

Transforming Healthcare Through AI-Powered Global Capability Centers (GCCs)

Leveraging AI Agents, Data Intelligence & Intelligent
Automation

EXECUTIVE SUMMARY

Healthcare is experiencing a paradigm shift driven by Artificial Intelligence (AI), intelligent automation, cloud technologies, and data-centric decision-making. As healthcare organizations face increasing operational complexity, workforce shortages, regulatory compliance requirements, and rising patient expectations, Global Capability Centers (GCCs) are emerging as strategic transformation hubs rather than traditional support centers.

Modern Healthcare GCCs integrate AI Agents, enterprise data platforms, cloud infrastructure, advanced analytics,

and intelligent automation to improve operational efficiency, accelerate innovation, and enhance patient outcomes. Beyond cost optimization, GCCs enable organizations to build scalable digital ecosystems capable of responding to rapidly evolving healthcare demands.

This white paper explores how AI-powered GCCs are transforming healthcare operations, examines emerging healthcare technology trends, highlights industry use cases, and presents the role of SNS Square in enabling enterprises to build intelligent, data-driven, and future-ready healthcare organizations.

KEY HIGHLIGHTS

- 01** Healthcare is rapidly embracing AI-driven digital transformation
- 02** GCCs have evolved into enterprise innovation and transformation centers.
- 03** AI Agents are reshaping clinical and business operations.
- 04** Data engineering and analytics enable faster, evidence-based decisions.
- 05** Enterprise AI improves productivity, compliance, and patient experience.

HEALTHCARE INDUSTRY LANDSCAPE

Healthcare is one of the fastest-growing sectors undergoing digital transformation. The convergence of AI, cloud computing, advanced analytics, and automation is fundamentally changing how healthcare organizations diagnose diseases, manage patient care, optimize operations, and improve clinical outcomes. However, healthcare providers continue to face significant challenges, including fragmented data, rising operational costs, workforce shortages, cybersecurity risks, and increasing regulatory demands.

Addressing these challenges requires organizations to adopt intelligent, scalable, and technology-driven operating models.

Global Capability Centers (GCCs) have become strategic enablers of this transformation by centralizing specialized talent, digital capabilities, AI engineering, data management, and enterprise innovation under one ecosystem.

HEALTHCARE INDUSTRY SNAPSHOT

Indicator	Current Trend
Global Healthcare Market	One of the world's largest industries, exceeding USD 10 trillion annually
Digital Health	Rapid expansion driven by telemedicine, AI, and connected care
AI Adoption	Growing use of AI for diagnostics, imaging, clinical decision support, and administrative automation
Healthcare Data	One of the fastest-growing data domains globally, requiring scalable analytics and governance
GCC Growth	Healthcare organizations are increasingly expanding GCCs to support digital transformation and innovation

CURRENT INDUSTRY CHALLENGES



Operational Challenges

- ◆ Rising healthcare expenditure
- ◆ Skilled workforce shortages
- ◆ Administrative inefficiencies
- ◆ Increasing patient expectations



Business Challenges

- ◆ Regulatory compliance
- ◆ Cost optimization
- ◆ Digital transformation at scale
- ◆ Faster innovation cycles



Technology Challenges

- ◆ Fragmented healthcare data
- ◆ Cybersecurity and privacy concerns
- ◆ Legacy IT infrastructure
- ◆ Limited interoperability

WHY AI-POWERED GCCS?

Healthcare GCCs are evolving into enterprise transformation centers by integrating:

AI Agents

- ◆ Virtual clinical assistants
- ◆ Intelligent customer support
- ◆ Automated claims processing
- ◆ Medical documentation

Data Intelligence

- ◆ Enterprise data platforms
- ◆ Predictive analytics
- ◆ Population health insights
- ◆ Real-time dashboards

Intelligent Automation

- ◆ Robotic Process Automation (RPA)
- ◆ Workflow optimization
- ◆ Document processing
- ◆ Revenue cycle automation

Cloud & Digital Engineering

- ◆ Cloud migration
- ◆ Application modernization
- ◆ Secure healthcare platforms
- ◆ Digital product development



