Brillio's AI-Powered, Business-Specific ODC Model

AI agents. Human talent. Business-specific capability. Brillio helps enterprises build, operate, and transition high-performance ODCs that become strategic extensions of the GCC.

Executive point of view

For digital-first enterprises, the real advantage is not setting up another offshore construct. It is creating a business-specific capability hub that can scale product engineering, modernization, data, AI, and platform operations with speed, governance, and deep product context built in from day one.

Brillio's model brings together agentic AI delivery systems, domain-ready human talent, mature engineering governance, and a structured Build-Operate-Transfer pathway to create ODCs that operate as strategic extensions of the GCC.

The core shift: from capacity-led delivery to AI-powered capability creation — combining business-specific agents, Brillio-trained pods, and human-in-the-loop governance.

What this means for CIO and GCC leaders

- **Build capability and capacity:** ODC pods are organized around product outcomes, engineering velocity, and governance readiness.
- **Design around agents and talent together:** AI agents handle repeatable engineering workstreams while Brillio's human specialists provide judgment, architecture, domain context, and accountability.
- **Use the right entry model:** Dedicated ODC, BOT, and Assisted Captive GCC are not competing options. They sit on a maturity curve that lets the enterprise choose the right balance of speed, control, transfer readiness, and risk.
- **Keep transition discipline visible from day one:** Operating metrics, knowledge artifacts, governance cadence, and talent retention mechanisms are built for eventual continuity, not retrofitted at handover.

Three strategic models on one capability curve

Model	Strategic role
Dedicated ODC Model	Fastest path to business-specific capacity with Brillio-owned operations, dedicated pods, secure workspace, transparent governance, and scalable talent fulfillment.
BOT Model for GCC	Builds and operates the capability hub through a defined maturity runway, then transfers people, process, assets, knowledge, and governance to the client-owned GCC.
Assisted Captive GCC	Advisor-led model for enterprises that want maximum control from day one while using Brillio for framework design, operating model guidance, infrastructure input, and flex capacity.

1. Dedicated ODC Model

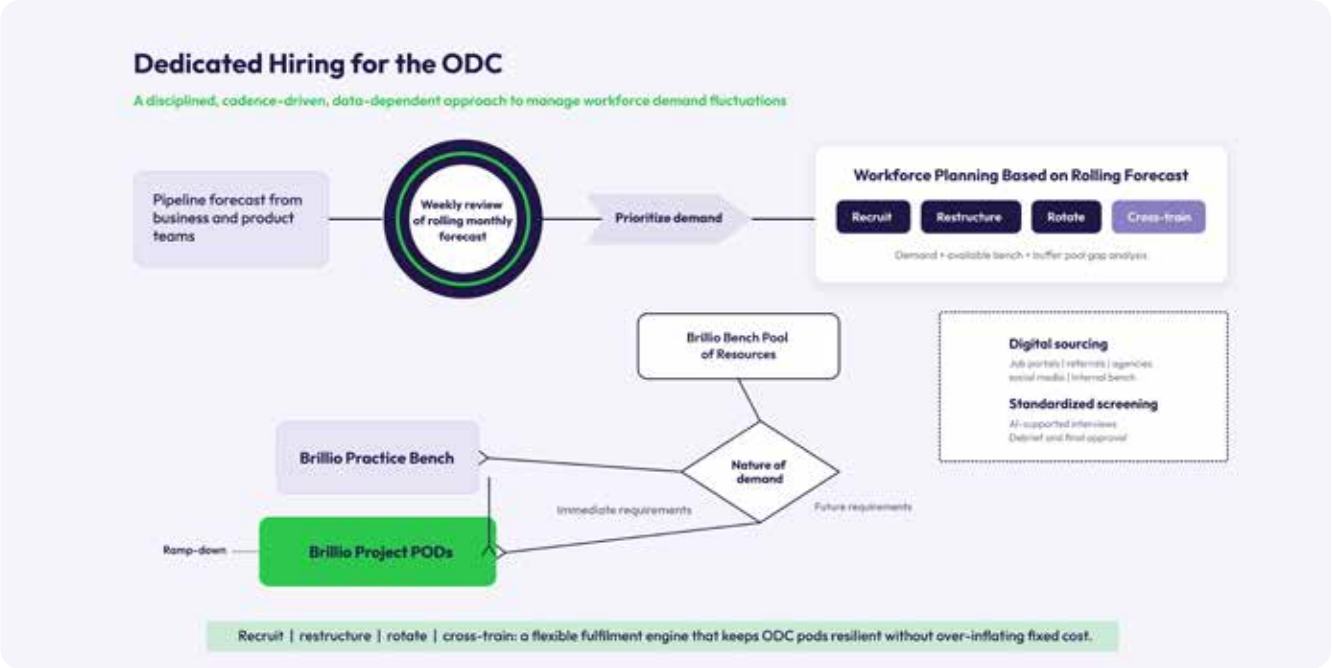
A secure, scalable, AI-powered capability hub operated by Brillio and aligned to the enterprise's product roadmap.

