Nurturing the GCCs of Tomorrow :

# Shaping Talent through Personalized Learning

## Case Study

## Session Overview:

Event: HR Leadership Roundtable

Theme: Nurturing the GCCs of Tomorrow: Shaping Talent Through Personalized Learning

Time: 6:30 PM Onwards

Venue: Hilton Bangalore Embassy GolfLinks

Powered by: ObserveNow | HCL | GUVI

An exclusive, invite-only HR roundtable bringing together 15+ senior HR and L&D leaders from leading Global Capability Centers (GCCs). The closed-door discussion focused on how GCCs can embed personalized, modular, and multilingual learning approaches to develop a future-ready workforce.

The evening created a peer-learning space for HR leaders to exchange insights, share challenges, and reimagine the role of learning & development in driving innovation and adaptability within GCCs.

## Curated By:

**ObserveNow Media** is a B2B Media company that provides Network Intelligence about the CXO community in India. Our network intel in the CXO community helps sales enablement and lead quantification for Fortune 500s, which are scaling their services & products in India.

**Key Services:** ABM CXO Roundtable, Large Scale Industry Events, Bespoke Events, Experiential Events.

**Industries:** BFSI, Cybersecurity, Higher Education, HR, Public Sector, Technology, Customer Experience, GCC, Digital Native, Marketing, AI.

**HCLTech** is a global technology company helping enterprises reimagine their businesses for the digital age. With deep expertise across industries, HCLTech focuses on building next-gen solutions that drive agility, resilience, and growth.

**GUVI** is a leading edtech platform incubated by IIT-Madras & IIM-Ahmedabad, providing personalized learning paths in vernacular languages. GUVI specializes in bridging the gap between academia and industry by delivering role-based, technology-driven training solutions tailored to workforce needs.

## Event Objective:

The roundtable aimed to create a dialogue on the future of learning and talent development in India's rapidly growing GCC ecosystem.

## Key Objectives:

Explore the evolving role of L&D in future-ready GCCs

• Address challenges in scaling and personalizing learning initiatives

• Discuss ways to strengthen industry-academia partnerships for talent development

• Reimagine new-hire training through cultural and technical alignment

• Understand the growing need for GenAI and emerging tech readiness in the `workforce

## Final List of Attending Leaders:

• **Ms.Preeti Patilkulkarni,** Global HR Director, Schneider Electric

• **Mr.Joseph Gerald,** Associate Director Learning and Development, LTIMindtree

• **Mr.Uday Kumar Menon,** Vice President L&D, Deutsche Bank

• **Ms. Preeta Bahugune,** Director - Human Resources, Altair

• **Mr. Subramanian (Subbu) Kalpathi,** Global Lead - Learner Experience, Advisor - Leadership & Talent Development, DXC Technology

• **Ms. Supraja Sekhar,** Director - Talent Management, MRI Software

• **Ms. Divya Panch,** General Manager - Learning and Leadership Lead - Asia Pacific Siemens Healthineers

• **Ms. Pushpa Latha,** Head HR, Vymo

• **Ms. Nilanjana (Chakraborty) Bhaduri,** Senior Director - Learning & Organization Development, Cyient

• **Ms. Nritya Ganesh,** General Manager & Head - L&D, Siemens Healthineers

• **Mr. Lalit Suresh,** Global Head - Learning and Development, Torry Harris Integration Solutions

• **Ms. Anjan A,** Vice President Learning & Development, Northern Trust

• **Mr. Gerald Santosh,** Director Human Resource, Arrow Electronics

• **Ms. Runa Sengupta,** Head of Human Resources, Weir Minerals India

• **Ms. Savitha Mahesh,** Head, Leadership and Professional Development India Informatica

