

HFS

FAMILY FEUD

GCCs vs. Third-Party Providers

**Team
GCC**

**Team
Third party**



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Moderators

Here's how the game works

Two Teams

- **Team GCC** represents the homegrown heroes—Global Capability Centers.
- **Team Third Party** represents the outsourcing powerhouses—Third-Party Providers.

The Format

- For each question, both teams will debate and provide their best answer. They also have to answer why.
- Simultaneously, the **audience** will vote on the same question using live polling (or pre-survey results if using prior data).
- The team whose answer is **closest to the audience's vote** wins the point for that question.

The Goal

Teams will battle it out across **four fiery rounds**:

- 1. Battle of the Basics** – Why companies love (or don't love) you.
- 2. Chaos, Challenges, and Curveballs** – The struggles and rivalries that shape you.
- 3. Rise of the Machines** – Can you handle the AI revolution?
- 4. Crowning the Champion** – Who will win the future of global services

The Winner

At the end of four rounds, the team with the **most points** will be crowned the ultimate champion of global services!

The Audience's Role

- Audience members, your votes matter! You'll decide which team is in touch with reality (and which one is living in a spreadsheet fantasy).
- Be honest, be bold, and don't hold back—we're here to have fun!

It's not a Democracy

The moderators can play favorites and overrule the rules



Round 1

"Why They Love You (or Don't): GCCs vs. Third-Party Providers"

This round sets the stage by digging into why companies choose one over the other.

1.1 Why do companies choose third-party providers over GCCs?

A

They're cheaper than in-laws during a wedding.

B

Instant scalability: like adding 20 cousins to a cricket team.

C

Specialized expertise: because GCCs can't be good at everything, right?

D

Faster delivery: you can't argue with a pizza that's always on time.

E

They're the "swipe right" option for quick, no-commitment solutions.

F

The question is wrong. Nobody chooses 3rd parties over GCCs.

1.2 Why do companies choose GCCs over third-party providers?

A GCCs know the family secrets (IP and data).

B Long-term value: think of it as a slow cooker, not fast food.

C GCCs align better with enterprise goals: it's like an arranged marriage.

D We are all "control freaks" in the business world.

E Who wouldn't want a homegrown team of superheroes?

F The question is wrong. Nobody chooses GCCs over 3rd parties

Round 2

“Chaos, Challenges, and Curveballs: *Can GCCs and Third-Party Providers Keep Up?*”

This round explores the obstacles, rivalries, and future-proofing strategies with a sharp edge.

2.1 What's the biggest challenge GCCs face today?

A

Talent retention: Gen Z wants beanbags, not bosses.

B

Rising costs: it's like inflation, but for office snacks.

C

Proving their worth: it's harder than explaining AI to your grandparents.

D

Keeping up with new tech: it's a TikTok world, and GCCs are still on Facebook.

E

Competing with third-party providers: because frenemies are real.

2.2 What's the biggest challenge third-party providers face today?

A

Insourcing: it's like being ghosted after a great date.

B

Keeping prices low: clients want Gucci service at street market prices.

C

Adopting AI: it's the new black, but not everyone looks good in it.

D

Standing out: it's hard when everyone's shouting, "We're the best!"

E

Geopolitical drama: it's like the World Cup of outsourcing.

Round 3

“Rise of the Machines: *Who’s Ready for the Robot Takeover?*”

A high-stakes dive into how AI is reshaping the global services landscape and who’s adapting better. This round dives into how AI is reshaping the industry, with a playful edge.

3.1 Will AI be the boon or bane for global services?

A Boon. It's like a magic wand, but for businesses.

B Bane. Hello, job apocalypse!

C Could be either; it depends on how much coffee your AI drinks.

3.2 What's the biggest impact of AI on IT services in India?

A

Increased productivity. It's like hiring robots who don't need coffee breaks.

B

Streamlined operations because even robots hate paperwork.

C

Innovation. It's like giving your ideas a rocket boost.

D

Dilution of traditional roles. Goodbye spreadsheets, hello creativity.

E

Cross-functional collaboration. AI plays well with others.

3.3 What's the most critical skill required for the future of global services?

A AI expertise. Because who doesn't want to be friends with robots?

B Data analytics. Being nosy, but with numbers.

C Creative problem-solving. Thinking outside the spreadsheet.

D Agile project management, aka, juggling 100 flaming balls.

E Cross-functional collaboration. It's teamwork, and who doesn't like to talk.

Round 4

“Crowning the Champion”

“Who Wins the Throne: GCCs, Third-Party Providers, or Both?”

The final showdown: debating stereotypes, threats, and deciding the ultimate winner of global services.

4.1 Who will win the future of global services?

A GCCs. They're the homegrown heroes.

B Third-party providers. They've got the hustle.

C A hybrid model. It's the best of both worlds.