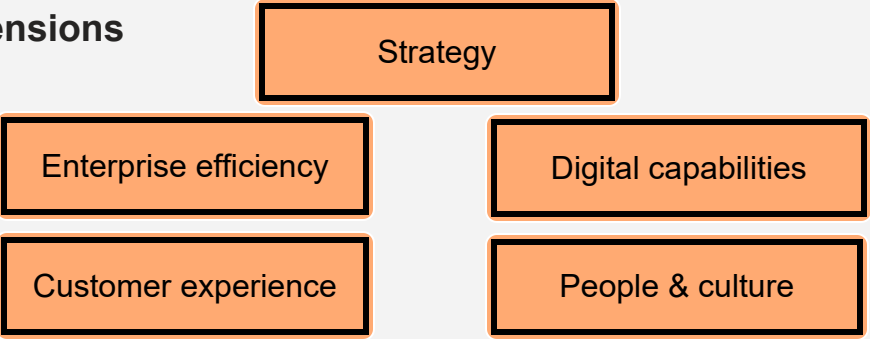


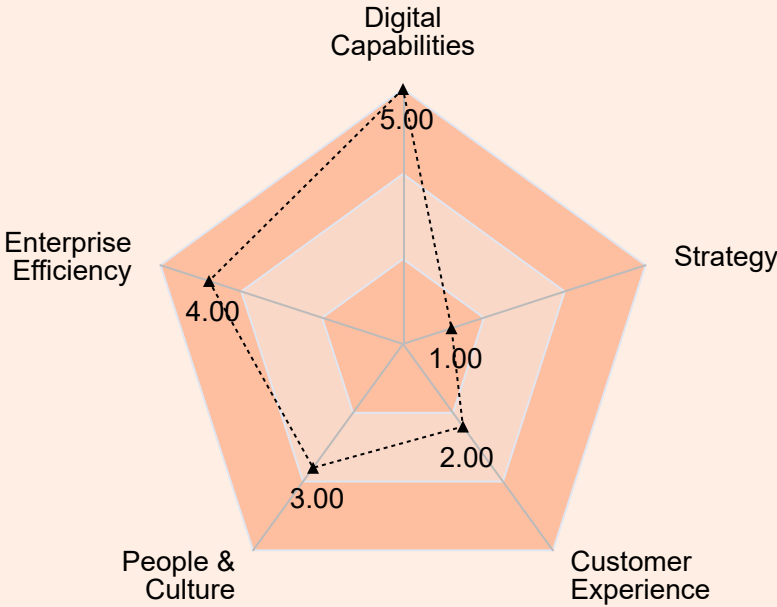
Maturity Assessment Tool for GCC - Overall Summary

Organization Name
ABC Technologies

Dimensions



Maturity score across dimensions



Maturity score is based on a scale of 1-5

Maturity Score Explorer

2.98

GCC establishes foundational strategy and regional delivery capabilities. Digital tools are siloed, and shared services primarily aim for cost efficiency.

The GCC is at the Explorer stage with limited alignment to enterprise goals and fragmented digital capabilities. To progress, it must integrate digital initiatives and align with global objectives to unlock greater value & efficiency.

Maturity score is based on a scale of 1-5

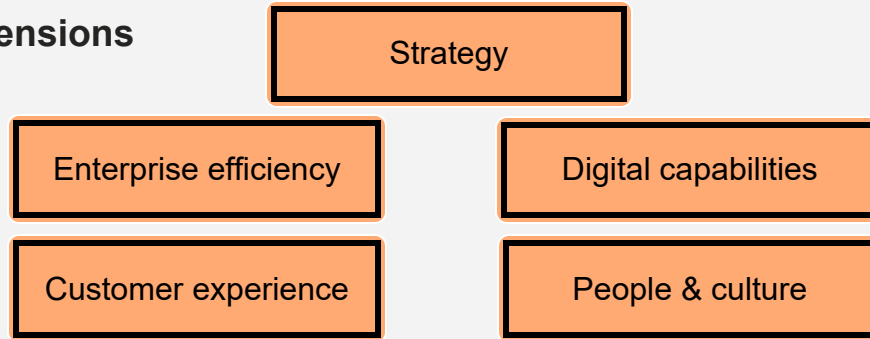
High level call outs from the maturity assessment

