

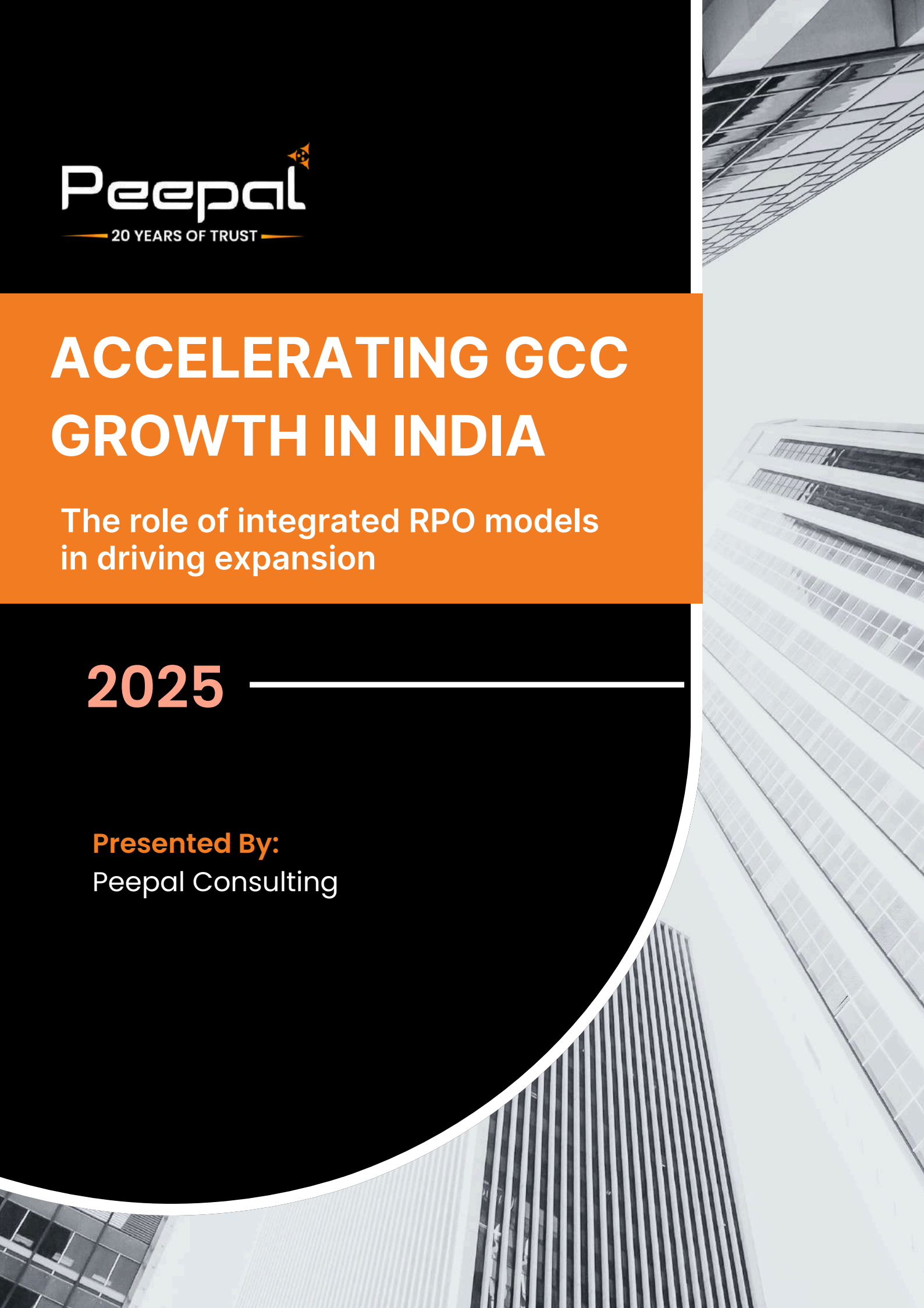


ACCELERATING GCC GROWTH IN INDIA

The role of integrated RPO models
in driving expansion

2025

Presented By:
Peepal Consulting



EXECUTIVE SUMMARY



India's Global Capability Centers (GCCs) are entering a new phase of strategic relevance. With 1,600+ centers employing 1.7 million professionals, they've evolved from transactional cost hubs to innovation-driven strategic partners powering global transformation.

However, this evolution has also magnified talent acquisition (TA) challenges, from scarcity of niche digital talent to the demand for scalable, data-led hiring ecosystems.

Recruitment Process Outsourcing (RPO) has emerged as a powerful enabler in this landscape. Far beyond traditional outsourcing, RPO offers an embedded talent model that integrates:

- Process excellence and operational efficiency
- Data analytics and workforce intelligence
- Employer branding and candidate experience
- Scalable hiring architectures for agility and resilience

For GCCs in high-growth sectors like BFSI, technology, and engineering, integrating RPO is now key to achieving speed, scalability, and strategic alignment.

