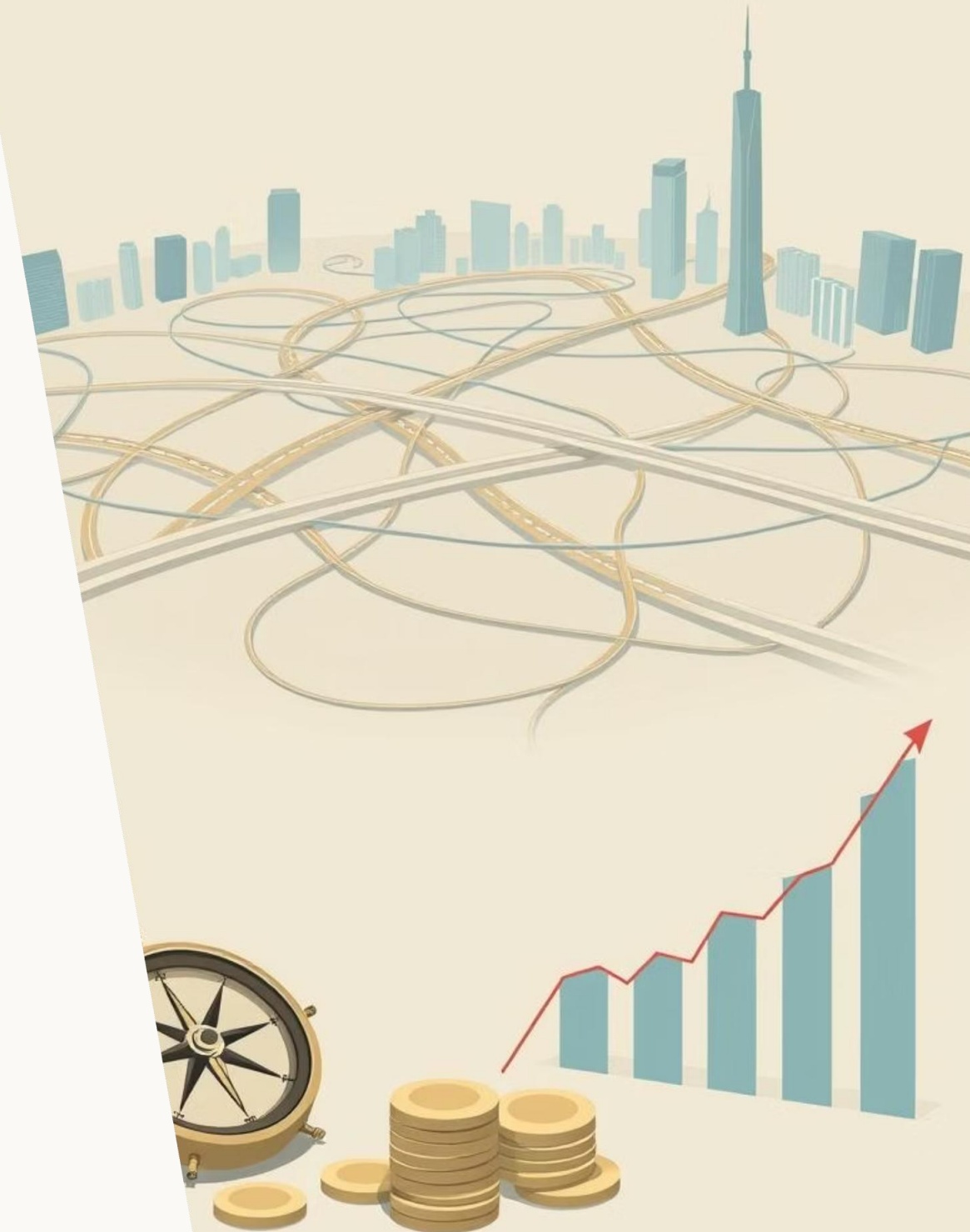


# The GCC Challenge: Rising Costs & Lagging Maturity

Global Capability Centers (GCCs) face significant challenges: rapidly escalating staff costs, especially in India, often without delivering strategic value or innovation. This makes current cost trends unsustainable. Intense competition for specialized talent in AI, data science, and cybersecurity further inflates payrolls without corresponding productivity gains. Many Indian GCCs remain average or underperforming, risking stagnation or downsizing without a deliberate shift towards value-driven business partnering.

 by **Rajkumar Meenaakshisundaram**



# Key Issues Facing Global Capability Centers



## Soaring Staff Costs

Indian GCC staff costs hit 76.2% in 2024, up from 65.9% in 2020.



