

HFS INDIA SUMMIT

INDIA'S INNOVATION ARBITRAGE REVOLUTION

THE PIVOTAL ROLE OF GCCS

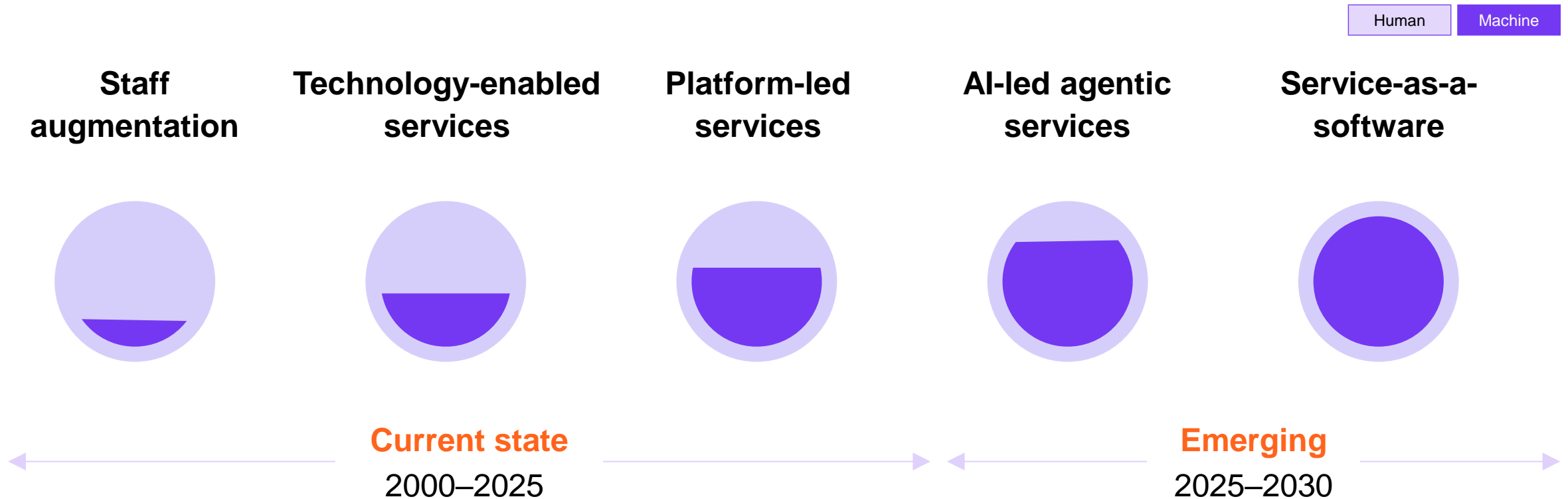


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In a future where services are consumed as software, can India's IT services afford to rest on their laurels?

HFS Tech Services Vision 2030



AI: The Double-Edged Sword

Boom or Bust for GCCs

OPPORTUNITY

Personalization



Predictive



Productivity



64%

THREAT

Job Displacement



Services Disruption



AI Dominance



36%

6 out of 10 enterprises expect to replace human-based services with AI by 2030

Thank you.

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