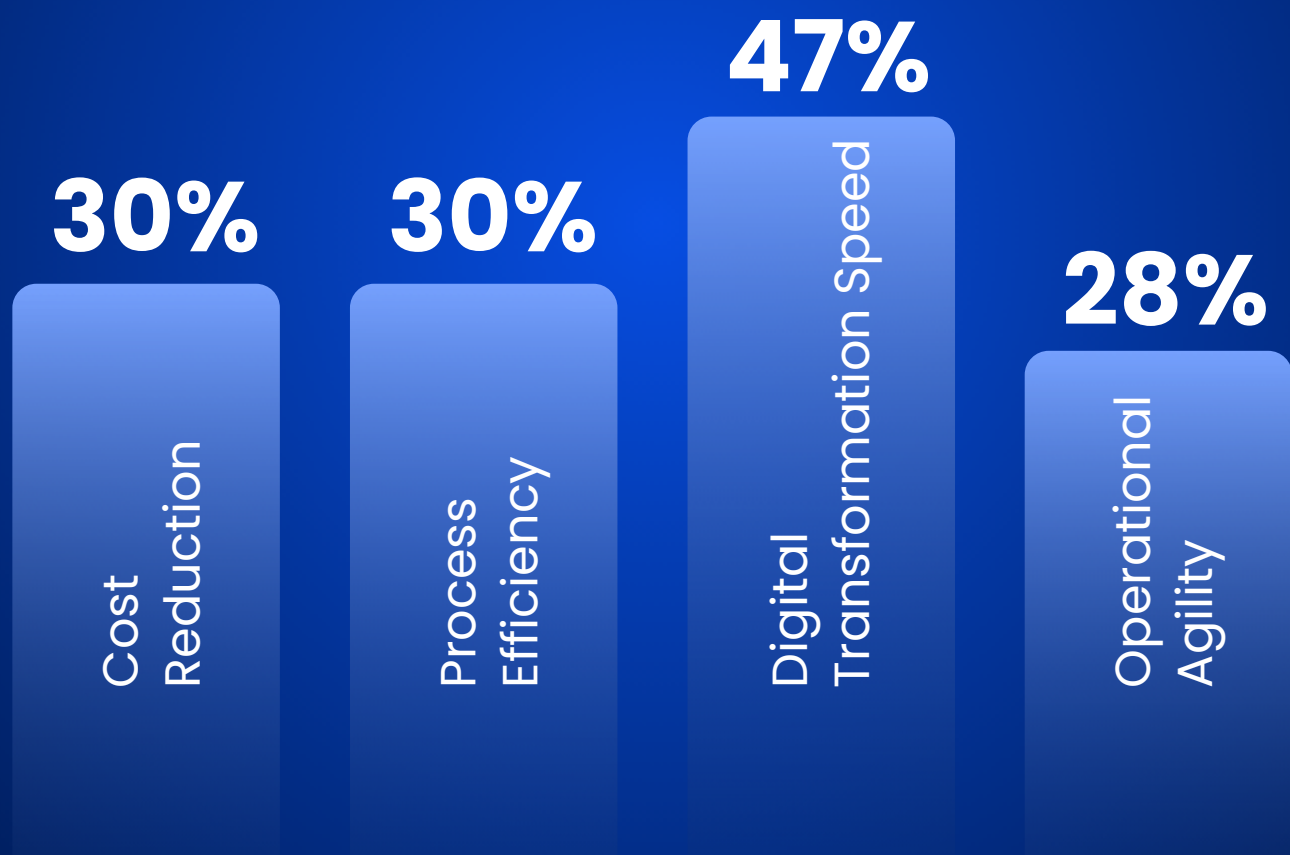
BUSINESS BENEFITS

Traditional Operations	AI-Powered GCC Model
Manual processes	Intelligent automation
Siloed systems	Integrated enterprise platforms
Reactive decisions	Predictive insights
High operational cost	Optimized operations
Limited innovation	Continuous AI-led innovation

BUSINESS IMPACT OF HEALTHCARE GCCS

Illustrative Business Impact of Healthcare GCC Adoption

Representative improvement ranges commonly reported in industry analyses.



THE EVOLUTION OF HEALTHCARE GLOBAL CAPABILITY CENTERS

Healthcare Global Capability Centers (GCCs) have evolved significantly over the past decade. Initially established to provide cost-effective back-office support, modern GCCs have transformed into strategic centers of excellence that drive enterprise-wide innovation, digital transformation, and business resilience.

Today, Healthcare GCCs are responsible for developing AI solutions, engineering digital healthcare platforms, enabling data-driven decision-making, enhancing cybersecurity, and accelerating research and innovation across global healthcare organizations.

By combining advanced technologies with specialized talent, GCCs empower healthcare enterprises to improve operational efficiency, reduce costs, strengthen regulatory compliance, and deliver superior patient experiences.

