

Resilience Decoded – The Guide to GCC Connectivity

A practical framework for always-on, compliant,
and innovation-ready Global Capability Centers (GCCs).



Contents

The Case for Resilient GCC Connectivity

An overview of the growing strategic importance of network resilience and its role in sustaining India's GCC growth story.

.....Pg 01

1. The GCC Shift: From Cost to Capability

How GCCs have evolved from cost centers to capability hubs and why resilience is now a boardroom priority.

.....Pg 02

2. The Common Challenges Driving the Resilience Agenda

Exploring the operational, compliance, and technological challenges that expose GCCs to risk.

.....Pg 02

3. The GCC Shift: From Cost to Capability

Examines how resilience becomes the connective thread linking operational stability, compliance assurance, and business growth.

.....Pg 02

4. The Impact on BFSI

Why Banking, Financial Services & Insurance GCCs face the highest connectivity and compliance stakes and how to address them.

.....Pg 03

5. The Four Pillars of Resilient Connectivity

- Network Diversity
- Latency & Performance
- Security & Compliance
- Continuity & Visibility

.....Pg 04

6. The Five-Step GCC Resilience Framework

A step-by-step model to design, implement, and measure resilience for global operations.

.....Pg 04

Operating Model: One-Partner Resilience and the ROI Case

How a unified partner ecosystem simplifies connectivity, enhances assurance, and delivers measurable returns.

.....Pg 05

Resilience as a Strategic Asset

The road ahead: embedding resilience as a business enabler for innovation, compliance, and growth.

.....Pg 05

The Case for Resilient GCC Connectivity

GCCs have evolved from cost-optimisation back offices to strategic engines that ship products, run analytics, support customers, and ensure regulatory compliance across regions. This elevation also multiplies risk. When a GCC's network fails, the impact isn't just technical; it's financial, reputational, and regulatory. Widely cited industry estimates place the average downtime cost at \$5,600 (₹66,000) per minute; for complex, multi-region workloads, the actual figure is often higher when penalties, lost revenue, and customer churn are factored in.

Decoding resilience for GCC leaders. It begins with the structural challenges most organisations face (provider sprawl, single-route dependence, regulatory fragmentation, and latency/visibility gaps). It then translates those challenges into industry-specific impacts, providing a clear and expanded view of BFSI sub-verticals, banking and payments, capital markets, insurance, NBFCs/fintech and asset/wealth management. Finally, it provides a practical four-pillar architecture, a five-step adoption framework, and an operating model and scorecard to make resilience measurable. The message is simple: resilience is not an IT feature - it's a business strategy. GCCs that embed it systematically reduce downtime, strengthen compliance posture, speed innovation, and increase board-level confidence in the center's ability to carry critical workloads.

Global GCC spend:
\$465–510B (2023) \$715B by 2027
(10% CAGR)

Indian GCC workforce:
3M+ employees by 2025
(doubling in 3 years)