• **Mr.Soosai Agnel Jude,** Senior Director - HR, Movate

## Participant Designation Breakdown:

Participant Designation Breakdown – HR Leadership Roundtable

Others / Mid-level

0.0%

VP / Sr. Dir

43.8%

CTOs / Heads

56.2%
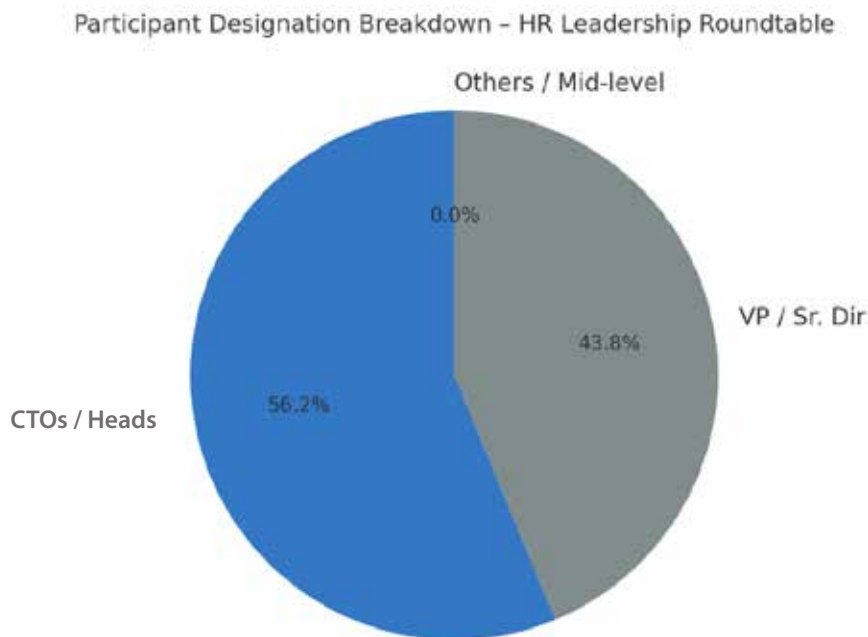
## Conference Report

The discussions highlighted how GCCs are reimagining learning strategies to create resilient and future-ready talent pipelines. Leaders shared insights on the practical challenges of personalization, the importance of contextual learning, and the need for stronger collaboration between academia and industry.

## Key Takeaways:

Only 8% of GCCs have advanced meaningfully across innovation, efficiency & market advantage — Boston Consulting Group (2025) 【bcg.com】

- 90%+ of top GCCs have set up or expanded AI Centres of Excellence in the last 18 months — BCG Report (2025) 【bcg.com】
- India, alongside U.S. & Mexico, leads globally in GCC maturity combining scale, innovation & efficiency — BCG Report (2025) 【bcg.com】
- India's GCC sector could hit $105 B revenue and 2.8 M jobs by 2030 — McKinsey (2024) 【thegcchub.squarespace.com】
- MeitY aims to expand GCC presence beyond six metro cities for inclusiveness — Government of India (MeitY, 2025)
- Karnataka plans to double GCCs to 1,000 by 2029, creating 350K jobs with incentives — Government of Karnataka / Reuters (2024) 【Reuters】

## Closing Note:

The evening concluded with a networking dinner where HR leaders continued their conversations informally, fostering deeper connections and opening doors for future collaborations. The event reinforced a shared vision: building adaptive, innovative, and people-centric GCCs powered by personalized learning.

## Industry Insights:

- GCCs are increasingly transitioning from support centers to innovation hubs
- Personalized learning paths are essential for preparing workforces for emerging tech adoption
- GenAI readiness and tech fluency are becoming central to L&D strategies
- Continuous learning is no longer optional—it is a cultural necessity for tomorrow's GCCs

## B2B Event Industry Facts:

- 92% of B2B marketers find in-person events deliver the highest ROI compared to other marketing channels.(Source: Gartner (2024))
- 1 in 2 event attendees convert into qualified leads, with 20–30% progressing to active sales conversations within 30 days. (Source: Bizzabo (2024))
- Buyers are 1.7x more likely to finalize decisions after face-to-face interactions versus digital-only engagements.( Source: McKinsey (2023) )

## And ObserveNow events consistently exceed these benchmarks:

✅ 80–90% of attendees report a better understanding of our partners' products and solutions after direct, in-person interactions.
✅ On average, 60% of event attendees become direct business leads, and within that, 40% express clear interest in exploring partnerships or solutions further

ObserveNow, Ankercloud, and Google Cloud look forward to enabling more such interactive leadership engagements in the journey of digital transformation.

# BRANDING ELEMENTS

# EVENT GALLERY

## EVENT GALLERY