

**HFS**

# FAMILY FEUD

GCCs vs. Third-Party Providers

**Team  
GCC**

**Team  
Third party**



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# 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 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!

## Its not a Democracy

The moderators can play favorites and overrule the rules



## The Winner

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

# Round 1

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*"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.

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

A

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

D

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

B

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

E

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

C

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

F

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

# 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

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**“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.

# 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.

# 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

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**“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.

# 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.

# 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.

# Round 4

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## **“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.



# What's a stereotype about GCCs that isn't true?

**A** They're slow—they just like to be thorough.

**C** They can't scale—watch them prove you wrong.

**B** They only care about cost—they're also into innovation, okay?

**D** They're boring—it's like spreadsheets.

# What's a stereotype about GCCs that is true?

A

They focus on cost—it's their love language.

C

They prioritize processes—it's the perfectionist in them.

B

They're talent-heavy—big brains = big results.

D

They struggle with agility—it's hard to dance when you're this big.

# 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.

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**Thank you.**

**INDIA'S INNOVATION  
ARBITRAGE  
REVOLUTION**  
THE PIVOTAL ROLE OF GCCS



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