

SERVICE 02 OF 06 · SKA GLOBAL PARTNERS

Global Capability Centre Setup

From blank page to operational offshore delivery hub
— built by someone who has done it.

Service 02 · Principal-led

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The Challenge

A Global Capability Centre done well becomes a genuine competitive advantage: owned technology delivery capacity that grows with your organisation and builds institutional knowledge rather than exporting it to a vendor. Done poorly, it becomes an expensive distraction — high setup cost, cultural friction, and a centre that never reaches the productivity level that justified building it.

Signs you need this

- Technology costs are escalating and outsourcing contracts are not delivering expected value
- You want to build owned capability rather than perpetual vendor dependency
- Your competitors have GCCs and you need to close the cost and scale gap
- You have considered a GCC but are unsure which location makes sense or how to structure it
- You have an existing GCC that is underperforming and needs a structural reset
- Your current offshore delivery model lacks the governance to scale confidently

Our Approach

Strategy & Decision — Month 1

Business case validation, location assessment, legal and tax structure options, talent market analysis, and executive alignment on the operating model.

- Business case modelling (cost, capability, risk)
 - Location analysis across India, Malaysia, Philippines, and Eastern Europe
 - Legal entity and tax structure options
 - Talent market assessment (availability, cost, skills profile)
 - Operating model design (governance, reporting, integration)
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Setup & Establishment — Month 2–5

Entity registration, leadership hiring, technology and tooling setup, HR and payroll framework, and governance integration with the parent organisation.

- Legal entity registration and compliance setup
 - Leadership and seed team hiring
 - Physical or virtual office setup
 - Technology infrastructure and tooling
 - HR, payroll, and benefits framework
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Ramp & Integration — Month 6–12

Scale the team, embed into delivery programmes, establish performance standards, and build the knowledge transfer processes that make the centre self-sustaining.

- Delivery team ramp (engineering, QA, BA, architecture)
 - Integration into parent organisation's delivery programmes
 - Performance frameworks and KPIs
 - Knowledge transfer and onboarding processes
 - Governance maturity review at month 12
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What You Get

Every engagement produces documented, actionable outputs — not presentations that sit in a drawer. Below are the standard deliverables for this service. Exact scope is agreed during the Diagnostic Assessment.

- | | |
|--------|---|
| 0
1 | GCC business case and location recommendation |
| 0
2 | Operating model design document |
| 0
3 | Legal and HR framework (in partnership with local advisors) |
| 0
4 | Hiring and onboarding framework for first 50 hires |
| 0
5 | Technology and tooling setup |
| 0
6 | Governance integration model with parent organisation |
| 0
7 | 12-month ramp plan with milestones and KPIs |

Delivered, Not Just Advised

Senthil established ACABES — Arab Bank's Global Capability Centre in India — from the ground up. Starting from a blank page, he navigated legal entity setup, leadership hiring, technology infrastructure, and integration into Arab Bank's global delivery model. ACABES became a core part of Arab Bank's technology delivery capacity and a significant contributor to the bank's transformation programme.

Specific outcomes:

- Legal entity established and fully operational
- Leadership team hired and onboarded
- Delivery teams ramped across engineering, QA, and architecture
- Integrated into Arab Bank's global delivery governance
- Delivered critical components of Reflect and Arabi Next

"Senthil not only provided expertise in designing, developing, and leading the solution — he acted as the sole primary subject matter expert throughout the engagement. I highly recommend Senthil when a level of creativity and ambiguity exists." — Rob Suba, CTO · former client, Cardinal Health "The digital impact has been huge. Many banks around us envy us for what we built." — Senior Executive · Arab Bank Full client references available at [linkedin.com/in/senthilparameswaran](https://www.linkedin.com/in/senthilparameswaran)

Engagement Models

Engagements are sized to fit the problem, not a standard contract. Every engagement begins with a Diagnostic Assessment to confirm the right model before any commitment is made.

Full Setup Programme

End-to-end advisory from decision to operational centre. Typically 6–12 months of embedded advisory.

Strategy & Design Only

A time-boxed engagement producing the business case, location recommendation, and operating model — for organisations with internal resource to execute.

GCC Health Check

For existing underperforming centres — a diagnostic and reset plan delivered in 4–6 weeks.

About Senthil Parameswaran

Senthil is the Principal Consultant at SKA Global Partners and former Chief Digital Officer at Arab Bank (2017–2026). He has 25 years of delivery experience across Singapore, the United States, New Zealand, the Netherlands, the UK, and Jordan.

Every engagement is led personally by Senthil. There are no junior analysts, no sub-contracted teams, and no pre-packaged frameworks applied before understanding your situation.

To start a conversation, send an email with a brief description of your organisation and what you are trying to accomplish. skaglobalpartners.com · [linkedin.com/in/senthilparameswaran](https://www.linkedin.com/in/senthilparameswaran)