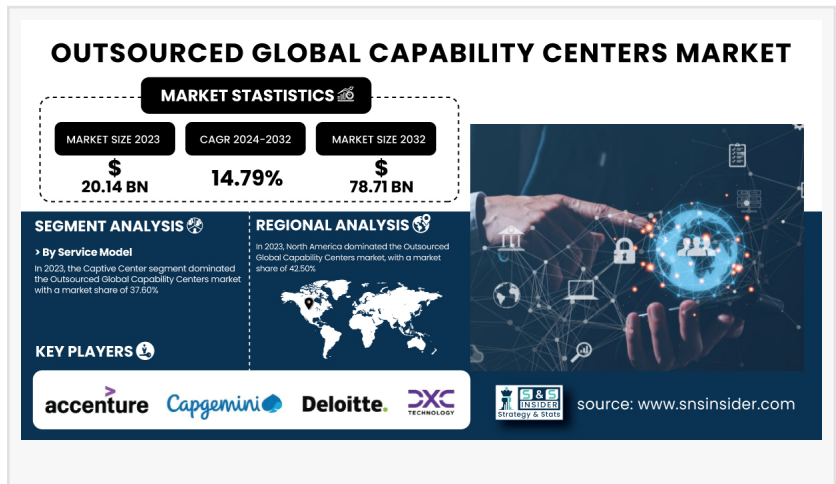


Outsourced Global Capability Centers Market to Reach USD 78.71 Billion by 2032 | SNS Insider

The Outsourced GCC Market was USD 20.14 Bn in 2023 and will reach USD 78.71 Bn by 2032, growing at a 14.79% CAGR from 2024-2032.

AUSTIN, TX, UNITED STATES, February 13, 2025 /EINPresswire.com/ --

According to the SNS Insider report, the [Outsourced Global Capability Centers Market](#) was valued at USD 20.14 billion in 2023 and is projected to grow to USD 78.71 billion by 2032, exhibiting a Compound Annual Growth Rate (CAGR) of 14.79% during the forecast period from 2024 to 2032. The increasing need for cost-effective operational efficiency and access to specialized global talent is propelling the growth of the Outsourced Global Capability Centers market.



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Some of Major Keyplayers:

- Accenture (myConcerto, Accenture Cloud Platform, Accenture Applied Intelligence)
- Capgemini (Capgemini Cloud Platform, Perform AI, Insights & Data)
- Cognizant (TriZetto Healthcare Products, Cognizant Digital Systems & Technology, Cognizant Cloud Services)
- Deloitte (Deloitte Analytics, ConvergeHEALTH, Greenhouse)
- DXC Technology (DXC Bionix, DXC Platform X, DXC Cloud)
- EY (Ernst & Young) (EY Intelligent Automation, EY Digital Audit, EY Nexus)
- Genpact (Cora, Genpact Data-Tech AI, Genpact Risk & Compliance)
- HCL Technologies (DRYiCE, HCL Software, Cloud Native Labs)
- IBM (IBM Cloud, IBM Watson, IBM Blockchain)
- Infosys (Infosys Cobalt, Infosys Finacle, Infosys NIA)
- KPMG (KPMG Clara, KPMG Digital Gateway, KPMG Powered Enterprise)

- L&T Infotech (Mosaic, Leni, L&T Infotech Cloud)
- McKinsey & Company (Wave, QuantumBlack, McKinsey Digital)
- NTT Data (Nucleus Intelligent Enterprise, NTT Data Cloud, NTT Data Business Solutions)
- PwC (PricewaterhouseCoopers) (PwC Digital Fitness, PwC Perform, PwC Insights)
- Sutherland Global Services (Sutherland Automation Anywhere, Sutherland Robility, Sutherland AI)
- Tata Consultancy Services (TCS) (TCS BaNCS, TCS MasterCraft, TCS iON)
- Tech Mahindra (TechM NXT.NOW, Tech Mahindra Mhealthy, Tech Mahindra NetOps.ai)
- Wipro (Wipro HOLMES, Wipro Cloud Studio, Wipro BoundaryLess Enterprise)
- Zensar Technologies (ZENCare, Zensar SmartWork, Zensar Digital Foundation)

By Service Model: Captive Centers Lead, While Hybrid Model Emerges as the Fastest-Growing

Captive Centers dominated the market and accounted for a revenue share of more than 37.60% in 2023, It is typically enticing for the company to operate since it provides them overall control of operations, tight control of data security, and cost-effectiveness. Most multinational corporations like this model to form centers for IT, customer service, and R&D, always business continuity and intellectual property secure.