Dimensions	Strengths	Opportunities
Customer Experience	Operations are SLA-driven, with an initial-level of strategic engagement.	Scope to transition the GCC into a change partner through co-creation and strategic feedback loops.
Digital Capabilities	Strong digital ecosystem powering insights and innovation.	Adoption of AI for autonomous operations and co-innovation with partners can be explored.
Enterprise Efficiency	Formalized processes and a focus on tool adoption are in progress.	GCC's scope requires expansion beyond transactional work by developing capabilities for higher-value activities.
People & Culture	Key future roles have been identified, and basic learning and review processes have been defined.	Performance-linked incentives can be incorporated / refined in line with the objectives.
Strategy	Goals are defined, with basic governance established.	Alignment of GCC strategy, funding model, and KPIs with business outcomes is required to enable

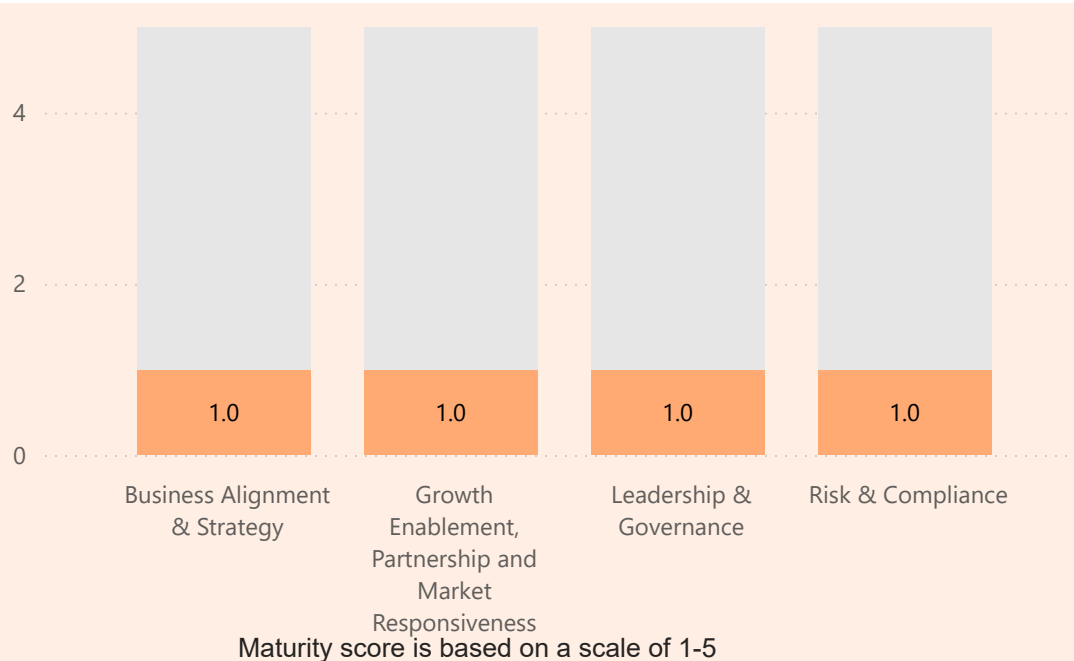
Maturity Assessment Tool for GCC - Strategy

Organization Name
ABC Technologies

Dimensions



Maturity score across Sub dimensions



Maturity Score Beginner

1.00

GCC functions as a cost center with minimal strategic influence or alignment to broader business goals.

Goals are fragmented with limited alignment and reactive governance.

