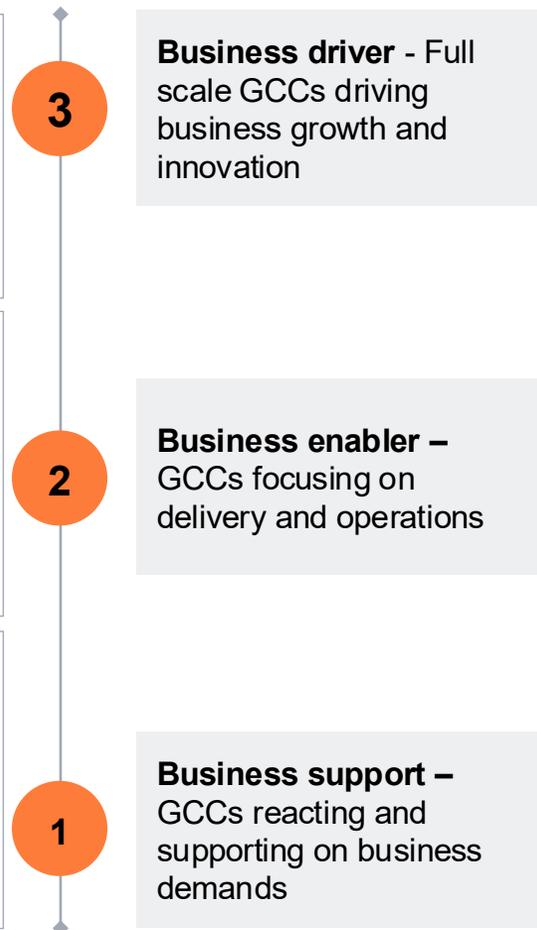# GCC maturity assessment

Conducting a **digital maturity assessment for an IT Global Captive Centre** requires evaluating several interrelated dimensions that encompass **technology, process, people, and strategy**. PwC would assist an existing GCC to evaluate their current digital capabilities and identify areas of improvement by bringing in the outside-in perspective.

GCC maturity assessment dimensions

Strategy
- Business alignment and digital strategy
- Business growth enablement
- Alliance and partnership

People effectiveness
- Organisation structure
- Outcome-based performance
- Future ready workforce
- Skill advantage

Customer experience
- Focus on customer experience
- Consulting-led delivery
- Customer satisfaction index

Enterprise efficiency
- Cost and value delivery
- CoE capabilities
- Business continuity and resilience
- Client accountability

Digital capabilities
- Process automation and orchestration
- Technology and architecture
- Data management and analytics
- Security, risk and compliance
- Innovation and ecosystem
- IT4IT

GCC categories

3

Business driver - Full scale GCCs driving business growth and innovation

2

Business enabler – GCCs focusing on delivery and operations

1

Business support – GCCs reacting and supporting on business demands

Key activities

01 Evaluate the type of IT GCCs based on the service offerings and customise the assessment framework as applicable

02 Conduct workshops with leadership team to understand the current landscape(strategy and organisation structure) and services portfolio

03 Conduct assessment of the technology landscape and digital capabilities

04 Assess the efficiency of current GCC in terms of value delivery, cost efficiencies and delivery excellence

05 Synthesise the assessment findings and prepare the maturity assessment report with actionable roadmap and recommendations