

GLOBAL CAPABILITY CENTERS

Empowering Your Global Reach: Establishing Your GCC in India with
KG Invicta Services





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INTRODUCTION: THE RISE OF THE INDIAN GCC LANDSCAPE

The Indian landscape for Global Capability Centers (GCCs) is experiencing an unprecedented surge, driven by the country's demographic dividend and expansive talent pool. This influx is not merely a trend but a testament to India's emergence as a global leader in talent acquisition and digital transformation.

With nearly **50%** of the world's GCCs, India stands as a premier destination for talent acquisition and digital transformation. Experts predict continued growth, with the number of GCCs projected to reach 1,900 by 2025, representing a remarkable **144%** market expansion. This translates to a staggering **\$110 billion** market size and the creation of countless growth opportunities. Notably, in 2023 **GCCs** doubled their workforce, generating approximately **364,000 new jobs**.



India's GCCs are no longer viewed as mere cost-saving measures; rather, they have evolved into indispensable drivers of sustainable growth and innovation. Today, GCCs are strategic partners, integral to business success and value creation. Gone are the days when GCCs were confined to back-office operations; they now serve as strategic powerhouses, enabling businesses to achieve their objectives with precision and agility.

At KG Invicta Services Private Limited (KGIS), we understand the pivotal role that GCCs play in shaping the global business landscape. As the Business Consulting and Management Services arm of the esteemed \$750 million KG Group conglomerate, with **over 80 years** of multi-vertical expertise, KGIS is uniquely positioned to cater to the diverse needs of our clients. With a diverse portfolio spanning software & services, textiles, engineering, finance, healthcare, education, renewable energy, infrastructure, and entertainment, KGIS possesses a deep understanding of the intricate requirements of various industries.



We offer a comprehensive suite of GCC solutions designed to facilitate every aspect of your journey, from the initial setup to scaling and transformation. Partner with KGIS to unleash the full potential of your GCC and embark on a transformative journey towards sustainable growth and success.



KG INVICTA SERVICES YOUR GCC PARTNER

KG Invicta Services Private Limited (KGiS) Headquartered in Coimbatore, a Tier 2 city in India is a leading Business Process Consulting and Management (BPCM) service provider focused on maximizing the efficiency of organizations and enabling them to do impactful work.

2+

DECADES IN OPERATIONS

2000+

EMPLOYEES

50+ (Includes Fortune 500 & SMEs)

CLIENTS

8+

AVERAGE ENGAGEMENT TIME WITH CLIENTS

GLOBAL COMPLIANCE CERTIFICATIONS

- ISO 9001:2015
- ISO/IEC 27001:2013
- HIPAA Compliant
- PCI-DSS Compliant
- SOC 1 Type 2

COMPANY OVERVIEW

- 2000 seats in Coimbatore
- 250 seats in Belize
- 250 seats in Bangalore
- Quickly Scalable
- Highly Secured

GLOBAL LOCATIONS

- USA
- Canada
- Belize
- India
- UAE
- Malaysia

GEOGRAPHIES WE SERVE

- Americas
- Australia
- CA & LA
- Europe
- Asia
- GCC



HEALTHCARE



SOFTWARE



BPM



ENGINEERING



ENERGY



EDUCATION



FINANCE



REALTY INFRA



OUR GROUP COMPANIES AND SECTORS



OUR SERVICES

For more than two decades we have been helping our clients around the world, from locations on-shore and offshore, with various business processes including infrastructure, education, energy, customer engagement, healthcare services, talent acquisition, finance and accounting, and back-office processes.