The Hybrid Model is anticipated to emerge as the fastest-growing category between 2024 and 2032, Driven by its capability to allow enterprises to consider outsourcing certain functions while retaining core capabilities in-house. As the business environment evolves, this model is becoming more popular than ever, as organizations look for a middle ground between the cost savings provided by cloud services and the operational control they give quietly away.

By Functionality: IT Services Dominate, While Customer Support Witnesses Rapid Growth

IT Services dominated the market and accounted for a revenue share of more than 39.60% in 2023, driven by growing demand for software development, cloud computing, and cybersecurity solutions. As digital transformation initiatives and cloud adoption escalate, organizations are increasingly relying on outsourced global capability centers to manage and support their IT.

The Customer Support segment is expected to have the fastest CAGR, due to increasing investments in the management of omnichannel customer experience, AI-powered chatbots, and multilingual support services. To report any but a few help desks, firms are looking to GCCs for help, in their intuitive mission to convey client experience, to raise user satisfaction & retention.

By Organization Size: Large Enterprises Maintain Market Dominance, While SMEs Expand Rapidly

The Large Enterprise segment dominated the market and accounted for a significant revenue share in 2023, where many large-scale organizations are establishing Global Capability Centers

to drive global efficiencies, reduce operating costs, and leverage world-class talent pools. As regulations become tighter and data security issues persist, large firms now favor housing critical processes under one roof.

Small & Medium Enterprise segment is estimated to register the fastest CAGR owing to the rising trend of outsourcing GCCs to increase volume at economical prices. Small and medium enterprises are utilizing the GCCs in support of IT, customer service, and digital transformation programs without large capital expenditures in infrastructure.

By End-Use Industry: Healthcare & Pharmaceuticals Sector Leads, Technology & Communications While Grow Fastest

In 2023, Healthcare & Pharmaceuticals held the largest revenue share, exceeding 38.90% due to the growing trend of outsourcing regulatory compliance, clinical research, and healthcare IT services. In this sector, GCC demand is further fueled by the booming digital health adoption and expansion of telemedicine.

The Technology & Communications sector segment is expected to register the fastest CAGR on account of the increasing requirement for IT infrastructure, software development, and digital services. While the new-age technology companies have set up global capability centers to expedite product development and global IT ops.

Outsourced Global Capability Centers (GCCs) Market Segmentation:

By Service Model

- Captive Center
- Hybrid Model
- Fully Outsourced Model
- Build-Operate-Transfer (BOT)
- Joint Ventures
- Offshore Dedicated Center (ODC)
- Others

By Functionality

- IT Services
- Customer Support
- Finance & Accounting
- Human Resources
- Marketing & Sales
- Supply Chain Management
- Others

By Organization Size

- Large Enterprise
- Small & Medium Enterprise

By End Use Industry

- Technology & Communications
- Financial Services
- Healthcare & Pharmaceuticals
- Retail & Consumer Goods
- Automotive & Manufacturing
- Energy & Utilities
- Others

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By Region: North America Dominates, While Asia-Pacific Registers the Fastest Growth

North America dominated the market and held the largest market share of more than 42.50% owing to the presence of numerous multinational corporations as well as continuously growing adoption rates of outsourcing strategies for less complex tasks and advanced technical infrastructure. There is also a large concentration of global capability centers in the region driven by the focus, particularly on data security, compliance, and innovations-oriented outsourcing.

The Asia-Pacific region is projected to grow at the fastest CAGR due to cost benefits, availability of skilled labor, and the rise of international companies investing in the region. Nations like India, the Philippines, and China still lure organizations hoping to set up or grow their offshore capacity centers for IT, customer administration, and back-office operations.

Access Complete Report: <https://www.snsinsider.com/reports/outsourced-global-capability-centers-market-4727>

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