

# Offshore Delivery Center (ODC) Setup and Global Capability Center (GCC) Transition for a Leading FinTech Firm

## The Client

The client is a leading FinTech firm in the investment management space, with a reference data consolidation platform.

## The Challenge

The client had recently received investment from a private equity firm and initiated a large-scale platform modernization program. At the same time, it was struggling to scale its Professional Services division, which was impacting its ability to win new clients and onboard them on time. One of the strategic alternatives considered was to set up an ODC and scale up across nearshore and offshore locations. After six years of successful operations with Magic, the client decided to establish its own GCC in India and the Philippines and required support for a structured transition and ramp-down.

## Critical Success Parameters

- ✓ Set up ODC quickly across nearshore and offshore locations.
- ✓ Modernize the platform and scale the professional services function.
- ✓ Ramp up rapidly across Dev, QA, Support, Cloud/DevOps, and Operations.
- ✓ Assemble the right mix of domain-aligned internal and external talent for the delivery model.
- ✓ Establish a dedicated, secure delivery environment.
- ✓ Drive leadership and governance to support rapid scale-up and transition continuity.
- ✓ Co-create the next-gen technology stack and move the core platform to the cloud.
- ✓ Execute the GCC transition within the pre-agreed timeline through a phased, risk-mitigated approach.
- ✓ Stabilize GCC operations with post-transition engineering support.

## Our Approach

- ✓ Deployed an experienced leader with prior expertise in setting up and scaling ODCs.
- ✓ Built a domain-led, multi-skilled team across Dev, QA, Cloud, Operations, and client-facing functions, combining in-house and external talent.
- ✓ Set up a dedicated delivery environment with required security protocols and secure communication links.
- ✓ Managed the ramp-up jointly with the client to ensure transparency and alignment.
- ✓ Led cultural induction for new recruits and aligned them with the client's FinTech operating environment.
- ✓ Helped create the Professional Services and Solutions Consulting teams.
- ✓ Co-created the next-generation technology stack and enabled migration of the core platform to the cloud.
- ✓ Assisted in transitioning relevant ODC resources to the client's GCC in Noida, India.
- ✓ Drove recruitment and ramp-up for the client's Philippines center.
- ✓ Executed the transition in three phases across Dev, QA, Support, and Cloud/DevOps in a pre-agreed order.
- ✓ Provided post-transition engineering support through fixed-price contracts to stabilize GCC operations.



## Key Result Highlights

Scaled the team from 0 to 20 headcount in **45** days.

Expanded the overall team to 65 people in **18** months across backend and client-facing functional areas.

Helped establish the Professional Services and Solutions Consulting teams.

Enabled co-creation of the next-generation technology stack.

Supported migration of the core platform to the cloud.

Completed the GCC transition within the pre-agreed three-quarter timeline.

Stabilized GCC operations post-transition through continued engineering support.