Maturity score is based on a scale of 1-5

High level call outs from the maturity assessment

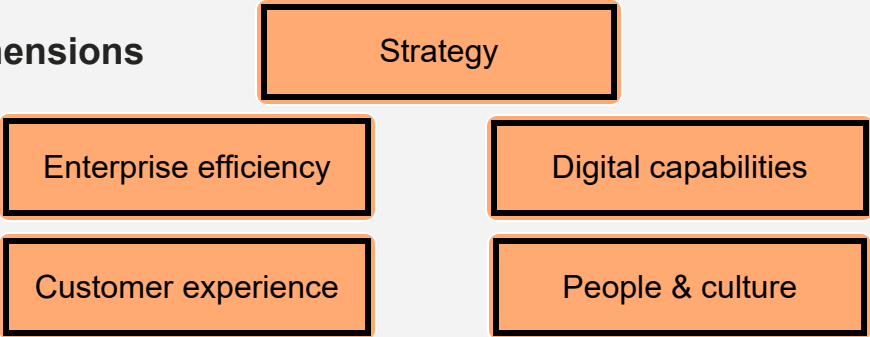
Sub dimension	Strengths	Opportunities
Business Alignment & Strategy	The GCC has a strong focus on cost control.	Define a clear GCC vision and embed it in enterprise strategy and planning.
Growth Enablement, Partnership and Market Responsiveness	Core operations are stable and basic collaboration is emerging.	Create a structured expansion roadmap and formalize cross-GCC and business collaboration.
Leadership & Governance	Leadership provides check-ins and initial awareness of digital change.	Set up a formal steering mechanism and define change methodology with sponsorship.
Risk & Compliance	Basic risk awareness exists and cost and SLAs are managed.	Establish vendor governance beyond SLAs and implement a compliance baseline with a risk register.



Maturity Assessment Tool for GCC - Enterprise Efficiency

Organization Name
ABC Technologies

Dimensions

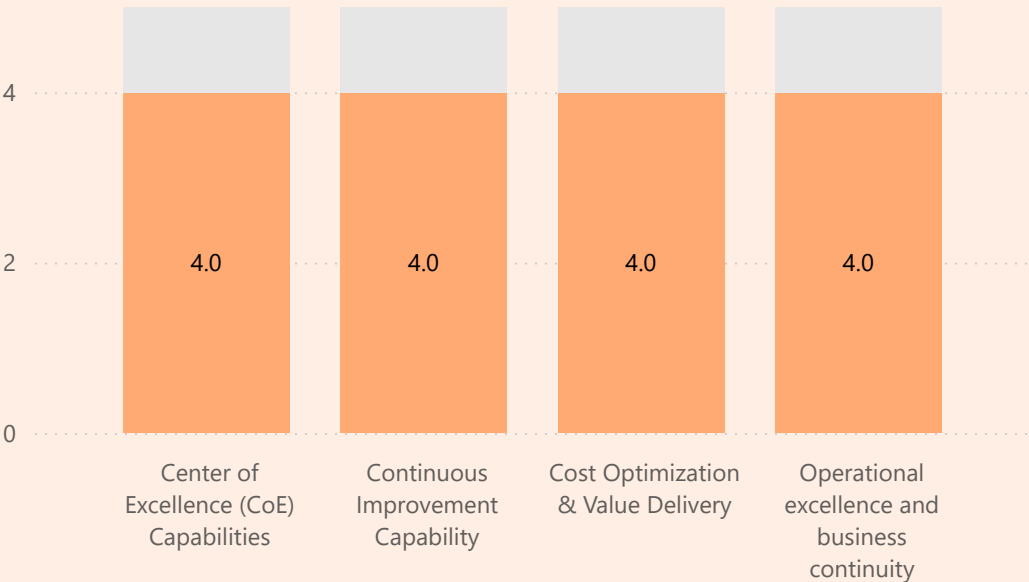


Maturity Score Differentiator



GCC drives enterprise efficiency through strategic CoEs, advanced SLAs, and integrated continuous improvement aligned with business goals.
Data driven operations for optimized value.

