# From Vendor ODC to Digital-First GCC: Building a High-Velocity Global Capability Center for a Fortune 500 Real-Estate Leader

## Overview

A U.S.-based Fortune 500 real estate services leader, operating across the U.S., EU, and North America, set out to transform its small, vendor-run ODC in India into a fully captive Global Capability Center (GCC). The company needed faster digital-product releases, cloud-native engineering practices, and a scalable talent model that could support continued growth.

Using a structured GCC transformation playbook, the transition was executed end-to-end, from rapid stand-up and early product releases to scaling full-stack and DevOps teams, embedding modern engineering practices, and ensuring seamless knowledge transfer. The result is a high-performing, digital-first GCC that now serves as the organization’s strategic hub for DevOps, SRE, and product modernization.

# Client's Challenges



### Vendor ODC to Captive GCC Transition Complexity

The client needed to assume full ownership of operations previously handled by a vendor. Ensuring delivery continuity, retaining critical knowledge, and aligning teams with enterprise engineering standards created a complex challenge.

### Limited Engineering Maturity

The existing setup lacked standardized DevOps practices, automated pipelines, and cloud-native approaches. This slowed digital delivery and made it difficult to meet product modernization objectives.

### Knowledge Silos and Risk of Disruption

Critical product and domain expertise resided with vendor teams. Without a structured knowledge-transfer strategy, the transition risked loss of expertise and operational disruption.

### Talent Scalability & Process Inconsistency

Scaling full-stack and DevOps talent quickly in India was challenging due to niche skill requirements. Combined with inconsistent engineering processes and limited governance, this hindered visibility, predictability, and consistent delivery.

# Our Approach and Solution

From Vendor ODC to Digital-First GCC

| | |
|---|---|
| **Strategic GCC Blueprint & Rapid Stand-Up** | R Systems deployed its proprietary GCC Co-Pilot framework to guide the transition. A lean, agile squad was established in India within weeks, enabling early product delivery and validating the GCC model. |
| **Shift-Left Engineering & DevOps Acceleration** | Automated CI/CD pipelines, test-automation harnesses, and trunk-based development were implemented within six weeks. This ensured faster, more reliable product releases and laid the foundation for cloud-native practices. |
| **Scalable Talent Model & Domain-Aligned Teams** | The GCC scaled to 20+ full-stack engineers (Java, React, Node.js) and DevOps specialists through accelerated recruitment pods. Teams were aligned to core product areas, with joint Scrum ceremonies connecting India and U.S. squads. |
| **Operational Maturity Through Quality, Observability & SRE** | Quality gates, cloud-cost monitoring, and SRE dashboards were institutionalized to create repeatable operational excellence. This ensured stable environments, predictable delivery, and improved risk management. |
| **Seamless Knowledge Transfer & Role Continuity** | A structured “talent-transfer + role-continuity” blueprint enabled 100% knowledge retention. Parallel shadowing, documentation, and reverse KT ensured a smooth transition without disrupting delivery. |
| **Governance, Culture & Long-Term Capability Building** | Formal governance charters, KPIs, and cultural-integration programs aligned stakeholders across geographies. As maturity increased, the GCC expanded into cloud engineering, platform automation, and internal toolchain modernization. |

# Business Impact



The client's GCC became a fully operational, high-velocity engineering hub that accelerated digital delivery and modernized core product platforms.

| | |
|---|---|
| **Zero Delivery Disruption** | The structured "talent-transfer + role-continuity" approach ensured 100% retention of critical domain and system knowledge, allowing for seamless knowledge transfer with no delivery disruptions. |
| **40% Faster Release Cycles** | Automated CI/CD pipelines, trunk-based development, and cloud-native refactors improved digital delivery, accelerating release cycles by 40% and enabling quicker deployment of key product modules. |
| **35% Reduction in Cost-to-Serve** | The captive GCC model improved operational efficiency and reduced cost-to-serve by 35% compared to the legacy vendor setup, while enabling expansion into new areas such as cloud engineering and internal toolchain modernization. |
| **Strategic Engineering Hub** | The Global Capability Center now serves as the client's center of excellence for DevOps, SRE, and product modernization, institutionalizing best practices and governance for sustainable growth. |

# About Us

From Vendor ODC to Digital-First GCC

**5100+** Employees Worldwide

**240** Million USD Revenue

**23** Development Centres

Great Place To Work. Certified FEB 2025 - FEB 2026

ISO 9001:2015
ISO 27001:2022

CMMI APPRAISED ML5

HITRUST

SOC 2 TYPE 2

PCI DSS COMPLIANT

NSE

BSE

Publicly Listed

## Global Footprint

USA, India, Europe, APAC
Established in 1993

## Services

Digital Product Engineering (DPE), Custom Application, Mobility, Testing, Knowledge Services, Customer Experience

## Digital Technology

Cloud & DevOps, Data & Analytics, AI / ML, Embedded, Automation, Enterprise Packaged Services

## Verticals

Telecom & Media, Tech, Internet, and Platforms, Healthcare, Banking & Financial Services, Manufacturing, Logistics, Automotive, Public Services

# We Drive Tech-Powered Growth Globally

From Vendor ODC to Digital-First GCC

# A High-Velocity GCC Driving Product Modernization.