Operating tenet: Dedicated pods with business ownership

- **Dedicated talent and teams:** Engineering pods with clear ownership, structured onboarding, role-based skill mapping, and cultural ways of working aligned to the client's product organization.
- **Secure enterprise workspace:** 24x7 security, biometric access, CCTV, anti-passback controls, dedicated server rooms, and enterprise-grade physical controls.
- **Network and cyber security:** Firewalls, IDS/IPS, VPN, RBAC, VDI security, SIEM, endpoint compliance checks, and vulnerability management across ODC environments.
- **Agile and SAFe delivery:** SAFe-trained resources, distributed PI planning, sprint governance, milestone reporting, and delivery health index aligned to release cadence.
- **Engineering excellence:** CI/CD pipelines, DevOps automation, test automation, real-time engineering insights, and high-performance engineering practices.
- **Governance and transparency:** Program management, escalation paths, real-time dashboards, DR/BC planning, and communication protocols with onshore teams.

Dedicated hiring for the ODC

Brillio's hiring engine uses a rolling forecast to prioritize demand, assess available bench and buffer pools, source through digital channels, screen through standardized and AI-supported methods, and route talent into practice benches or project pods based on immediate and future requirements.



Brillio Academy: Readiness pipeline for business-specific ODC talent

Brillio Academy creates predictable onboarding, upskilling, and cross-skilling by combining continuous quarterly feedback loops, customized training plans, and structured learning pathways. The framework produces business-ready ODC talent across four readiness pillars:

- **Tech ready:** Tool stacks, toolchains, and product/program/project management tools.
- **Knowledge management ready:** SOPs, domain-specific artifacts, walkthroughs, and reusable delivery assets.
- **Ways of working ready:** Process training, project training, ADAM adoption, and client-aligned engineering cadence.
- **Domain ready:** Agentic AI, full-stack development, front-end development, and domain-context learning.

Learning and assessment partners referenced in the framework include Udacity, Udemy, Coursera, LinkedIn Learning, Pluralsight, Percipio, Buddy Interview, Mettl, LeetCode, and CodeSignal. These partner ecosystems support learning, evaluation, coding assessment, and readiness validation in a concise capability pipeline.

Evolution Path: From Onshore and Nearshore Delivery to an AI-Powered GCC

Many enterprises begin their engineering journey with onshore or nearshore delivery models to remain close to business stakeholders and accelerate collaboration. As product portfolios expand, however, leaders often encounter increasing cost pressures, fragmented vendor ecosystems, inconsistent engineering practices, and difficulty scaling specialized AI, data, and platform talent.

A modern GCC does not require a disruptive "lift-and-shift" from existing locations. Instead, organizations can progressively transition capabilities through a structured evolution path. Initial product teams, engineering pods, or platform services can be established within a dedicated ODC while maintaining continuity across existing onshore and nearshore teams. As delivery velocity, governance maturity, and operating rhythm stabilize, additional capabilities—including product engineering, cloud modernization, data platforms, AI initiatives, and operational support functions—can be consolidated into a GCC operating model.

Brillio's AI-powered GCC approach accelerates this progression by combining agentic delivery frameworks, reusable engineering assets, structured knowledge transfer, and business-specific talent pipelines. The result is a phased transition that preserves institutional knowledge, minimizes operational risk, and enables enterprises to evolve from geographically distributed delivery teams into a scalable, AI-native capability hub that supports long-term product innovation and business growth.

2. BOT Model for GCC

A disciplined Build-Operate-Transfer engine for enterprises that want long-term ownership, stronger IP control, and a risk-managed transition path.

Build phase: From intent to fully operational capability hub

- **Assess and blueprint:** Assess the GCC operating model across engineering, IT operations, business processes, and data; evaluate AI maturity, governance, and readiness for scale; baseline productivity, cost, cycle time, and quality metrics; identify AI-ready value pools aligned to enterprise priorities.
- **Set up operations in parallel:** Establish the operating model, secure workspace, IT infrastructure, governance cadence, talent strategy, and knowledge-transfer mechanisms while existing delivery continues without disruption.
- **Use AI to compress talent readiness:** AI agents scrape, parse, and pre-screen technical candidates at scale, reducing time-to-hire by 30-40%.
- **Create the first readiness assets:** GCC maturity scorecard, AI-readiness scorecard, target AI-native operating model, POD and AI CoE design blueprints, and prioritized agentic transformation roadmap.

Operate phase: From functional entity to high-performance engineering unit

- **Deploy AI-native pods:** Operate pods and agentic workflows against a defined AI delivery lifecycle spanning discover, business case, implementation, engineering, assurance, and sustenance.
- **Embed agentic delivery:** Use requirements, impact analysis, solution design, engineering, QA, deployment, and documentation agents orchestrated by a development orchestration agent with human-in-the-loop governance.
- **Scale reuse and governance:** Expand agent libraries and shared platforms across engineering, data, and operations while embedding security, observability, and governance controls.
- **Track performance:** Measure productivity, effort reduction, quality metrics, throughput, cost efficiency, and reusable AI assets as the capability matures.