Maturity score is based on a scale of 1-5



Maturity score is based on a scale of 1-5

High level call outs from the maturity assessment

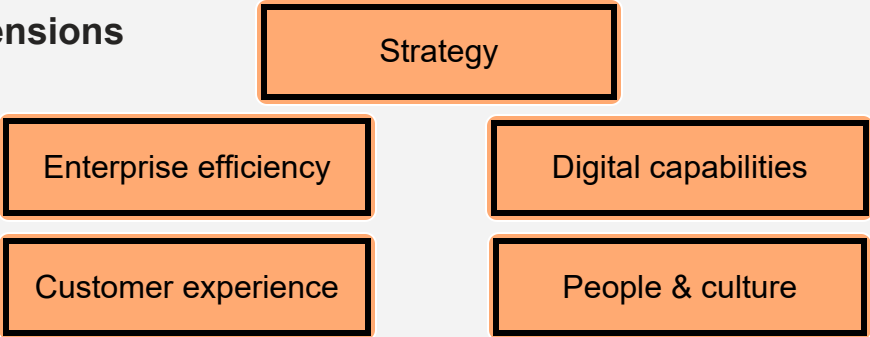
Sub dimension	Strengths	Opportunities
Center of Excellence (CoE) Capabilities	The GCC has started to take on complex work and a basic CoE concept is forming.	Expand enterprise reach and use data to optimize shared services and vendor performance.
Continuous Improvement Capability	CI roles and programs are emerging, but not formalized.	Increase the influence of CI and link benefits to business KPIs and budgets.
Cost Optimization & Value Delivery	A cost-plus model exists and some business cases are used.	Move to outcome-based models and standardize ROI reporting across the GCC.
Operational excellence and business continuity	SLAs exist for some processes and critical applications are identified.	Conduct regular drills and integrate efficiency metrics and automation into operations.



Maturity Assessment Tool for GCC - Digital Capabilities

Organization Name
ABC Technologies

Dimensions

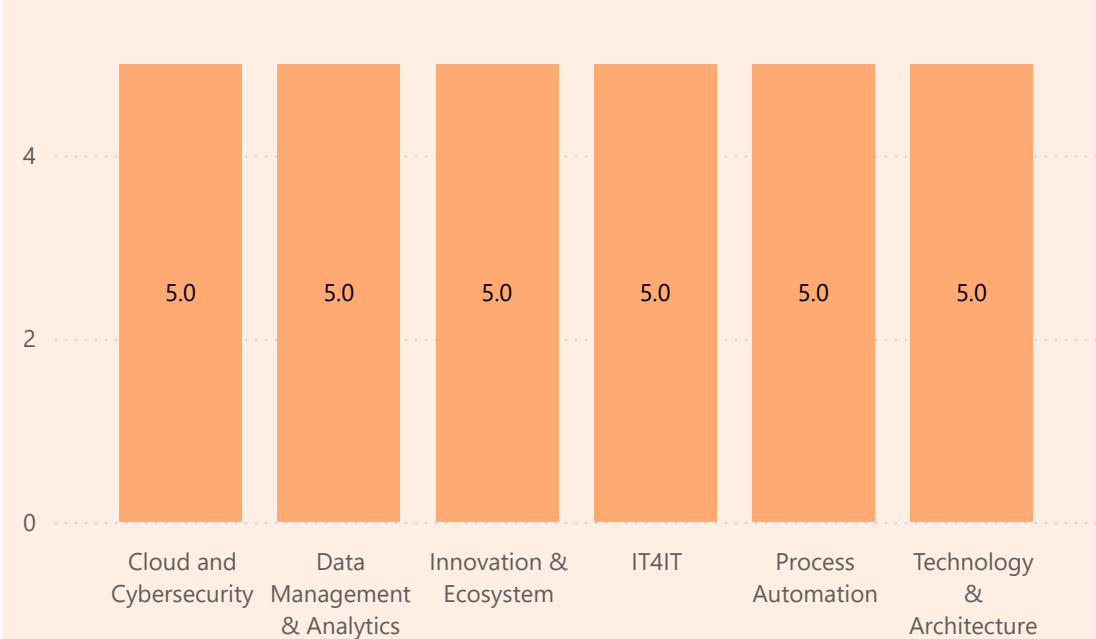


Maturity Score Frontrunner



GCC leads digital transformation with agentic AI, autonomous workflows, real-time insights, and proactive cybersecurity across a unified ecosystem.
Digital ecosystem powering insights and innovation.

Maturity score is based on a scale of 1-5



Maturity score is based on a scale of 1-5

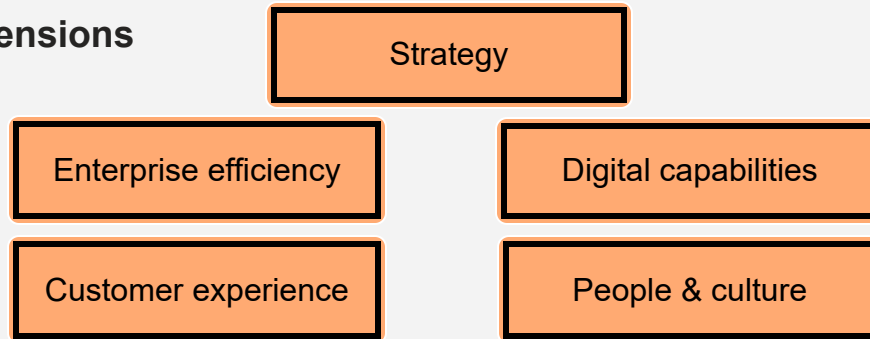
High level call outs from the maturity assessment