 <p>SOFTWARE SERVICES Custom Application Development Mobile App Development Project Based Solutions Remote Infra Management IT Consulting Services</p>	 <p>INFRASTRUCTURE IT Infrastructure Residential Infrastructure</p>
 <p>EDUCATION Undergraduate programs Postgraduate programs Corporate training programs Industry Academic Services Hire-Train-Deploy</p>	 <p>ENERGY Solar Thermal Power Plants Solar Energy Services Solar Desalination Plants</p>
 <p>CONTACT CENTER Customer Acquisition Customer Retention Customer Service Tech Support Appointment Scheduling Live Chat Support Call Audit and Quality Monitoring</p>	 <p>HEALTHCARE BACK-OFFICE Insurance Verification Medical Coding & Billing Denial Management Patient Surveys Clinical Documentation Audit Services</p>
 <p>MORTGAGE BACK-OFFICE Documents Collection Underwriting Support Appraisal Orders Public Records & Title Checks</p>	 <p>HR & PROFESSIONAL SERVICES Talent Acquisition HR Management & Services Contract Staffing HR Back-office</p>
 <p>FINANCE & ACCOUNTING KYC AML Procure-to-Pay Record-to-Report Order-to-Cash Collections</p>	 <p>ADMINISTRATIVE BACK-OFFICE Document Processing Image Processing Data Analytics Virtual Assistance</p>



COIMBATORE AN IDEAL DESTINATION

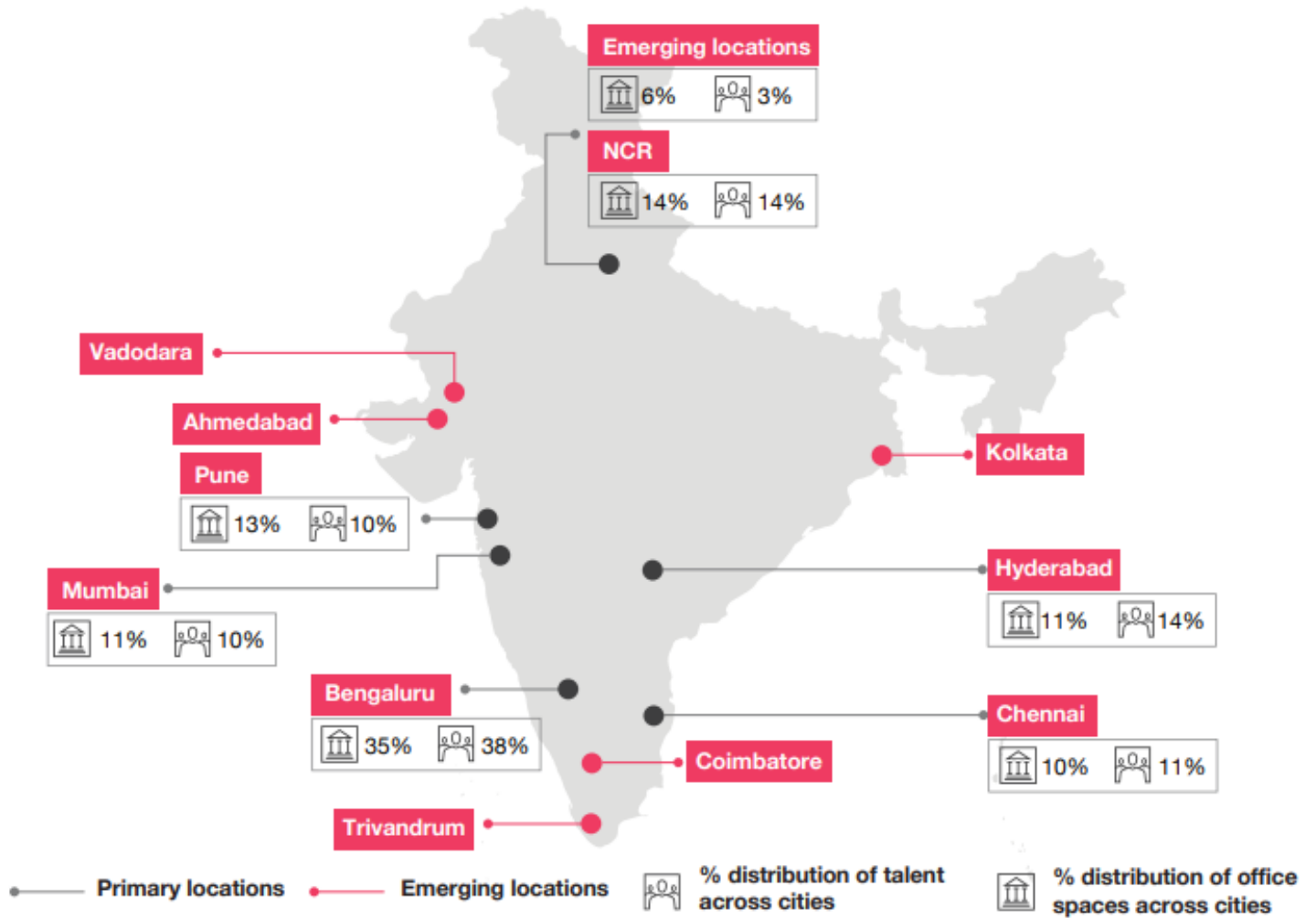
Coimbatore, the second largest city in Tamil Nadu, stands out as one of India's most industrialized centers, offering an ideal environment for businesses. It serves as an attractive destination for companies seeking to optimize talent acquisition and retention while maximizing efficiency through a multi-tier location strategy.

