From Silos to Scale: Building a Future-Ready GCC

Overview

A global leader in water technology sought to transform its India operations into more than a cost-effective extension. The organization required a governance-driven Global Capability Center (GCC) that could accelerate AI, IoT, and cloud innovation while ensuring compliance and intellectual property protection. R Systems delivered—scaling from prototype squads to full-stack product teams under a unified R Systems' GCC Co-Pilot model. What started as a regional R&D outpost has now evolved into the company's primary innovation hub, delivering enterprise-grade features with the agility of a startup.

Client's Challenges

Fragmented Engineering Efforts

Distributed teams lacked integration, creating delivery gaps and slowing roadmap execution.

Scaling Without Overspending

Business leaders required workforce flexibility without compromising cost efficiency.

IP and Compliance Concerns

Vendor reliance heightened risks to proprietary data and governance obligations.

Lagging Innovation Cycles

Skill shortages and legacy development cycles delayed digital transformation initiatives.

Our Approach and Solution

Blueprint & Build

Performed feasibility and cost-to-serve analysis, established joint KPIs, IP zones, and secure infrastructure pre-launch.

Agile Scale-Up

Deployed a 15-member squad in 30 days, scaling to 100+ engineers across cloud, embedded, DevOps, and AI.

Embedded Governance

Instituted dual-shore Scrum, PMO dashboards, and career ladders to strengthen delivery, compliance, and retention.

Lab-to-Launch Velocity

Enabled AI/IoT pilots to move into production within the same fiscal year, accelerating digital twins and cloud-native features.

Business Impact

By transforming the GCC into a self-sustained innovation hub, the organization gained measurable business value and long-term competitive advantage.

Accelerated Release Cycles	Achieved 30% faster product releases through orchestrated sprints and technology reuse.
Secured IP Ownership	Retained 100% proprietary code, data, and cloud assets within captive operations.
Significant Cost Savings	Delivered $2M+ in annual savings through lean staffing and optimized delivery pipelines.
Talent Retention Flywheel	Sustained attrition below 10% by enabling structured upskilling and growth opportunities.

rsystems.com

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

Mexico

Makati City
PHILIPPINES

Sacramento,
CA, USA

Chisinau
MOLDOVA

Pune

Jakarta
INDONESIA

Bucharest, Galati
and Craiova,
ROMANIA

SINGAPORE

Chennai
INDIA

Ontario
CANADA

Neuchatel
SWITZERLAND

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R Systems: Engineering GCCs that Scale Innovation, Secure IP & Accelerate Growth

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