From Scattered Vendors to a 131-Member Unified GCC

Overview

A U.S.-based health-tech innovator specializing in neurodevelopmental therapies needed speed, control, and cohesion to meet its aggressive product roadmap. With delivery fragmented across Belarus and Europe, the company struggled with duplication, delays, and IP risk. R Systems consolidated operations into a unified GCC in Pune India, transforming clinical complexity into engineering clarity. The result: a 131-member multidisciplinary hub driving growth across engineering, revenue cycle management, digital marketing, and finance.

Client's Challenges

Scarcity of Specialized Talent

Autism-focused healthcare solutions demanded rare clinical-engineering hybrid skills that were difficult to source at scale.

Compliance and IP Risks

Distributed vendors exposed sensitive patient data across multiple jurisdictions, risking regulatory non-compliance.

Fragmented Global Delivery

Teams spread across three countries created duplication, inconsistent velocity, and delays in product releases.

Scaling Without Overspending

The business needed workforce flexibility to scale up during sprints and scale down post-release, all within budget.

Our Approach & Solution

Structured Transition & Scale

Migrated from 30 to 131 FTEs in 36 months, adding RCM, finance, and marketing functions.

Domain-First Talent Engine

Built a Healthcare Guild of clinicians, engineers, and data scientists trained in autism therapy workflows.

Location Fit & Regulatory Backing

Benchmarked Indian cities, selecting Pune for its health-tech talent pool and SEZ incentives.

Continuous Capability Uplift

Embedded HIPAA-grade controls, SRE playbooks, and a co-created backlog aligned with U.S. teams.

Business Impact

With R Systems' Co-Pilot model, the GCC became a permanent engine of growth and compliance.

4× Headcount Growth

Scaled from 30 to 131 FTEs across five functions in three years without churn or loss of pace.

20–30% Faster Releases

CI/CD and cloud-native replatforming accelerated release cycles while maintaining quality.

Single-Jurisdiction IP Control

All code, data, and insights are now securely governed within India's captive entity.

Faster Market Launches

Digital operations cut campaign turnaround from weeks to days, boosting app ratings by 18%.

About Us

4500+ Employees Worldwide

208 Million USD Revenue

28 Offices Worldwide

Great Place To Work® Certified
FEB 2025–FEB 2026

ISO
ISO 27001:2022
ISO 9001:2015

PCI DSS
(ver. 4.0)

HITRUST

CMMIDEV/5

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

Bangkok
THAILAND

Noida
INDIA - HQ

HONGKONG

Warsaw and
Bialystok,
POLAND

Dusseldorf
GERMANY

Tokyo
JAPAN

Shanghai
CHINA

London
UK

Ho Chi Minh City
VIETNAM

Kualalumpur
MALAYSIA

Vancouver
CANADA

Makati City
PHILIPPINES

Mexico

Pune

Chisinau
MOLDOVA

Jakarta
INDONESIA

Sacramento,
CA, USA

Bucharest, Galati
and Craiova,
ROMANIA

SINGAPORE

Ontario
CANADA

Neuchatel
SWITZERLAND

Chennai
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