92%** over the next 1–2 years—a 64% higher likelihood



ROI driven by enterprise alignment

82% cite strong alignment with enterprise strategy and KPIs as critical to ROI, versus 52% of other GCCs



Performance measured by innovation and speed

73% of these GCCs have stronger innovation and IP creation as a performance metric—2x the rate of other GCCs—while **84%** emphasize faster speed to market, reflecting a 42% advantage



Cybersecurity leadership at scale

51% of these GCCs drive enterprise-wide cyber-risk and compliance strategy that influences global policy, compared with just 8% of other GCCs



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About the research

Accenture's 2026 GCC India Pulse Survey is based on insights from 250 senior GCC leaders across 13 industries, including heads, directors and VPs of Global Capability Centers operating in India or across multiple geographies including India. Conducted in January 2026, the research examines how GCCs are evolving from delivery-focused centers into strategic engines for enterprise-wide AI, data and digital execution, with a focus on governance models, priority-setting, ecosystem partnerships and the shift from pilot-led innovation to scaled business impact.

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About Accenture

Accenture is a leading solutions and global professional services company that helps the world's leading enterprises reinvent by building their digital core and unleashing the power of AI to create value at speed across the enterprise, bringing together the talent of our approximately 784,000 people, our proprietary assets and platforms, and deep ecosystem relationships. Our strategy is to be the reinvention partner of choice for our clients and to be the most AI-enabled, client-focused, great place to work in the world. Through our Reinvention Services we bring together our capabilities across strategy, consulting, technology, operations, Song and Industry X with our deep industry expertise to create and deliver solutions and services for our clients. Our purpose is to deliver on the promise of technology and human ingenuity, and we measure our success by the 360° value we create for all our stakeholders. Visit us at [accenture.com](https://www.accenture.com).