Sub dimension	Strengths	Opportunities
Cloud and Cybersecurity	Cyber culture is embedded with optimized controls and a cloud-first approach delivers cost-effective services.	Run continuous threat hunting and red teaming and optimize multi-cloud financial operations and reliability.
Data Management & Analytics	Data stewardship is tied to business value and real-time insights and predictive analytics are embedded in operations.	Expand to decision intelligence and automate data quality monitoring with outcome-based measures.
Innovation & Ecosystem	The roadmap is continuously updated and co-created and emerging technologies are embedded across operations.	Scale external co-innovation ecosystems and measure innovation return and time to value.

Maturity Assessment Tool for GCC - Customer Experience

Organization Name
ABC Technologies

Dimensions



Maturity Score Explorer

2.00

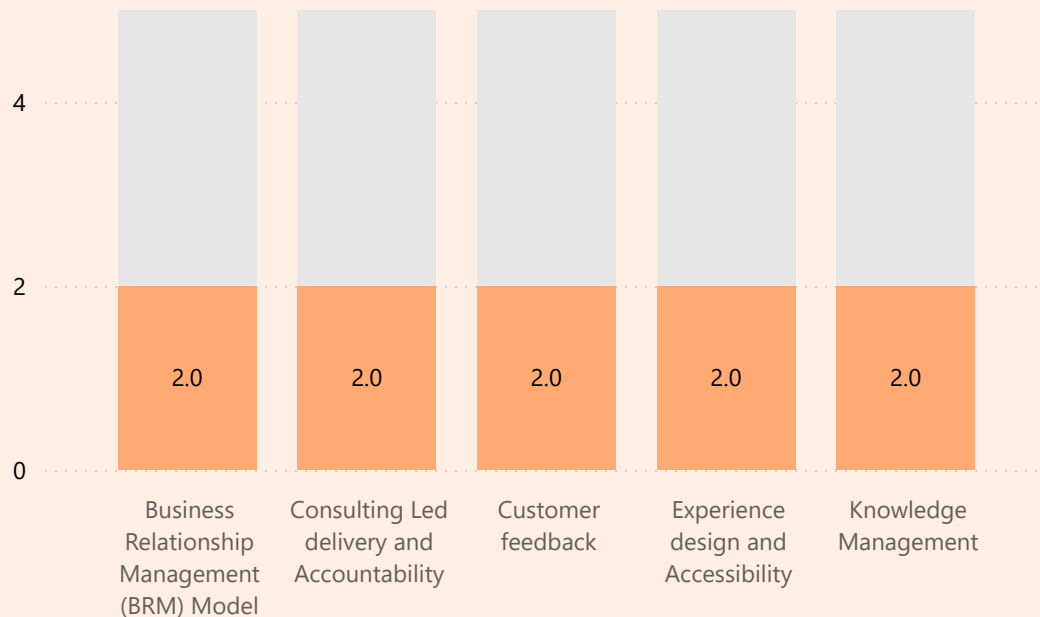
GCC begins structured feedback, improves engagement, and introduces basic customization and relationship management practices.

Structured feedback loops and collaboration are integrated.

Maturity score is based on a scale of 1-5

High level call outs from the maturity assessment

Sub dimension	Strengths	Opportunities
Business Relationship Management (BRM) Model	Interactions are starting to formalize with an escalation role considered.	Establish a formal BRM function for key business units and functions.
Consulting Led delivery and Accountability	Delivery is standardized and consistent.	Tailor delivery models to business unit needs and embed feedback loops across the lifecycle.
Customer feedback	Feedback is captured, although occasionally.	Implement structured and periodic voice of customer programs and act on insights.
Experience design and Accessibility	Multiple support channels are available and basic self-service is present.	Integrate channels, expand engagement across the service lifecycle and start tracking user experience metrics.
Knowledge Management	Some documentation exists and a basic shared repository is available.	Standardize knowledge transfer with SOPs and sign-off and centralize and own the knowledge base.

