



Transforming Offshore Operations into a Self-Sustaining Growth Engine

Overview

A leading U.S.-based digital services company sought to expand its product engineering and operations footprint in India. The goal was not just to build a team but to establish an end-to-end Global Capability Center (GCC) capable of delivering tangible business outcomes from day one. The organization required a structured model encompassing people, processes, and governance—anchored in measurable results and scalability. R Systems stepped in with its GCC Co-Pilot framework to bring this vision to life.

Client's Challenges

Limited Delivery Footprint

The organization needed to quickly establish a delivery hub in India with the right mix of technology and operations expertise.

Disconnected Systems and Data

Data across Salesforce, Workday, Oracle Finance, and ServiceNow lacked uniformity, impacting integration and reporting efficiency.

Inconsistent Visibility

Leaders struggled to access unified insights, slowing response times and reducing confidence in decision-making.

Shortage of Specialized Talent

Immediate gaps existed in roles spanning Oracle, Workday, and ServiceNow—critical to maintaining business continuity.

Our Approach and Solution

Empowering GCCs for Growth



Core Application Development

Developed and maintained staff-facing applications using .NET Core, improving user experience and daily operational efficiency.



Unified Data Backbone

Streamlined Master Data Management (MDM) by consolidating data from multiple enterprise platforms to ensure accuracy and consistency.



Actionable Analytics Layer

Implemented Power BI dashboards to deliver real-time insights into key performance metrics, enabling informed decision-making.



Data and Delivery Excellence

Designed reusable ETL pipelines using AWS Glue and SSIS, while embedding QA and business analysis to drive process reliability.

Business Impact

Empowering GCCs for Growth

Through the R Systems GCC Co-Pilot, the organization transformed a new delivery hub into a mature, self-sustaining GCC.

Faster Time-to-Value

Tangible outcomes were achieved within weeks, with early application releases and integrated data systems demonstrating impact quickly.

Improved Operational Efficiency

Streamlined ETL processes and modernized applications improved system responsiveness and reliability by 30%.

Enhanced Data Consistency

MDM adoption reduced data duplication and improved trust in enterprise data, cutting manual reconciliation efforts by 40%.

Sustainable Growth Foundation

Knowledge transfer and playbook-driven operations positioned the GCC to scale independently while preserving governance and quality.

About Us

Empowering GCCs for Growth

4500+ Employees Worldwide
208 Million USD Revenue
28 Offices Worldwide



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

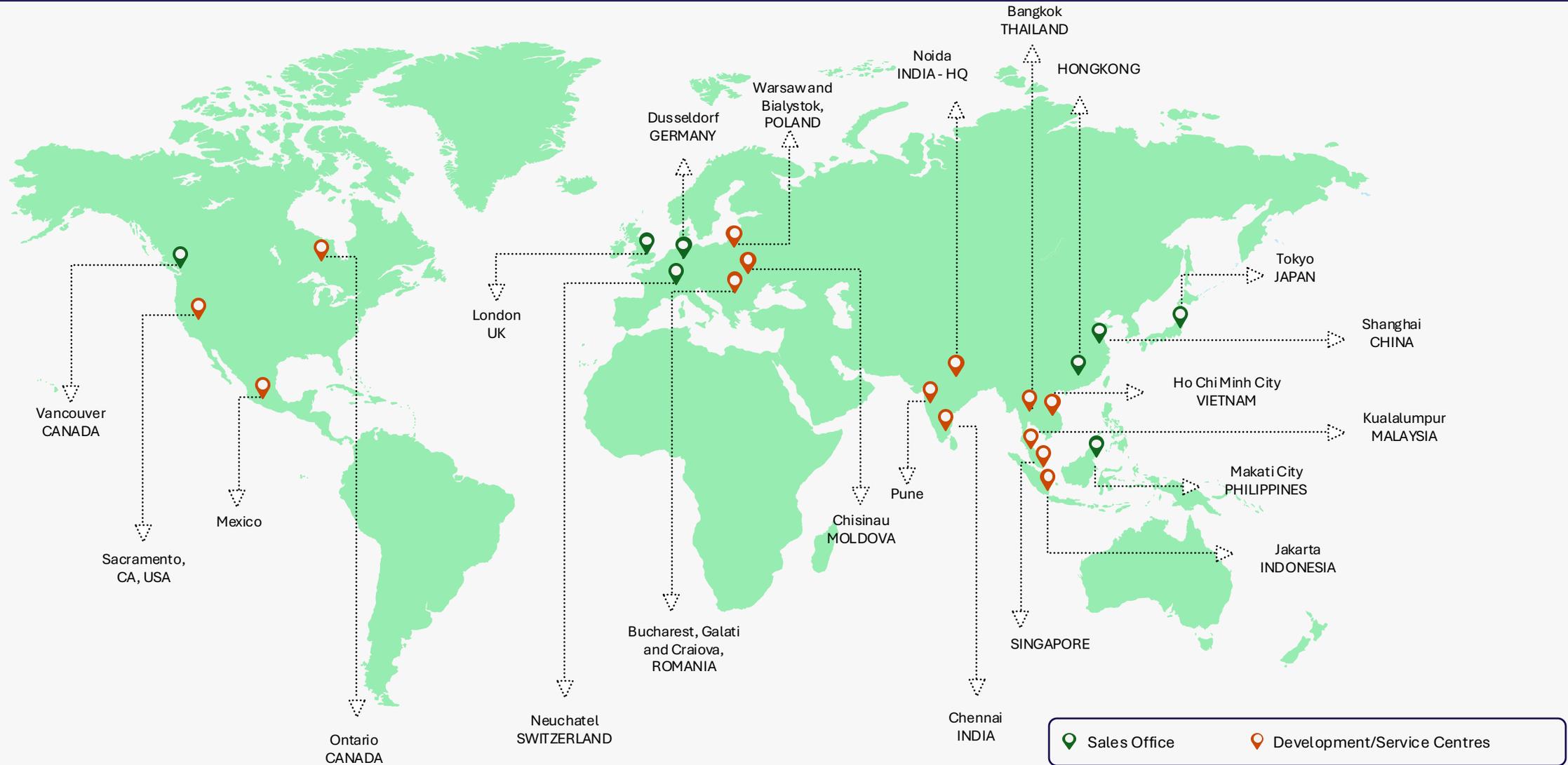


Verticals

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

Global Presence

Empowering GCCs for Growth





R Systems GCC Co-Pilot — Building Centers That Deliver, Evolve, and Lead

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