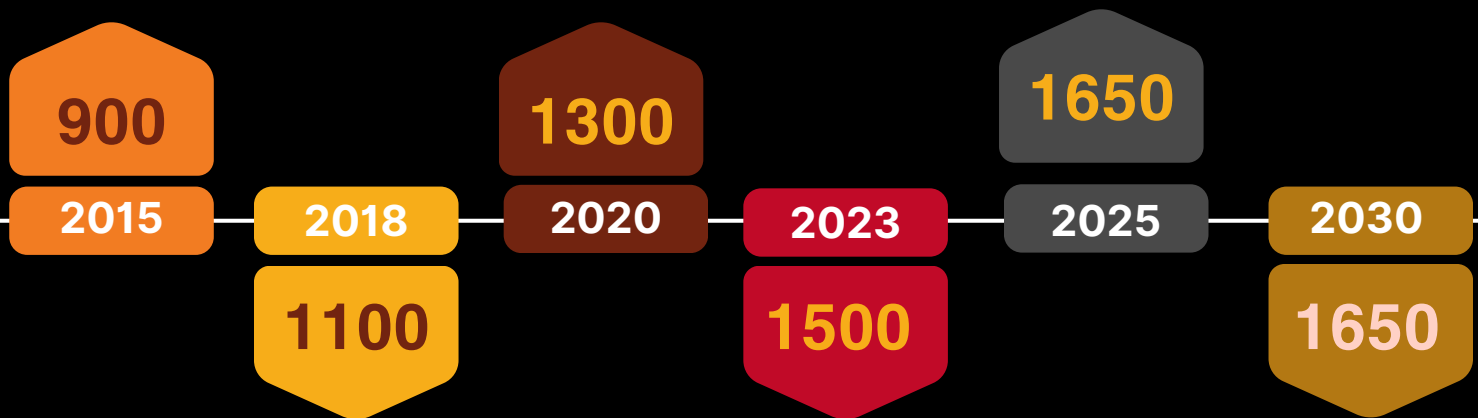
This whitepaper explores:

- The evolving challenges TA leaders face in GCC expansion
- A framework for end-to-end RPO integration
- Digital enablers transforming hiring operations
- Case insights on measurable business impact from RPO partnerships

INDIA'S GCC LANDSCAPE

Evolution, Scale & Strategic Trajectory

India's GCC ecosystem has seen rapid transformation. As of 2025, 1,600+ centers employ 1.7 million professionals, contributing USD 46 billion in annual value. By 2030, the count is expected to exceed 2,000, driven by India's skilled talent, cost efficiency, and strong digital infrastructure.

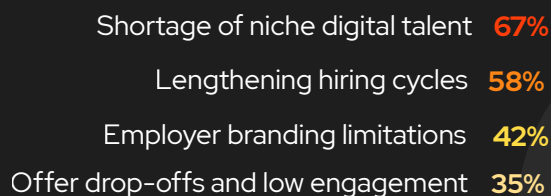


THE TALENT CHALLENGE IN A MATURING GCC ECOSYSTEM

While the growth story of GCCs is compelling, the accompanying talent challenge is acute. GCCs today face a multidimensional talent problem:



Without a structured TA model, GCCs face higher costs, lower agility, and fragmented candidate experiences. For TA leaders, the goal has shifted from filling roles to building a responsive, data-driven talent supply chain.



THE STRATEGIC CASE FOR RPO INTEGRATION

Recruitment Process Outsourcing (RPO) marks a major shift in talent acquisition. Unlike staffing vendors, RPO partners act as embedded extensions of the TA function, managing end-to-end hiring – from planning to analytics. For GCCs, RPO integration drives value across three strategic dimensions.



Scalability and Speed

RPOs provide elastic hiring capacity that aligns with project-based or cyclical demand patterns.



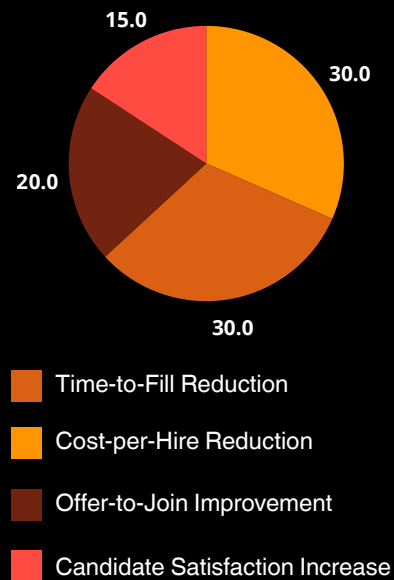
Process Governance and Consistency

Centralized metrics and process frameworks ensure standardized hiring experiences across functions.



Data-Driven Optimization

Advanced analytics enhance decision-making on sourcing channels, conversion ratios, and recruiter productivity.