A significant advantage of Coimbatore is its cost-to-value ratio, with access to high-quality talent at a 25-30 percent lower cost compared to major urban centers. This cost-effectiveness makes it a compelling choice for businesses aiming to reduce expenses without compromising productivity. Additionally, Coimbatore boasts a robust startup ecosystem, supported by numerous incubators and accelerators, facilitating seamless business operations.

State governments actively promote the establishment of Global Capability Centers (GCCs) in Tier-2 cities like Coimbatore, offering favorable policies and incentives to attract diverse industries ranging from IT and professional services to finance, healthcare, manufacturing, and technology. Consequently, many companies have already established GCCs in Coimbatore.

These GCCs offer a range of services, including finance and accounting, human resources, supply chain and procurement, engineering, R&D, quality assurance, and digital cloud and automation services, catering to the diverse needs of businesses.

GCC proliferation across India



Source: NASSCOM and PwC analysis based on inputs from IT park developers and the IT/ITeS industry





SNAPSHOT OF COIMBATORE CITY



Population
2.86 million



Literacy Rate
91.30%



Languages spoken
English & Regional languages



150,000+
Employable graduates per year



250+
Start-ups



~1000+
Tech-related businesses

PUMP CITY OF ASIA

First largest exporter of agriculture and domestic pumps in India

TEXTILE CITY

Exporting hosiery clothes worth more than **USD \$ 1.0 billion**

INDIAN ITs NEW SILICON VALLEY

Software exports crossing **USD \$730 million**

EDUCATION, ENGINEERING, IT, FINANCIAL & MANUFACTURING HUB



25,000 Industries

Over **300+** Colleges
513 Bank Offices, **157** Primary Co-op. Banks
57 Insurance Companies
Over **750** hospitals
700 wet grinder manufacturing companies
919 textile spinning mills
Over **3000** jewellery manufacturing

HOME TO SEVERAL WORLD-RENOWNED JOINT VENTURES



Reiter-LMW: Indo-Swiss Venture
Roots-Hako: Indo-German Venture
Pricol-Denso: Indo- Japanese Venture
Savio-Veejay Lakshmi: Indo- Italy Venture

RANKED 4TH



Ranked 4th among the Indian cities in investment climate –As per the leading Daily

WORK CULTURE



24x7
work culture

GOOD TRANSPORTATION FACILITY



Ample public and private transports operating in the city

GOOD DOMESTIC & INTERNATIONAL CONNECTIVITY



to rail stations, road & Airport (240 flights a week).
Flight connectivity to all metros & International Airport connecting, Singapore, Dubai and Colombo

CLOSER PROXIMITY TO OTHER IMPORTANT CITIES



Chennai-311 miles, Bangalore-186 miles, Cochin- 124 miles





COIMBATORE RISK ASSESSMENT

Hazard	Probability	Magnitude	Risk Priority
Flooding	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Coastal Hazards (e.g., Hurricane Tsunami Tropical Storms Nor'Easter)	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Thunderstorms/ Lightning/Hail	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Tornado	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Winter Storms/ Ice Storms	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
High Winds	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Wildfire	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Landslide	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Earthquake	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low
Health Hazard (Ex: Influenza, pandem- ic etc.)	4. Highly Likely 3. Likely 2. Possible 1. Unlikely	4. Catastrophic 3. Critical 2. Limited 1. Negligible	High Medium Low



KGIS APPROACH TO GCC IMPLEMENTATION

At KG Invicta, we understand that establishing a successful GCC requires a meticulous and well-defined process. We take a collaborative approach, working closely with you at every step to ensure a smooth and efficient implementation. Here's a detailed breakdown of our GCC implementation process:

Scope and Project Management

- We begin by working with you to clearly define the scope of your GCC, including its objectives, target functions, and desired scale.
- A dedicated project manager will be assigned to oversee the entire implementation process, ensuring smooth communication and timely delivery.
- We will develop a comprehensive project plan outlining key milestones, timelines, and resource allocation.

