

FINSIGHT : A UNEXT MABFSI NEWSLETTER

What Does It Take

For BFSI GCCs To Evolve From Cost Centers To Innovation Powerhouses

Strategic location, talent abundance, remarkable STEM education, and cutting-edge digital infrastructure readiness define India Inc. And it is the amalgamation of these benefits that is attracting some of the top multinational enterprises to establish their GCCs in India.

A NASSCOM report reveals that India is estimated to host over 1,900 GCCs by 2030 and the BFSI sector is one of the top 3 verticals in this space. This month's newsletter is dedicated to celebrating the burgeoning GCC market, the opportunities, the vitality of tier 2 cities, and most importantly the skilling opportunities.

Numbers That Define The Indian BFSI GCC Sector

- The BFSI GCC sector currently accounts for around **20-25%** of the total workforce headcount.
- There are over **190 GCCs** in the BFSI space, employing around **540,000 professionals**.
- The demand for premium skills is estimated to grow at around **15-20% year-on-year**.
- **Skill gap in AI and data space** tops the chart at around **42%**.



Key Roles In Demand In The High Value Domain

Data & Analytics Engineer and Data Scientist / ML

Cloud Architect and Cybersecurity Engineer

DevOps / SRE and Full Stack Engineer

Payments/ISO 20022 Engineer

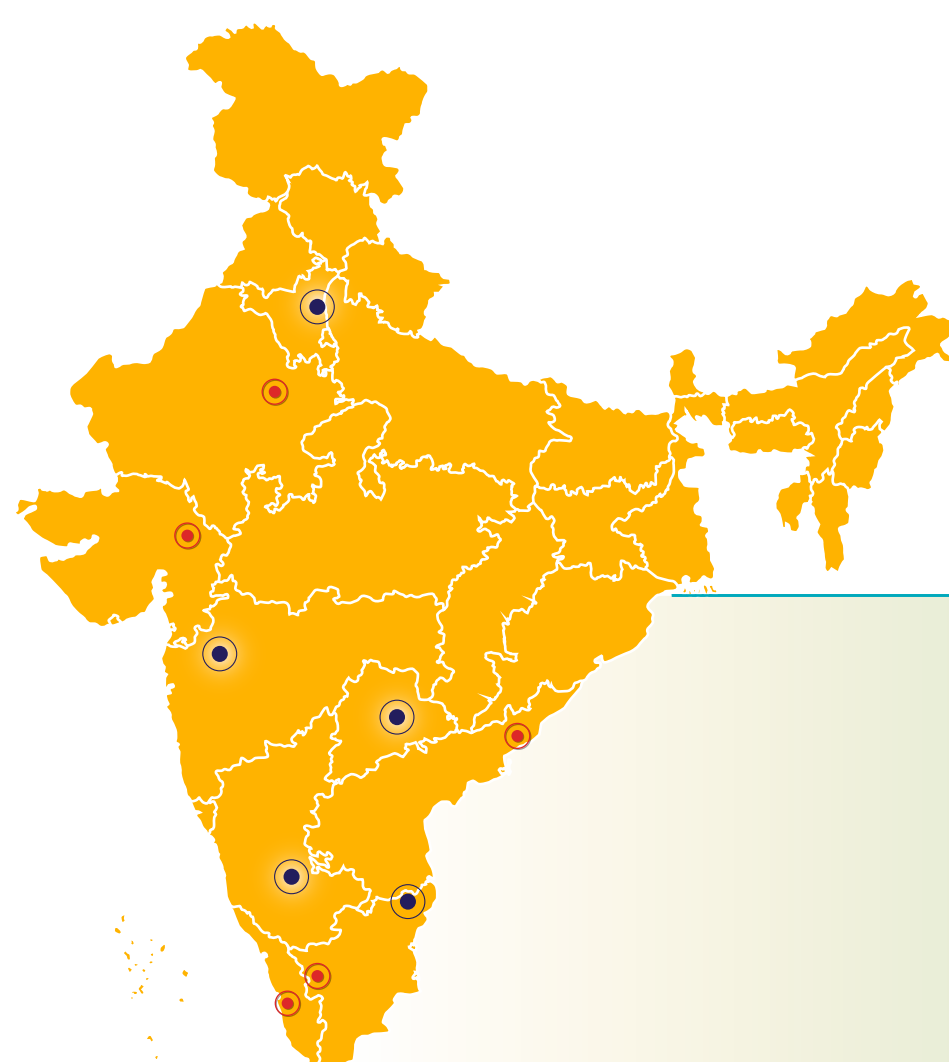
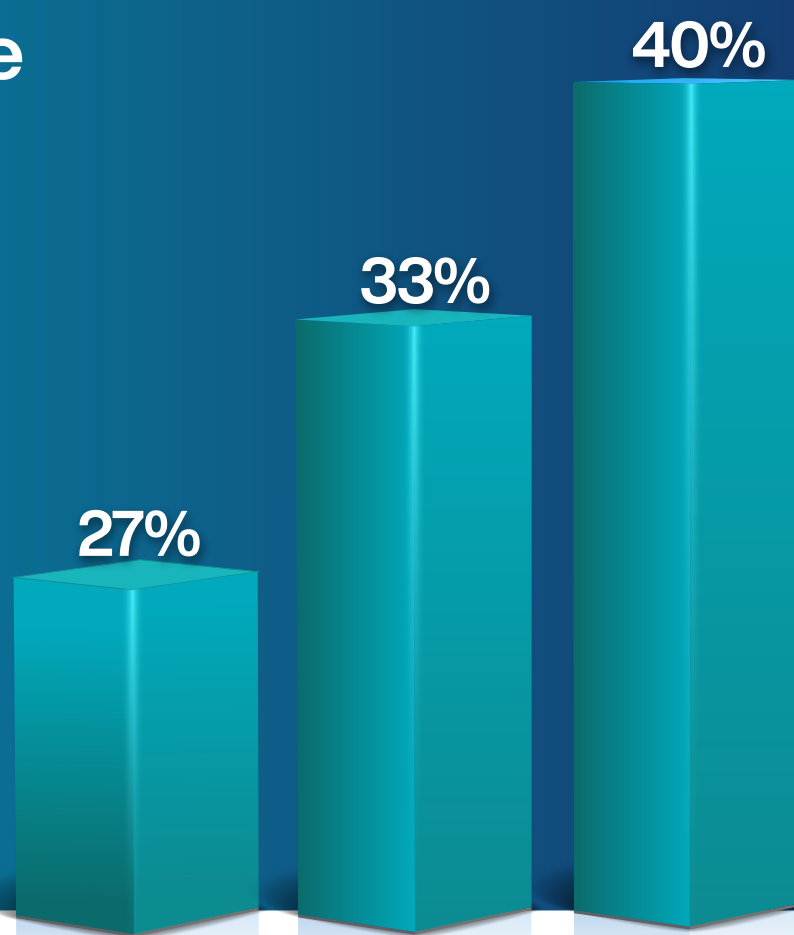
Financial Crimes, Risk Analytics, and Regulatory Compliance Automation

