

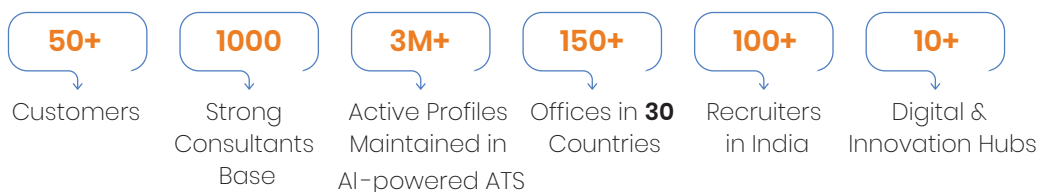
Accelerate Your GIC Journey From Cost Center to Strategic Innovation Hub

Once defined by their delivery mandate, today's Global In-house Centers have come of age. No longer "captives," they are now catalysts—powering a dynamic shift from operational support to strategic innovation, fundamentally changing the rules of global sourcing.

We see the GIC as the strategic heartbeat of the parent organization, not just a business unit. Since 2011, ACL Digital has been deepening partnerships and co-creating the future of GICs across industries.

ACL Digital and GIC Market

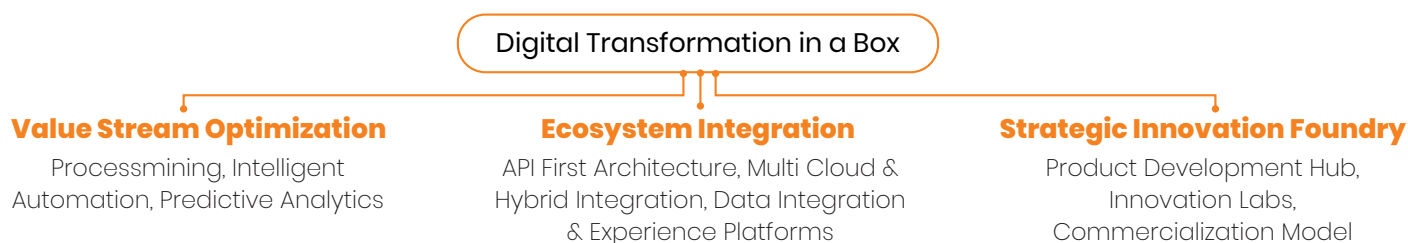
At ACL Digital, the Global Innovation Center (GIC) is a strategic business unit that leverages global talent and technology expertise to drive innovation, accelerate digital transformation, and unlock new avenues for business growth.



Industry Experience



GIC Digital Value Creation (DVC) Framework



Core Expertise

- Digital Strategy & Engineering
- Application Development & Maintenance
- Application Modernization
- Data CRO & FSP
- Cloud Transformation – AWS, Azure & GCP
- Enterprise Apps – Oracle, SAP, D365, Salesforce
- 24x7 IT Managed Services
- Intelligent Automation
- Data Analytics, AI & ML, Web3.0 & Blockchain
- Quality Engineering
- Systems & Embedded Engineering
- Cybersecurity
- Digital Interactive – UI & UX, AR/VR/MR
- IoT, Hardware & Embedded Engineering
- Private 5G, Enterprise Connectivity, Enterprise Datacentre & AI Infrastructure

EPM – A Differentiator in Helping GCCs Scale

ACL Digital program manager assigned to customer

SPOC for any resource-level engineering/operations issue

Monthly formal management review

Dashboard review between GCC management and ACL Digital management

Connect with GCC managers fortnightly for feedback on

- › Each individual/team's commitment v/s actual, both on timeline and quality metrics
- › Defining metrics to track performance and training needs

Quarterly Review

Leadership level business and roadmap review (between GCC Tech, business, and ACL Digital)

Engineering Program Management Team

- › Direct ownership at the account level for all strategic GCC accounts
- › Hiring process – on calibration, aligning expectations with the GCC client
- › Employee connect – aspiration, continuous learning, and roadmap tracking
- › Customer connect – roadmap and delivery tracking with monthly dashboards

Safety, Process, Compliance, and ESG



Our Value Proposition

Experience and Expertise

01

Deep GIC Expertise:

Proven success across all industry verticals, engagement models, and pricing structures

Comprehensive Services:

Expertise in staff augmentation, managed delivery services (onsite & offshore), business process & strategy consulting

Flexible engagement models:

BOT, Managed Services, Co-innovation Pods

Talent and Sourcing

02

Dedicated Talent Bench:

A specialized bench is available for rapid deployment on GIC projects, including IoT

Flexible Talent Model:

A dynamic mix of internal experts and resourcing partners for tailored pricing and talent

Plug-and-Play (P&P) Talent:

Our dedicated 50+ member team ensures a streamlined hiring process and faster talent supply

Client Success and Delivery

03

Seamless Program Management:

Dedicated account and delivery managers ensure successful program execution

Strategic Client Partnerships:

Dedicated teams for managing customer relationships and demand-supply mapping

Proven Impact:

Successfully operating in 25 of ACL Digital's top 50 accounts

GCC Level EPM Focus

- › Bridging the gap between talent acquisition and GCC expectations, enhancing hiring efficiency
- › HR effectiveness (attrition control measures – employee connect in account under ownership, GCC-level initiatives on HR, rewards, and recognitions)
- › Engineering process governance across accounts – good practices of select key accounts to be recommended to the rest of the accounts
- › GCC level monthly account dashboard for account health and helping with recommendations on finance, operations, and customer

ACL Digital, an ALTEN Group company, helps businesses innovate and thrive. Our chip-to-cloud capabilities enable us to help our clients design and build cutting-edge products, platforms, and digital experiences. Our unique approach combines design expertise with deep engineering knowledge and AI capabilities to help businesses unlock their full potential in today's digital world.

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