Transfer phase: Capability handover with legal transition

- **Readiness assessment:** Assess planning, governance, process, people, financials, go-live, and change management before handover.
- **Structured transition governance:** Run steering committee, transition office, and daily delivery cadence to keep transfer visible and risk-managed.

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- **People transition:** Move people in waves — leadership first, then senior engineers, then the broader team — with targeted retention levers for high-flight-risk talent.

AI knowledge graph: The differentiator in handover

AI packages operational history, architecture decisions, incident patterns, playbooks, and tribal knowledge into an interactive, queryable knowledge graph owned by the client. This turns Transfer into a true capability handover.

3. Assisted Captive GCC Model

An advisory-led pathway for enterprises that want higher control from day one while using Brillio's GCC operating model expertise and flex capacity.

Model overview

In the Assisted Captive GCC model, the enterprise owns more of the captive structure from the start, while Brillio advises on the approach, framework, roadmap, facility and infrastructure considerations, and operating model design. Brillio can also support service-delivery scale-up or provide flex teams for peak demand.

- **Advisory over ownership:** Brillio provides framework, roadmap, operating model, and program advisory while the client retains higher control.
- **Accelerated setup with reduced blind spots:** Brillio brings tested delivery governance, talent planning, facility/infrastructure advisory, and transition playbooks to reduce operating-model risk.
- **Flex capacity when demand spikes:** Brillio teams can support specialized delivery or peak demand without forcing the client to overbuild permanent capacity.
- **GCC maturity by design:** The model is suited for enterprises with prior GCC/captive experience that want to strengthen speed, consistency, and governance while retaining strategic control from day one.

When to use this model

- The enterprise already has captive operating maturity and wants Brillio's expertise to sharpen the roadmap, governance, and delivery framework.
- The enterprise wants maximum control and IP ownership from day one but still needs external acceleration in setup, scale, and execution.
- Demand volatility requires flexible specialist support without shifting the entire operating model to a partner-owned structure.

Where our AI-native GCC has already moved the needle

Specialty chemicals: From fragmented ops to AI-led CoEs

A $3 billion+ global specialty chemicals manufacturer operating across 40+ countries needed unified digital operations. We established business and technology CoEs integrating Conversational AI, AIOps, and automation-led workflows.

Impact: 40% cost reduction by Year 2, 30% improvement in order-processing efficiency, and 45% headcount reduction.

Health services: Standing up a strategic capability hub

A global health services leader set up a GCC in India as a core innovation hub. We served as the Digital Transformation Partner across cloud, product and platform engineering, cognitive automation, and identity and access management services.

Impact: Enabled Phase 1 with measurable outcomes, and built the foundation for Phase 2, moving product and engineering ownership to India.

Telecom: Building an industry-first virtual network services platform

A leading telecom provider needed to scale engineering and reduce legacy dependency. We deployed 850+ experts in India and revamped cloud-native solutions using reverse engineering.

Impact: NPS of 89 across engagements and recognition as the client's AI innovation partner.

What the dedicated ODC actually delivers

Beyond talent and delivery model, the ODC backbone is what makes the AI-native GCC production-ready from Day 1: 24x7 physical security with biometric access and dedicated server rooms compliant with ISO 27001, GDPR, and HIPAA; a full network and cyber security stack across firewalls, IDS/IPS, VPN, RBAC (role-based access control), virtual desktop infrastructure, and security information and event management; and 100% SAFe (Scaled Agile Framework)-trained pods running CI/CD pipelines, DevOps automation, and real-time delivery health index.

What this means for enterprise leaders

- **Rebase your GCC business case on capability, not cost.** Boards that still evaluate based on headcount savings will underwrite the wrong model and miss the innovation upside.
- **Choose the entry point that matches your risk appetite, not your ambition.** ODC, BOT, and assisted captive are not competing options; they are sequential steps on the same curve, and skipping stages breaks unit economics.
- **Design the GCC around agents, not around seats.** If pod sizing, governance, and P&L still track headcount as the primary lever, the AI-native model will underperform its own promise.
- **Treat the Transfer phase as a capability handover, not a legal one.** BOT programs are won or lost on knowledge continuity and retention economics, not on entity setup timelines.
- **Budget for the friction, not just the outcome.** DPDP compliance, cultural integration, and market retention costs are real and should be modeled explicitly, not treated as rounding errors.

About Brillio

Brillio is The Enterprise AI Accelerator helping Fortune 1000 companies move from AI ambition to scaled impact, faster. Powered by our AI accelerator platform – Agentic Data and Application Management (ADAM), Brillio is one of the fastest-growing digital technology service providers, delivering transformation across five core workstreams: business-led transformation, customer experience transformation, AI and data engineering, digital engineering, and infrastructure engineering.

With 14 delivery locations across North America, Europe, and Asia and a team of over 6,000 customer-obsessed professionals, Brillio combines deep industry expertise, modern engineering, and accelerators to deliver measurable outcomes. Headquartered in Dallas, Texas, Brillio serves clients globally with a commitment to speed, scale, and measurable impact.

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