



Associate Practice Leader

GCC Research Practice

PRACTICE	LEVEL	LOCATION	TYPE
GCC Research	Associate PL	India (remote)	Full time

ABOUT HFS RESEARCH

HFS Research is a leading global analyst firm known for its practitioner-first, insight-led perspectives on enterprise transformation, AI, operations, and services. We work directly with enterprise leaders, service providers, technology firms, and investors to shape market thinking through original research, advisory engagements, executive workshops, and market evaluations. HFS is a fast-moving, high-accountability environment in which analysts are expected to think critically, publish with conviction, and develop a strong market voice.

THE GCC RESEARCH PRACTICE

Our GCC practice covers the full arc of the global capability center (GCC) and global business services (GBS) market, serving enterprise leaders building and scaling capability centers, the service providers and enablers that support them, and the investors backing the ecosystem. Our research covers areas including:

- The evolution of GCCs from cost-arbitrage back offices to AI-first capability and innovation hubs, and what this shift means for talent, leadership, and governance.
- GCC strategy and execution across the lifecycle, spanning setup models, location strategy, operating model design, sourcing and insourcing decisions, and portfolio rationalization.
- The changing interplay between GCCs, service providers, and technology partners as enterprises rebalance between outsourcing and capability ownership.

THE ROLE

We are looking for a seasoned Associate Practice Leader to join the GCC research practice at HFS. GCC research is your core mandate and primary P&L. This is a high-ownership role in which you will lead custom advisory and consulting engagements on GCC strategy and operating model design, drive provider comparison and evaluation research, build original research with real data, and show up in front of enterprise clients and C-suite stakeholders as a credible voice. This is not just a desk job. You will travel, present, facilitate, and publish.

We're looking for professionals with experience in management consulting, strategy, transformation, or GCC/GBS advisory; GCC strategy, operating model design, sourcing/insourcing, and enterprise transformation; building strong client relationships and managing senior stakeholders, including CXO-level executives; and solving complex business challenges and driving measurable business outcomes. If you're passionate about working on high-impact consulting



engagements, shaping global operating models, and helping global enterprises build and transform their capabilities, we'd love to connect with you.

Core responsibilities

- Lead custom engagements independently, from project design through delivery, including GCC strategy assessments, operating model design, sourcing/insourcing evaluations, location and business-case analyses, survey-based studies, and enterprise benchmarking.
- Advise enterprise leaders on complex GCC decisions such as build vs. buy vs. hybrid, capability roadmaps, governance, and value measurement, translating analysis into decision-ready recommendations that drive measurable business outcomes.
- Translate quantitative and qualitative findings into compelling insights, and build polished PowerPoint deliverables presented to C-suite and senior enterprise stakeholders.
- Collaborate with client account management to understand engagement objectives, manage expectations, and ensure delivery quality.

Client relationships and strategic advisory

- Build and sustain trusted relationships with senior stakeholders, including CXO-level executives at enterprises, GCC leadership teams, and service providers.
- Design and facilitate enterprise workshops, roundtables, and strategic advisory sessions, in person and virtual, for GCC leaders, enterprise buyers, and the provider ecosystem.
- Participate in and co-lead industry events, panels, and speaking engagements that build the HFS brand and your own market profile.

Research operations and collaboration

- Work effectively across solo delivery, co-authored research, and cross-practice collaboration, managing a rolling portfolio of short-cycle engagements alongside longer-form research commitments.
- Participate in peer review processes and uphold analytical and editorial standards across the practice.

Provider comparison research

- Rate, rank, and write about providers and enablers in the GCC ecosystem with analytical rigor; produce clear, differentiated assessments that hold up to scrutiny from both buyers and providers.
- Conduct structured briefings, interviews, and reference calls; manage timeline and process integrity across multiple concurrent evaluations.

Cross-practice support (secondary)

- Lend research bandwidth and a GCC lens to adjacent HFS coverage areas, contributing to cross-practice POVs, briefings, and joint deliverables without diluting primary GCC commitments.

QUALIFICATIONS



Required

- Bachelor's degree; Master's/MBA preferred.
- Demonstrated experience in management consulting, strategy, transformation, or GCC/GBS advisory.
- Hands-on exposure to GCC strategy, operating model design, sourcing/insourcing decisions, and enterprise transformation programs.
- Track record of building strong client relationships and managing senior stakeholders, including CXO-level executives, in advisory or research settings.
- Proven ability to solve complex business challenges and drive measurable business outcomes.
- Strong writing and storytelling skills, plus proficiency in PowerPoint and presentation design, for a senior business audience. Applications and writing samples should reflect the candidate's own analysis and writing rather than AI-generated content!!
- Strong critical thinking and hypothesis-driven problem solving, with experience in quantitative and qualitative analysis and the ability to work independently across multiple projects with minimal oversight.

Preferred

- 7–10 years of experience in management consulting, GCC/GBS advisory, research and analyst roles, or enterprise transformation, ideally with time spent advising or operating within GCCs.
- Familiarity with enterprise AI, automation, workforce and talent strategy, location strategy, and services transformation.
- An established network across GCC leaders and the provider ecosystem, and a body of published work or speaking appearances that demonstrates a market voice.

HOW TO APPLY

Interested candidates should submit a CV and two writing samples to hiring@hfsresearch.com. Writing samples may include published research, long-form opinion pieces, blog posts, or authored presentations. Selection emphasizes analytical thinking and quality of writing over prior employer pedigree.

Please reference GCC Research in the application.

HFS Research is an equal opportunity employer. *We welcome applicants from all backgrounds and do not discriminate on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*