Without a structured TA model, GCCs face higher costs, lower agility, and fragmented candidate experiences. For TA leaders, the goal has shifted from filling roles to building a responsive, data-driven talent supply chain.

BUILDING THE RPO OPERATING MODEL

Frameworks, Governance & KPIs

The success of an RPO integration lies in its operating model. A mature RPO partnership for GCCs typically follows a four-layer structure:



STRATEGIC ALIGNMENT LAYER

Establishes the link between business objectives and TA priorities, Includes workforce planning, skills forecasting, and demand-supply calibration



PROCESS EXCELLENCE LAYER

Standardizes sourcing, screening, assessments, and selection mechanisms. Ensures SLA adherence and continuous improvement through Lean Six Sigma principles



GOVERNANCE LAYER

Defines the rhythm of business reviews, KPI dashboards, and issue-resolution frameworks



ANALYTICS AND INSIGHTS LAYER

Integrates predictive analytics to anticipate hiring bottlenecks and improve workforce planning

Mature RPOs track KPIs like Time-to-Fill, Offer Acceptance, Cost-per-Hire, Hiring Manager Satisfaction, Candidate Experience, and Diversity Ratio, shifting focus from operational metrics to strategic impact on business speed and innovation.

CASE STUDY: EY INDIA GCC (HYPOTHETICAL)

EY's Global Delivery Services (GDS) center in India faced the challenge of scaling analytics and automation teams amid fierce competition for niche talent. By implementing a fully integrated RPO model, EY transformed its TA function from reactive to proactive.

Outcomes

- Average time-to-fill reduced from 65 to 42 days.
- Offer acceptance improved from 72% to 87%.
- Diversity hiring increased by 22%.
- Candidate satisfaction scores rose by 18%.

The program embedded a dedicated RPO team with analytics dashboards, recruiter performance tracking, and continuous process audits. The result: a resilient TA operation aligned with EY's business growth targets and culture.

Time-to-Fill (Days)



Offer Acceptance (%)



Diversity Hiring (%)



Quality of Hire Index



FUTURE OUTLOOK

FROM TA EFFICIENCY TO WORKFORCE AGILITY

The next frontier for GCCs is Talent Acquisition 4.0 — an ecosystem where agility, intelligence, and experience converge. Future-ready GCCs will integrate RPOs not just as hiring engines but as strategic workforce partners.

Integrated Talent Ecosystems:

RPOs provide elastic hiring capacity that aligns with project-based or cyclical demand patterns.

Predictive Workforce Planning:

AI models that forecast demand spikes based on project and business pipeline data.

Skills Cloud Integration:

Unified talent databases that allow cross-functional deployment.

Data-Driven DEI Strategies:

Continuous analytics to ensure balanced representation across roles.

By 2030, GCCs that adopt integrated RPO frameworks will achieve a dual advantage — operational scalability and sustained talent innovation capacity.

OUR WORK: PEEPAL CONSULTING'S SPEED FRAMEWORK IN ACTION

Peepal Consulting's SPEED framework — Scalability, Process Excellence, Expense Optimization, End-to-End Delivery, and Dependability — exemplifies how RPO partnerships can deliver measurable impact.

Telstra

200+ technology hires in four months with a 3:1 conversion rate and 25% efficiency gain.

BFSI Cost Center

47 niche closures in three months with a 90% profile match and 70% success ratio.

TvH

Leadership placements enabling India expansion.

Peepal's domain expertise across BFSI, technology, and manufacturing GCCs underscores its ability to operationalize RPO solutions that blend precision, scale, and strategic partnership.

SCALABILITY

S

1-25 people extended team
10-500 monthly hires
Set up in **2 weeks**

PROCESS EXCELLENCE

P

Upto **25%** efficiency gain in every trackable recruitment metric
Upto **35%** reduction in the total recruitment time

EXPENSE

E

Upto **30%** reduction in total cost per hire

END-TO-END SOLUTION

E

Market Insights | Employer Branding | Reporting | Assessments | BGV | Offer & On-Boarding | Stakeholder Mgmt.

DEPENDABILITY

D

2 Decades of Trust | **350+** man-years of TA Expertise | **500+** Satisfied Clients | Countless Relationships | Commitments Delivered

CONCLUSION

THE ROAD AHEAD FOR INDIA'S GCC TALENT LANDSCAPE

As GCCs in India transition toward a future defined by digital transformation and global integration, the talent acquisition function stands at a critical inflection point. RPO integration is no longer a tactical decision; it is a strategic lever for business scalability, talent agility, and innovation enablement.

TA leaders who embrace data-driven RPO models will position their GCCs for sustainable growth. By embedding process excellence, governance, and analytics-driven decision-making, they will transform talent acquisition from a transactional function into a competitive differentiator — one that fuels the next decade of India's GCC leadership.

The future of hiring lies not in speed alone, but in intelligence, partnership, and continuous evolution.



THANK YOU

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