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# Driving 40% Faster Releases with a Digital-First GCC

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## Overview

A global leader in real-estate technology sought to build more than just a support hub. They envisioned a digital-first center that could deliver faster product cycles, enforce cloud-native practices, and scale with continuity. R Systems launched a lean pod in Hyderabad, India, and, within two years, transformed it into a fully captive GCC with 20+ full-stack engineers, embedded DevOps, and zero knowledge loss. Today, this hub anchors modernization, automation, and velocity.

# Client's Challenges

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Scaling GCCs with Speed and Certainty

## Legacy Vendor Constraints

The existing offshore setup lacked autonomy, cloud-native expertise, and long-term delivery stability.

## Sluggish Release Cycles

Manual testing and ad hoc pipelines slowed time-to-market, undermining product agility.

## High-Risk Transition Path

Shifting to a captive model required securing talent, knowledge, and delivery continuity.

## Scaling Without Cost Overruns

The mandate was to double headcount and capabilities while optimizing cost-to-serve.

# Our Approach & Solution

Scaling GCCs with Speed and Certainty



## Fast-Track Launch

Stood up a lean Agile squad in 12 weeks and shipped two modules with CI/CD pipelines.



## Seamless Transition

Executed a talent transfer blueprint and governance charters, ensuring 100% knowledge retention.



## Engineering Maturity

Scaled to 20+ Java, React, and Node.js engineers with embedded quality gates and observability.



## Strategic Expansion

Extended remit into SRE, cloud modernization, and AI analytics under a unified Co-Pilot playbook.

# Business Impact

Scaling GCCs with Speed and Certainty

With R Systems' expertise, the Hyderabad, India, GCC became a command center of modernization and velocity.

## 40% Faster Releases

CI/CD pipelines and trunk-based development cut release cycle times significantly.

## Zero Delivery Disruption

Business continuity was maintained seamlessly throughout the captive handover.

## 35% Cost Optimization

Replaced expensive vendor dependency with lean, high-impact internal teams.

## Center of Excellence

The GCC now anchors modernization initiatives and is set to double headcount in FY25.

# About Us

Scaling GCCs with Speed and Certainty

**4500+** Employees Worldwide  
**208** Million USD Revenue  
**28** Offices Worldwide



**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

# Global Presence

Scaling GCCs with Speed and Certainty





# **R Systems: Turning GCCs into engines of speed, scale, and savings**

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