

Horizon 3 GCC Orchestrator

Orchestrating GCC ecosystems for co-innovation and enterprise value creation

HFS Horizons Global Capability Centers (GCC) Services, 2026



AI-first, platform-led GCC partner driving Services-as-Software at scale with strong outcome-based delivery

HORIZON 3 — GCC Orchestrator

Infosys®

HORIZON 2 — GCC Accelerator

HORIZON 1 — GCC Builder

Value proposition: Infosys is an end-to-end GCC lifecycle partner, enabling design, build, operate, transform with AI-first, platform-led outcome-based delivery across the industry domains.

Capabilities: The firm has 200+ GCC engagements, 30+ GCC setups, 60,000+ GCC FTEs, and 20+ years of experience in building and transforming enterprise workflows with AI-led platforms, frameworks, and accelerators.

Innovation: Its AI-first ecosystem includes Infosys Topaz (AI), Cobalt (cloud), Agentic Foundry (agents), and the EdgeVerve AI Next platform. The firm leads with 50+ innovation labs, AI CoEs, Living Labs, strong BPM, digital, and cloud integration capabilities.

Go-to-market: Flexible GCC models, including BOT, BOA, JV, Hybrid GCC, ODC, and Assisted Build are designed for enterprise-focused engagements. These are supported by ecosystem partnerships and are tailored to the GCC setup complexity, requiring multi-stakeholder collaboration across consulting, technology, and infrastructure domains.

Outcomes: Infosys delivered 35%–60% in cost savings across the GCC lifecycle, a 40%–50% TCO reduction in BPM-led transformation, 15%–20% faster development cycles, and a 20%–25% IT effort reduction through AI.

Partner: Partners appreciate its deep domain expertise, strong understanding of GCC talent needs, and ability to make every conversation productive and solution-focused. They also noted that the leadership is collaborative and responsive, treating partnerships as a two-way street rather than transactional engagements.

Access the report at www.hfsresearch.com