## Struggling for Value

Many GCCs fail to deliver strategic value and innovation.



## Talent Competition

AI, data, cybersecurity talent drives up payrolls without productivity gains.



## Low Maturity

Only 8% of Indian GCCs are top performers; 66% average, 6% underperform.



## Risk of Stagnation

Without value-driven partnering, GCCs face stagnation or downsizing.

# Rajkumar M: Transformation Leader for GCCs



## **Rajkumar Meenakshisundaram**

Chartered and Cost accountant from India, CMA and CFM from IMA, USA, certified in Digital transformation from ISB Hyderabad and a certified Independent Director.

Extensive experience having worked with organizations like Cognizant, Shell, Standard Chartered Bank, Maersk and Agility.

**Talk @ +91 9840764537 /9363634537**

**Principal consultant - Sumedhas Value Sourcing Private Ltd**

### Extensive Experience

28+ years in shared services, finance, transformation across diverse sectors.

### Cost Optimization

Delivered through re-engineering and continuous improvement.

### Team Building

Built high-performance teams, improved knowledge, clear career paths.

### Strategic Transition

Moved shared services to business enablers, delivering strategic value.

### Certified Expertise

Digital transformation, Six Sigma, RPA and data-driven decisions.

# Rajkumar's Solutions for GCC Challenges

Rising staff costs	Strategic cost optimization, process re-engineering, automation.
Lagging maturity & innovation	Transforming shared services into value-adding business partners.
Talent attraction & retention	Leadership in talent development, upskilling, high-engagement teams.
Need for business partnering	Expertise in stakeholder engagement and business intelligence.
Digital & operational excellence	Leverages technology and analytics for continuous improvement.

# Stakeholder Feedback: Addressing GCC Pain Points



## Leadership Under Pressure

"Raj was resilient during 2020. Demonstrated true leadership."  
— SVP Finance, Agility



## Stakeholder Confidence

"Key internal customers provided positive feedback on improvement." — Global CFO, Agility



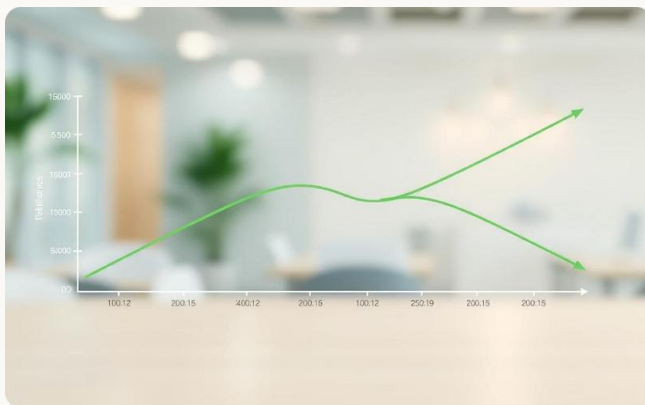
## Collaboration & Problem-Solving

"Professionalism and dedication helped finalize integration tasks." — EVP Finance, DSV Panalpina





# Conclusion: Rajkumar's Impact on GCCs



## Cost Optimization & Efficiency

Rajkumar's leadership consistently delivers cost optimization and process transformation, directly addressing concerns around unsustainable staff costs and rising payrolls.



## Maturity & Strategic Value Value

His track record demonstrates an ability to elevate GCC maturity, moving shared services from transactional to value-adding business partnering roles, delivering strategic impact. Critical contributions to global initiatives.



## Talent Development & Retention

Positive feedback on team engagement and transformation under his leadership shows Rajkumar's effectiveness in talent development and retention—a critical need for GCCs.



## Collaboration & Business Business Impact

Emphasis on collaboration, problem-solving, and stakeholder engagement aligns with the urgent need for GCCs to build strong partnerships and deliver measurable business impact.

Rajkumar's stakeholder endorsements and track record of transformation directly align with the urgent challenges facing Indian GCCs, positioning him as the leader capable of driving sustainable value, cost efficiency, and operational maturity.