Registration and Incorporation Support

- Our team will guide you through the intricacies of company registration and incorporation in India, ensuring compliance with all legal and regulatory requirements.
- We will assist with obtaining necessary licenses and permits for your GCC operation.

Talent Acquisition and Training

- We leverage our extensive network and expertise to help you recruit highly skilled and qualified professionals for your GCC.
- We can also provide customized training programs to ensure your team is equipped with the necessary skills and knowledge to excel in their roles.

Technology Infrastructure and Security

- Our IT specialists will design and implement a robust and secure technology infrastructure to support your GCC's operations.
- This includes selecting appropriate hardware and software solutions, ensuring data security, and implementing robust business continuity plans.

Integration with Existing Systems

- We understand the importance of seamless integration between your GCC and existing systems.
- Our team will work closely with your IT staff to ensure smooth data flow and efficient information exchange.



Providing Back-office Support

- KG Invicta can handle all your back-office operations, including billing, payroll, administrative tasks, and facilities management.
- This allows you to focus your resources on core business activities and drive operational efficiency.

Program Management

- We employ a program management approach to oversee all aspects of the GCC implementation, ensuring all components work together effectively.
- Our team will provide regular progress reports, address any challenges promptly, and maintain clear communication throughout the process.

Proposed Timeline for Implementation

The specific timeline for GCC implementation will vary depending on the specific needs of your project. However, we typically follow a phased approach, with each stage taking approximately about 12 weeks to complete. This includes:

Phase	Activity	TAT	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12	
Phase 1	Project Scoping & Planning	4 Weeks	[Orange bar]												
Phase 2	Registration & Incorporation	6-9 Weeks	[Green bar]												
Phase 3	Talent Acquisition & Training	4 - 8 Weeks					[Orange bar]								
Phase 4	Technology Infrastructure Setup	4 - 6 Weeks							[Cyan bar]						
Phase 5	System Integration & Testing	4 - 5 Weeks								[Red bar]					
Phase 6	Go-Live & Ongoing Support	From 12 th Week	[Blue line]											▶ Go Live	



COLLABORATION AND COMMUNICATION

Building a strong collaborative environment is essential for a successful GCC integration. KG Invicta offers a comprehensive framework to ensure seamless communication and collaboration between your GCC and your existing departments and teams:

Dedicated Communication Channels:

- We will establish dedicated communication channels, such as a joint communication platform, email groups, and video conferencing tools.
- These channels will facilitate real-time interaction, information sharing, and issue resolution between the GCC and your teams.

Regular Meetings and Reporting:

- We will implement a schedule of regular meetings (e.g., weekly or bi-weekly) between GCC leads and your department heads
- These meetings will foster open communication, address any challenges, and ensure alignment on key objectives.
- We will also establish a robust reporting system to provide your leadership with regular updates on GCC performance and progress.

Knowledge Sharing and Training:

- We will organize workshops and training sessions to your staff with the GCC's processes, tools, and communication protocols.
- This will ensure everyone understands their roles and responsibilities in the collaboration.
- We will also establish a knowledge-sharing platform for staff to exchange best practices and stay updated on developments within the GCC.

Collaboration Tools and Platforms:

KG Invicta will leverage a suite of collaboration tools and platforms to facilitate information sharing and real-time interaction. This might include tools like:

- Enterprise communication platforms like Microsoft Teams or Slack
- Project management tools like Asana or Trello
- Cloud-based document sharing platforms like Google Drive or Dropbox
- Secure video conferencing tools like Zoom or Webex

Change Management and User Adoption:

- KG Invicta will implement a comprehensive change management strategy to ensure smooth user adoption of the new communication
- This will involve training, ongoing support, and clear communication about the benefits of collaboration.





