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INDIA
SUMMIT
2026**

**THE NEXT INDIA PLAY:
GCCs, AI, & THE GLOBAL OPERATING MODEL**

RESET

Agents of disruption – Rewiring the future of services

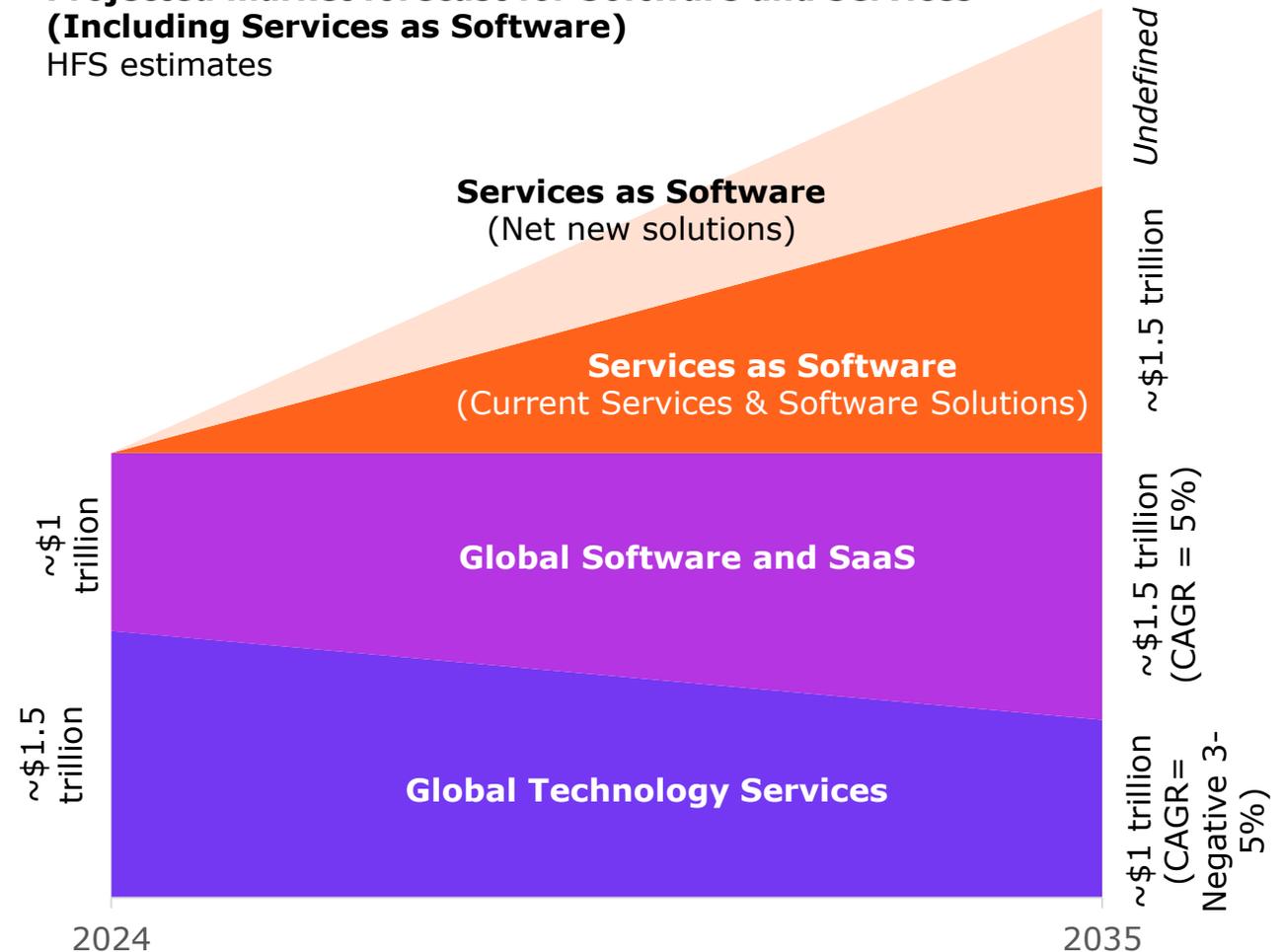
Saurabh Gupta
President, HFS Research

Agents of disruption — Rewiring the future of services.

This session explores where disruption hits first, who is most exposed, and what leaders must do now to stay relevant in a services economy that increasingly behaves like software.

HFS expects Services-as-Software™ will become a \$1.5 trillion+ market by 2035, absorbing revenue from both traditional IT services and SaaS

Projected market forecast for Software and Services (Including Services as Software)
HFS estimates



Audience poll: What gets disrupted first?

- 1. BPO**
- 2. Consulting**
- 3. IT Services**
- 4. GCCs**
- 5. Software (SaaScolypse!)**
- 6. All of the above**
- 7. None of the above**

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Thank you.

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