



Dexian India: A GCC Growth Story from Setup to Strategic Powerhouse

Dexian India began its journey in 2012 with just 13 employees, initially established as a cost-optimization center. What started as a modest shared services operation has, within a decade, evolved into a full-scale, multi-location Global Capability Center (GCC) housing over 2000 employees by 2025. Today, it is regarded as a blueprint for how talent, technology, and governance can converge to create a globally scalable, future-ready enterprise engine.

Like many enterprises setting up GCC operations in India, Dexian encountered a series of operational challenges—scarcity of niche talent, fluctuating workloads, high onshore delivery costs, and fragmented processes across locations. There was also growing pressure to ensure 24x7 service continuity, business resilience, and uncompromising compliance standards while reducing rework and improving throughput. Rather than viewing these as constraints, Dexian turned them into catalysts for transformation.

The strategy was clear: build a scalable, secure, and innovative-led GCC model that could serve not just its internal operations but also become a reference framework for its global clients. Dexian adopted a phased, precision-driven workforce strategy that blended agility with long-term resilience. It began by onboarding a certified seed team across IT, AMS, and Shared Services. As demand accelerated, it expanded hiring across Technology and Finance Shared Services, International Recruitment Center, and Dexian India Solutions and Consulting—each supported by function-specific talent pipelines.

The growth model wasn't just about rapid hiring—it was about intelligent

hiring. Dexian introduced SLA-driven managed services, embedded fresh talent programs, and enabled cross-skilling across emerging domains. This operational discipline ensured zero ramp-up lag, predictable throughput, and consistent service quality across multiple delivery towers.

Dexian Approach: Dexian India scaled its GCC through a phased, precision-driven staffing model that combined agility with strategic depth. It began with a certified seed team focused on AMS, IT, and Shared Services, enabling rapid onboarding with zero ramp-up lag. As operations matured, Dexian expanded function-specific hiring across Technology and Finance Shared Services, IT Solutions, Centralized Recruitment, and Dexian India Solutions and Consulting, each with tailored pipelines aligned to service demand. The model also emphasized fresh talent induction, cross-skilling in emerging domains, and SLA-driven managed services—ensuring predictable throughput, quality, and continuity across delivery functions.

Technology Integration: Dexian India began its Zoho transformation in 2019 to unify fragmented HR, recruitment, and reporting systems. Led by the MIS & Automation team, the centralized rollout replaced manual workflows with integrated modules—Zoho People, Recruit, and Analytics—streamlining employee lifecycle management, hiring operations, and leadership dashboards. Today, 2,000+ users across India and Bangladesh operate on a unified, cloud-based ecosystem, enabling real-time insights, scalable recruitment, and data-driven workforce decisions.

Speed, Quality & Compliance: As Dexian scaled its own GCC in India,

speed, quality, and compliance became non-negotiable. To meet growing global demands, Dexian deployed digital talent platforms, built certified hiring pipelines, and embedded SLA-driven managed services across its operations. This enabled rapid onboarding with zero ramp-up lag, secure data handling within client environments, and audit-ready workflows. The result: a resilient, scalable workforce model that not only powered Dexian's growth—but became the foundation for helping other enterprises build theirs.

The results were both measurable and transformative. Senior hires were onboarded within two weeks—without any productivity dip. Headcount scaled from 13 to 2,000+, spanning six strategic hubs across India and 55 additional locations globally. Dexian now supports over 500 global clients, including multiple Fortune 500 brands. Its international recruitment center contributes to 35% of the company's global revenue, enabling hiring support across APAC, Europe, and the Americas. The IT solutions arm handles 80% of Dexian's global project workload, while its cybersecurity practice has reduced SOC alert fatigue by 45% through AI-led automation.

From payroll automation to fraud detection engines, from Azure and CISSP-certified workforce development to 24x7 SOC coverage across 47 sites and six data centers—Dexian's GCC model has proven that India is no longer just a back-office hub. It is a force multiplier for global innovation, scale, and resilience.

This is not just the story of a GCC built for efficiency. It is the story of a GCC built for leadership.