FORTIFYING SECURITY

- We stay ahead of the curve by utilizing the latest threat detection and response tools to keep your data safe.
- Proactive Approach: We emphasize robust IT governance, including regular security reviews and compliance initiatives.
- Advanced Strategies: Deploy cutting-edge solutions like zero-trust architecture and identity management.
- Automation & Standardization: Leverage smart automation and standardization practices to boost enterprise security posture.
- Transparency & Innovation: Explore technology for enhanced process transparency and collaboration. We can even help incubate and scale new security solutions for your organization.
- Continuous Learning: We stay informed about emerging security trends and assess their viability for your business.



LEGAL AND REGULATORY COMPLIANCE

There's more to successful technology implementation than just picking the right hardware and software. The "soft" side of the equation, including legal and regulatory compliance, is equally crucial.

We help you navigate the complexities of:

- Data Sovereignty: We can host your parent company's private cloud within India, ensuring compliance with data residency regulations.
- Partnership Management: Our team expertly manages partner contracts, compliance audits, and other legal requirements, smoothing the path for new technology adoption.



CONCLUSION

In conclusion, KG Invicta stands ready to be your trusted partner in establishing your GCC in India. With our unmatched expertise and proven track record, we offer a comprehensive solution tailored to every stage of the GCC lifecycle. From seamless setup to efficient scaling and ongoing transformation, we are committed to ensuring your success.

Reach out to KG Invicta today for a complimentary consultation or to explore our comprehensive GCC establishment services further. We eagerly anticipate the opportunity to collaborate with you on your journey to success!

Disclosure Statement

The information in this document shall not be disclosed outside the client organization and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the proposal, provided that if a contract is awarded to KGIS as a result of or in connection with the submission of this proposal, client shall have the right to duplicate, use or disclose the information to the extent provided in the contract.

This restriction does not limit the right of the client to use information contained in the proposal if it is obtained from another source without restriction. This proposal is valid for 180 days from the date above unless extended in writing by KGIS.



ANNEXURE CASE STUDIES



Case Study:

German automotive engineering company

The Client:

This iconic, multi-billion dollar German brand is a global giant in automotive engineering, celebrated for its technological advancements.

The Requirement:

The client was looking to establish a global capability center in Coimbatore, India to serve its global customers. They were in need of a high-volume operation with **6000 seats** while minimizing capital expenditure and allowing for future expansion. Additionally, they needed the GCC partner to efficiently recruit suitable candidates to fill the required roles for the company.

Our Approach:

KGIS offered a collaborative phased approach to setting up a GCC, working with the client to ensure a smooth and efficient process. The process involved:

- Collaborating with the client to define their GCC goals, functions, and scale.
- A dedicated project manager was assigned to ensure smooth communication and devise a comprehensive plan with milestones and resource allocation.
- To begin with, KGIS provided a 125 seater facility in its STPI which scaled up to 1250 seater operation within a year
- Their growth intensified through an agreement with us for 21.88 acres of land in Special Economic Zone (SEZ) developed and owned by KGIS's infrastructure arm to setup a 6000 seater operation.
- We leveraged a vast talent pool of Engineers from the market including our own educational institutions to recruit highly skilled professionals for the GCC
- The IT specialists at KG Invicta created a technological framework, encompassing hardware, software, data security measures, and contingency plans to facilitate streamlined operations.

The Outcome:

The established GCC stands as the first R&D unit for the client, playing a pivotal role in developing innovations in new technology areas such as electrification, AIoT connected products, two-wheeler & off-highway mobility domains, and Software and IT development.

Currently, the client employs over 8,300 professionals, reflecting the significant growth and success of the initiative.



Key Milestones Achieved:

- 2006** Commencement of operations at the Coimbatore facility.
- 2010** Establishment of a cutting-edge Electromagnetic Compatibility (EMC) Lab, enhancing the quality & reliability of automotive components such as Electronic Control Units (ECUs), catering to global Bosch units & local projects.
- 2012** Inauguration of the second Electronics Control Unit Reliability Testing Centre, conducting reliability tests on automotive and non-automotive products.
- 2015** Inauguration of Phase 2 of the facility, offering additional support for technical innovation projects, labs, and testing bays.
- 2023** Inauguration of the pioneering Vehicle Validation Center for Mobility Tier-2 suppliers, marking a significant milestone in Coimbatore's automotive engineering landscape.