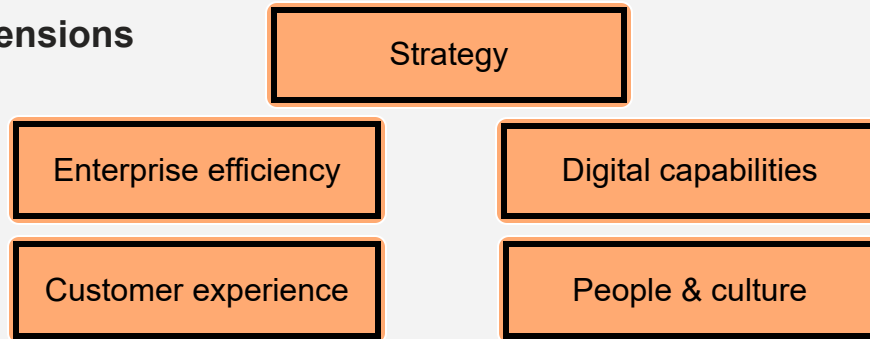


Maturity score is based on a scale of 1-5

Maturity Assessment Tool for GCC - People & Culture

Organization Name
ABC Technologies

Dimensions



Maturity Score Follower

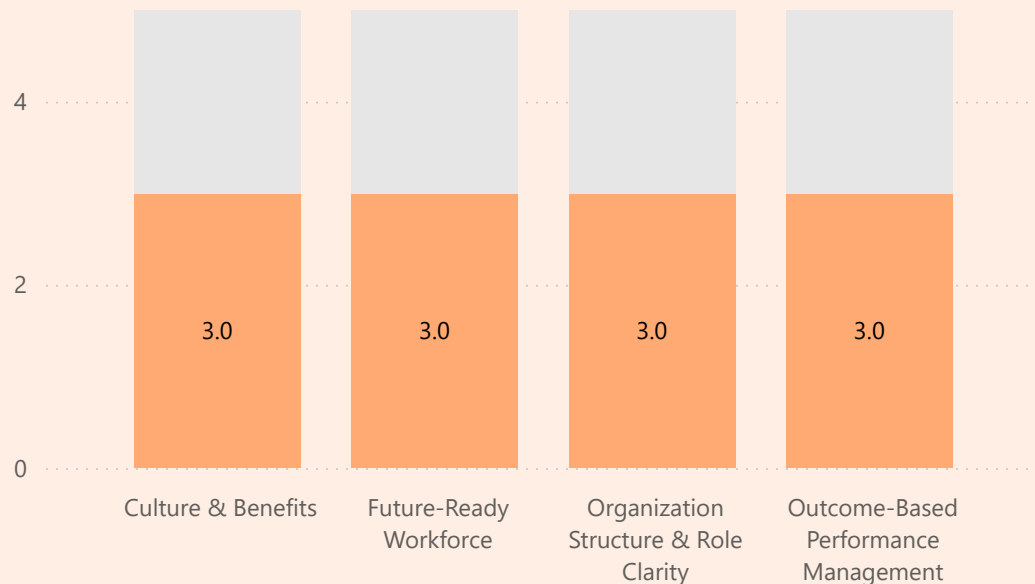
3.00

GCC standardizes roles, embeds cultural programs, and builds structured performance systems with emerging future-ready workforce capabilities.

Capability frameworks and learning paths are established.

Maturity score is based on a scale of 1-5

High level call outs from the maturity assessment



Maturity score is based on a scale of 1-5

Sub dimension	Strengths	Opportunities
Culture & Benefits	Learning and development is recognized but processes are basic.	Integrate learning with career paths and embed DEI in strategy and ensure survey insights drive meaningful change.
Future-Ready Workforce	Key future roles are identified and a basic talent program exists.	Integrate skills into the talent lifecycle and add certifications and MBA options.
Organization Structure & Role Clarity	Roles are partially defined and responsibilities are known within teams.	Link roles to competency frameworks and update them regularly.
Outcome-Based Performance Management	Basic review practices are in place.	Standardize the process across the GCC and adopt a balanced scorecard for variable pay.