GCC 4.0

Primary Focus

AI, Data & Enterprise Engineering

Business Value

Strategic Business Growth

GCC 3.0

Primary Focus

Digital Transformation

Business Value

Innovation & Automation

GCC 2.0

Primary Focus

Technology Support

Business Value

Process Excellence

GCC 1.0

Primary Focus

Shared Services

Business Value

Cost Optimization

GCC INDUSTRY SNAPSHOT

Metric	Current Status
Global GCC Market	Rapid expansion across healthcare, BFSI, manufacturing, and retail
India GCC Ecosystem	1,800+ GCCs employing 1.9+ million professionals
New GCCs expected by 2030	500+ additional centers
Healthcare & Life Sciences GCCs	One of the fastest-growing GCC segments
AI Adoption in GCCs	Increasing focus on AI, GenAI, enterprise automation, and data engineering

CORE CAPABILITIES OF MODERN HEALTHCARE GCCS

Artificial Intelligence & AI Agents

- ◆ Clinical decision support
- ◆ Medical imaging analysis
- ◆ AI-powered virtual assistants
- ◆ Intelligent patient engagement
- ◆ Automated documentation

Data Engineering & Analytics

- ◆ Enterprise Data Platforms
- ◆ Predictive Healthcare Analytics
- ◆ Population Health Management
- ◆ Business Intelligence Dashboards
- ◆ Real-Time Clinical Reporting

Cloud & Digital Engineering

- ◆ Cloud migration
- ◆ Healthcare application modernization
- ◆ API integration
- ◆ Digital product development
- ◆ Scalable enterprise platforms

Intelligent Automation

- ◆ Robotic Process Automation (RPA)
- ◆ Claims processing automation
- ◆ Revenue cycle optimization
- ◆ Workflow automation

CASE STUDY: OPTUM

Challenge

Managing large-scale healthcare operations while improving efficiency and patient outcomes.

Solution

Optum expanded its GCC capabilities by investing in AI, cloud platforms, analytics, and digital engineering to centralize technology expertise and accelerate healthcare innovation.

BUSINESS OUTCOMES



Improved operational efficiency



Enhanced analytics capabilities



Faster innovation cycles



Better patient engagement

EVIDENCE-BASED PROPOSED SOLUTION

Healthcare organizations require a transformation strategy that integrates technology, data, and business processes rather than implementing isolated digital initiatives. An AI-powered Global Capability Center (GCC) provides a centralized ecosystem that enables healthcare enterprises to accelerate innovation, improve operational efficiency, and deliver high-quality patient care.

The proposed solution focuses on building an intelligent Healthcare GCC that combines Artificial Intelligence (AI), AI Agents, Enterprise Data Platforms, Cloud Technologies, and Intelligent Automation into a unified operating model. This approach enables organizations to make data-driven decisions, automate repetitive tasks, strengthen regulatory compliance, and create a scalable digital healthcare ecosystem.

IMPLEMENTATION FRAMEWORK



Assess

Key Activities

Evaluate current digital maturity, processes, and data landscape

Expected Outcome

Identify transformation opportunities

Key Activities

Develop GCC strategy, AI roadmap, and enterprise architecture

Expected Outcome

Define scalable operating mode



Design



Build

Key Activities

Deploy AI Agents, enterprise data platforms, cloud solutions, and automation

Expected Outcome

Accelerate digital transformation

Key Activities

Monitor KPIs, improve AI models, and continuously enhance operations

Expected Outcome

Sustainable business growth



Optimize

DID YOU KNOW?

Healthcare generates nearly **30% of the world's data**, making advanced analytics and AI essential for better clinical and operational decision-making.

India has become one of the leading destinations for Healthcare GCCs due to its skilled workforce, digital capabilities, and strong technology ecosystem.