Case Study:

KG Invicta Services Facilitates Global Expansion for \$4 Billion IT Services Company

Client:

A leading American multinational information technology services and consulting company with a global presence across various industries. Their services span Banking & Financial Services, Insurance, Healthcare, Manufacturing, Retail, Analytics, mobile computing, and more.

Scope Requirement:

The client, aiming to expand beyond the US and Europe into emerging markets like India, Middle East, Australia, Japan, and Latin America, sought a Global Capability Center (GCC) in a Tier 2 Indian city. This GCC would provide the infrastructure and workforce to support expanded operations. Their specific needs included:

- Approximately 173,480 square feet of office space for 12,000 IT development personnel.
- A state-of-the-art data center for managing big data technologies.
- A comprehensive development strategy encompassing lease finalization, infrastructure development, and a unified IT ecosystem.

Solution:

KG Invicta Services (KGIS), understanding the complexities of GCC establishment, proposed a collaborative approach:

Collaborative Planning: KGIS partnered with the client to define clear goals, functionalities, and size requirements for the GCC. A dedicated project manager oversaw the process, ensuring a comprehensive plan with milestones and timelines for smooth execution.

Streamlined Operations: KGIS handled all company registration, incorporation, licenses, and permits for legal compliance and operational readiness from day one.

Tailored Infrastructure: Leveraging expertise, KGIS built an infrastructure meeting the client's specific needs, prioritizing operational efficiency and data security.

Scalable SEZ Location: KGIS proposed a two-phase approach within their well-established CHIL-SEZ (Coimbatore Hitech Infrastructure Pvt Ltd – SEZ), a 250-acre Electronic Hardware and Software Special Economic Zone. This location offered the client:

- Access to a talent pool in a Tier 2 city.
- Potential tax benefits and streamlined regulations within the SEZ.
- Proximity to other leading IT companies like Robert Bosch, DELL, and Amazon.

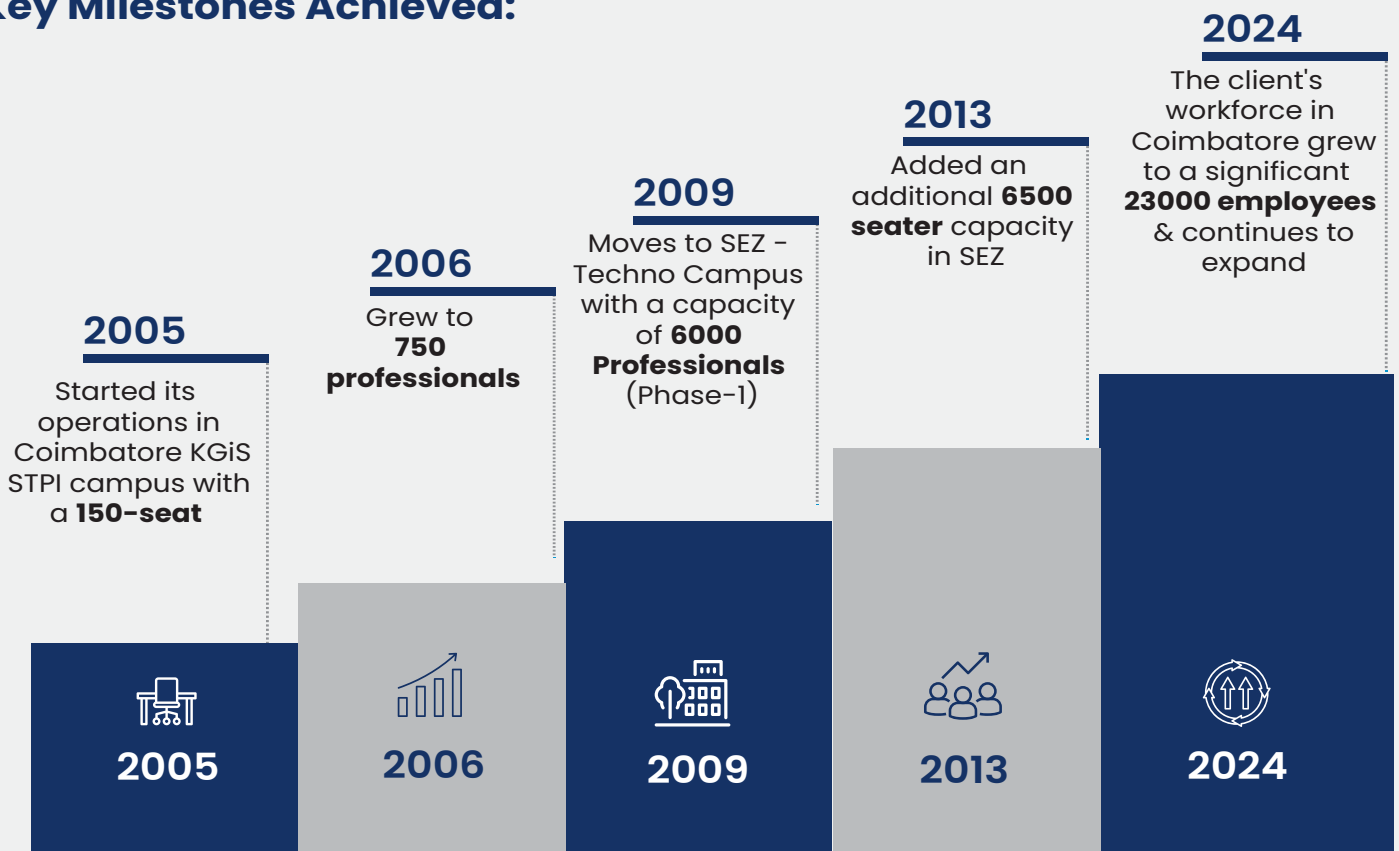
Implementation:

- **Phase 1:** The initial operations began at KGIS's 45-acre STPI facility with a 150-seating capacity
- **Phase 2 (CHIL-SEZ):**
Phase 1 of the techno-campus, built at a cost of Rs 180 crore, comprised a 7-storey building with a capacity for 6,000 professionals.
Phase 2 further expanded the facility to accommodate an additional 6,500 developer seats.

Outcome:

- The Coimbatore campus emerged as one of the largest IT facilities in a Tier 2 Indian city.
- The client's workforce in Coimbatore grew to a significant 23,000 employees and continued to expand.
- Notably, the Coimbatore office boasts a workforce with nearly 48% women, exceeding the client's global average of 30%.

Key Milestones Achieved:



KG Invicta Services' collaborative approach, expertise in infrastructure development, and strategic location selection within the CHIL-SEZ were instrumental in establishing a successful Global Capability Center for the \$4 billion IT services company in India, enabling their global market expansion plans.



Case Study:

KG Invicta Services Empowers Global Growth for Japanese Engineering Design Leader

Client:

A leading Japanese company specializing in the production of body-in-white closures, exhaust systems, and closure manufacturing equipment for the automotive industry. They offer comprehensive design-to-production solutions in partnership with major car makers, leveraging their integrated system for speed and quality.

Requirement:

The client sought to establish a Global Capability Center (GCC) in a Tier 2 Indian city to support their North American and Japanese operations. Their specific needs included:

- Infrastructure and workforce to support engineering design services, particularly 3D simulations and Computer-Aided Design (CAD).
- A center capable of managing IT infrastructure, cyber security, and other technology functions.

Solution:

KG Invicta Services (KGIS), recognized for its expertise in operational infrastructure and talent acquisition, proposed a collaborative approach:

Strategic Location: KGIS recommended Coimbatore, a Tier 2 city known for its skilled engineering workforce, as the ideal GCC location.

Scalable Infrastructure: Operations commenced within KGIS's STPI Coimbatore facility with a dedicated 50-seat space for the high-end CAD segment catering to the aerospace and automotive industries.

Tailored Infrastructure: KGIS leveraged its expertise to recruit qualified personnel, enabling a rapid scale-up to 200 seats within a year.