Demand Distribution By Role

40% Entry-level

33% Mid-senior Level

27% Leadership Level



Talent Hotspots

Tier I Cities

- Bengaluru
- Mumbai
- Hyderabad
- NCR
- Chennai

Tier II Cities

- Jaipur
- Vizag
- Kochi
- Coimbatore
- Ahmadabad and more

Workforce Development – The Golden Ticket To Future Readiness

This is the time not just of rapid growth but of strategic recalibration as well. As we continue to attract GCCs from international enterprise mammoths, now is the right opportunity to address persisting skill gaps and equip workforces with cutting edge skills.

Let's dive a little deeper into this by identifying critical skills:

Technical Skills

- Fraud detection
- Credit risk analysis
- Customer analytics and more



Cloud Computing

- Cloud architecture
- Cloud security
- Site Reliability Engineering and more



Cybersecurity

- Threat intelligence
- Security operations
- Zero-trust architecture and more



Risk, Compliance & Data Skills

- Data science & analytics
- Financial crimes and regulatory compliance
- Risk management and more



Power Skills

- Full-stack and techno-functional skills
- Agile and product management
- Business acumen

- Adaptability & resilience
- Critical thinking & collaboration and more



As work on bridging academia and industry knowledge happens, parallel initiatives on niche and bespoke workforce development programs can enable financial institutions to design custom talent pipelines.

The opportunity to fuel Bharat's indigenous ambitions exists right there and all we need are the right strategies (and programs) to upskill and uplift its workforce.

To implement bespoke workforce development programs for your BFSI enterprise, get in touch with us today.