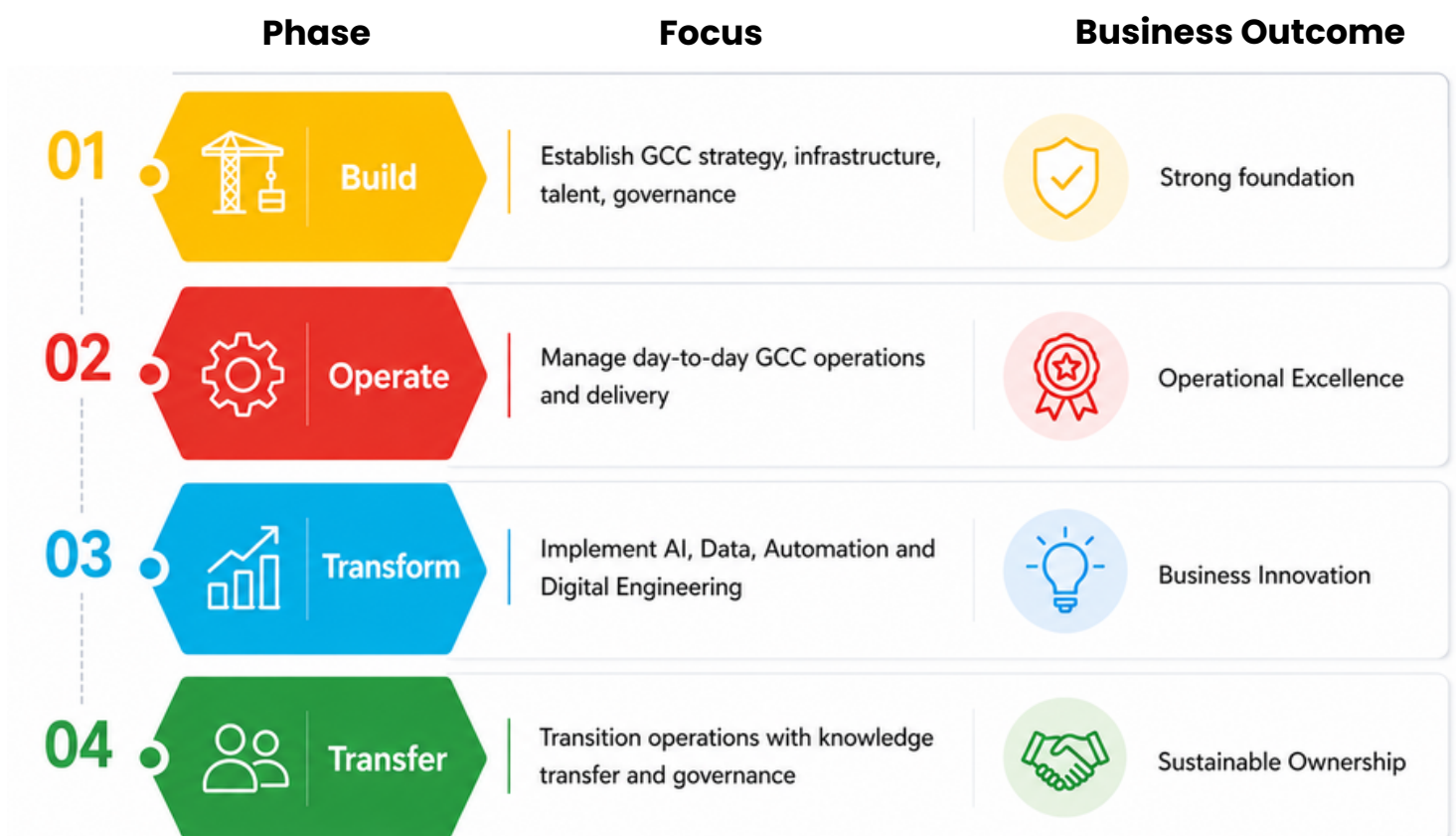
THE SNS SQUARE BOTT MODEL

To ensure successful Global Capability Center (GCC) implementation, SNS Square adopts the BOTT (Build–Operate–Transform–Transfer) model a structured engagement framework that enables organizations to establish, scale, and optimize GCCs while minimizing operational risk and maximizing long-term value.

The BOTT model allows enterprises to progressively build capabilities, stabilize operations, accelerate digital transformation through AI and data, and ultimately transfer mature operations to the client organization with complete ownership and governance.



BOTT FRAMEWORK



Why SNS Square?

SNS Square partners with enterprises to establish and transform Global Capability Centers by integrating AI, enterprise data, cloud technologies, and intelligent automation into business operations.

OUR FOCUS AREAS INCLUDE:



GCC Strategy & Transformation



**BOTB
GCC Operating Model**



AI Agents & Generative AI



Enterprise Data & Analytics



Cloud & Digital Engineering



Intelligent Automation



Digital Transformation Consulting



Business Intelligence & Research

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Rather than implementing standalone technologies, SNS Square enables organizations to build intelligent, scalable, and future-ready enterprise ecosystems that deliver measurable business value.

Conclusion

The healthcare industry is undergoing a significant transformation driven by Artificial Intelligence, enterprise data, cloud technologies, and intelligent automation. Global Capability Centers (GCCs) have evolved from operational support units into strategic innovation hubs that enable organizations to improve efficiency, enhance patient experiences, and accelerate digital transformation. By adopting AI-powered GCCs and leveraging structured operating models such as SNS Square's BOTT (Build–Operate–Transform–Transfer) framework, healthcare organizations can build resilient, scalable, and data-driven ecosystems capable of addressing evolving industry challenges while delivering sustainable business value.

Connect With Us

Whether you are exploring Global Capability Centers (GCCs), AI adoption, enterprise data, intelligent automation, or digital transformation, SNS Square welcomes opportunities to collaborate with organizations and industry leaders.

For enquiries, partnerships, or to learn more about our consulting and transformation services, please connect with SNS Square.

Visit us at www.snssquare.com
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