Outcomes:

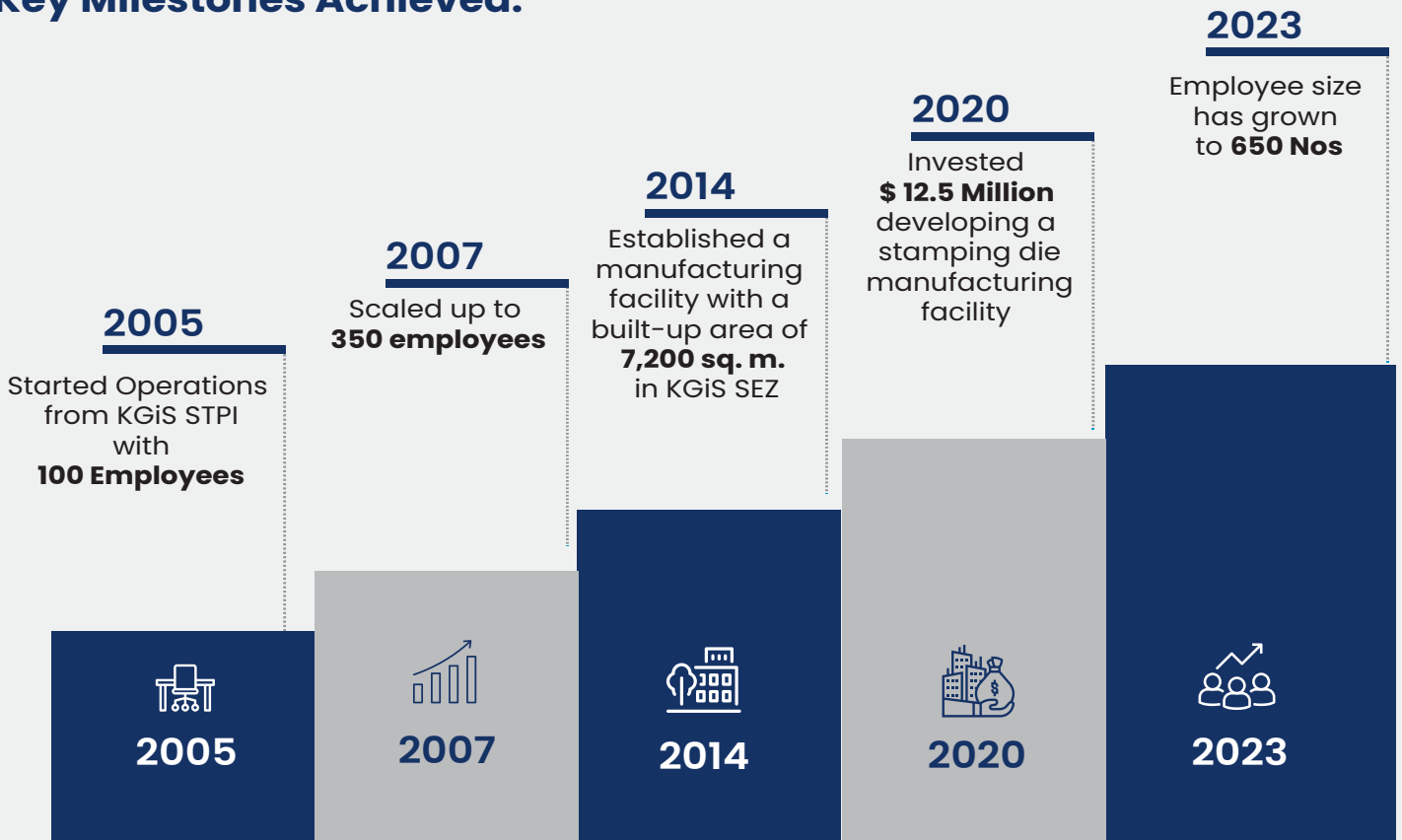
Rapid Expansion: The GCC successfully scaled up to meet the client's operational needs in a short timeframe.

Dedicated Design Infrastructure: A dedicated workspace equipped with advanced technology supports critical CAD activities for design creation, modification, analysis, and optimization.

Significant Growth: The client's workforce in Coimbatore has grown to approximately 1,000 employees.

Continued Investment: The client's commitment to the location is evident in their USD 5 Million investment in a new, integrated design and manufacturing facility.

Key Milestones Achieved:



KG Invicta Services' collaborative approach, strategic location selection, and efficient talent acquisition were instrumental in establishing a successful Global Capability Center for the Japanese engineering design leader. This GCC has empowered their global growth and design capabilities.