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# Hybrid Model GCC Market to USD 227.0 Billion by 2032| SNS Insider

*The Hybrid Model GCC Market was valued at USD 38.6 B in 2023 and is projected to reach USD 227.0 B by 2032, growing at a 19.92% CAGR during the forecast period.*

AUSTIN, TX, UNITED STATES, February 20, 2025 /EINPresswire.com/ -- The SNS Insider report indicates that the [Hybrid Model GCC Market](#) size was valued at USD 38.6 billion in 2023 and is estimated to reach USD 227.0 billion by 2032, growing at a CAGR of 19.92%



during the forecast period. The increasing need for cost-effective, scalable, and technology-driven global capability centers (GCCs) is fueling market growth.

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Some of Major Keyplayers:

- Accenture
- TCS (Tata Consultancy Services)
- Infosys
- Wipro
- Cognizant
- Capgemini
- IBM
- Deloitte
- HCL Technologies
- Tech Mahindra
- Ernst & Young (EY)
- KPMG
- Fujitsu
- SAP
- Microsoft

By Service Type – Cloud Services Dominates, Communication & Collaboration Tools Register Fastest CAGR

The Cloud  Services segment dominated the market and accounted for 34.9% of revenue share. Scalable AI-driven Cloud Solution helps enterprises to save cost, be agile in their offerings, and enable the deployment of real-time risk assessment software. Firms are also focusing on multi-cloud to boost resilience and data security.

The position of the communication & collaboration tools sector is underlined to witness the fastest growth rate throughout the forecast period, owing to the increasing demand for remote workforce functionality, virtual collaboration, and AI-driven workflow automation. With hybrid work models likely to become an ingrained part of the workplace, businesses are pouring money into real-time communication methods, AI-based chatbots, and integration of cloud-based workspaces, making global operations a smoother process.

By Organization Size – Large Enterprises Dominate, SMEs Register Fastest Growth

The large Enterprises segment dominated the market and accounted for a revenue share of more than 73.5% in 2023, Owing to the complicated operating structure of businesses in large Enterprises, the global footprint of these enterprises, and the high requirement for AI-enabled automation processes. They then use hybrid models to govern high-volume business processes, IT support, and digital transformation while maintaining regulatory compliance in the regions they operate in.

The SME segment is expected to display the fasest CAGR during the forecast period owing to the adoption of hybrid GCC models among startups and mid-sized companies to streamline IT support,   lower operational costs, and fast-track innovation. Cloud-based services and automation solutions powered by AI are increasingly enabling hybrid GCCs  for SMEs in several industries.

By Industry Vertical – IT & Telecommunications Leads, Healthcare Registers Fastest Growth

IT & Telecommunications held the largest share of the market with 35.4% of revenue share in 2023, attributed to the early adoption of hybrid GCC models for software development, IT infrastructure management, and cloud-initiated customer support. In addition, the increasing adoption of AI-powered automation, cybersecurity solutions, and digital transformation strategies is also driving growth in this market segment.

The Healthcare segment is anticipated to grow at the highest, that is, a CAGR due to the rise in health tech innovations, data security concerns, and telemedicine growth which is further leading to an increased demand for specialized GCC services. Hybrid GCC models for AI-based diagnostics, cloud solutions for storing patient data, and more for global compliance are being

used by companies.

Hybrid Model GCC Market Segmentation:

By Service Type
- Cloud Services
- IT Support Services
- Communication and Collaboration Tools
- Managed Services

By Organization Size
- Small and Medium Enterprises (SMEs)
- Large Enterprises

By Industry Vertical
- IT and Telecommunications
- Healthcare
- Financial Services
- Retail
- Education
- Manufacturing
- Others

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Key Regional Developments – Asia-Pascifc Dominates the Market, North America Registers the Fastest CAGR

Asia-Pacific dominated the market and accounted for a significant revenue share in 2023,  due to ongoing digital transformation initiatives, increasing IT outsourcing hubs, and the adoption of GCC onto the cloud. For example, GCC hubs are having big investments in AI-based business process automation, hybrid IT infrastructure, and smart manufacturing solutions from India, China, and Singapore.

North America is expected to register the fastest CAGR during the forecast period, Powered by robust enterprise-level IT investments, early adoption of AI and automation technologies, and the presence of a majority of global technology providers. U.S. and Canada lead GCC cloud adoption with BFSI, healthcare, and IT-driven enterprises adopting hybrid models to meet regulatory needs and scale operations.

Recent Developments in the Hybrid Model GCC Market

- January 2024 – Accenture announced the expansion of its AI-driven hybrid GCC services for the

automotive sector, focusing on cloud automation and digital engineering.

- March 2024 – TCS (Tata Consultancy Services) introduced a new GCC model for the manufacturing industry, enabling real-time predictive analytics for supply chains.

- May 2024 – Infosys launched an AI-powered cybersecurity risk management solution integrated into Hybrid Model GCCs for automotive OEMs and Tier-1 suppliers.

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