

Transforming Energy Operations: Dexian Powers a Leading American Energy Company's India GCC

TECHNOLOGY MEETS HUMAN INGENUITY:

Driving Operational Excellence and Innovation with Dexian

In today's rapidly evolving energy sector, the stakes are high and competition is fierce. For one of America's largest energy corporations, expanding their Global Capability Center (GCC) in India was critical to unlocking new operational efficiencies, accelerating innovation, and driving strategic value across their global enterprise. But with opportunity came a set of formidable challenges: integrating local teams, aligning global processes, and ensuring their Indian GCC operated as a seamless extension of their U.S. headquarters.

Dexian was engaged to help the company realize these ambitions and deliver sustainable results.

CLIENT CHALLENGES

Despite being a market leader, the company faced persistent hurdles:

- **Talent Scarcity:** Attracting and retaining highly skilled engineering, IT, and digital transformation professionals in a fiercely competitive Indian market.
- **Rapid Scale-Up:** Needing to grow their GCC from 150 to 450+ professionals in under 18 months—without compromising on quality or culture fit.
- **Global Process Alignment:** Bridging the gap between global best practices and local operational realities.
- **Cost Management:** Delivering all this within stringent budget constraints while maintaining high standards.

DEXIAN'S SOLUTION: AGILE TALENT + TECHNOLOGY INTEGRATION

Dexian partnered closely with both local and global leaders to craft a scalable, adaptable model that combined:

- **Targeted Talent Acquisition** — Leveraging advanced sourcing analytics and market intelligence to rapidly fill niche roles across engineering, cloud, cybersecurity, and data analytics.
- **Onboarding & Upskilling Programs** — Implementing structured onboarding, as well as upskilling initiatives tailored to energy sector requirements and future digital demands.
- **Process Optimization** — Aligning Indian GCC processes with U.S. headquarters using best-in-class change management and knowledge transfer frameworks.
- **Flexible Engagement Models** — Blending contract, contract-to-hire, and permanent placements to optimize workforce costs and agility.

THE IMPACT: BUILDING A FUTURE-READY GCC

The partnership delivered measurable results, empowering the client's India GCC to serve as a critical hub for global operations.

Quantitative Results

- **3X Growth in Headcount:** Scaled the GCC from 150 to 480+ employees within 16 months.
- **Talent Quality:** 95% of hires met or exceeded performance standards in technical and behavioral assessments.
- **Cost Efficiency:** Achieved a 27% reduction in average time-to-hire and a 15% lower attrition rate compared to previous vendors.
- **Process Alignment:** Cut onboarding time by 40% through Dexian's structured programs.

Qualitative Results

- **Increased Agility:** The GCC now rapidly pivots to support new digital initiatives, including cloud migration and analytics.
- **Stronger Collaboration:** Seamless integration between India and U.S. teams, supported by Dexian's cross-cultural training and communication best practices.
- **Innovation Enablement:** Enabled the client to pilot advanced energy tech projects in India before global rollout.

AT DEXIAN, WE DON'T JUST DELIVER TALENT—WE DELIVER THE FUTURE OF WORK.

With our unique blend of Talent + Technology Solutions, we empower our clients to turn bold visions into operational reality—driving progress, innovation, and lasting impact.