SPOTLIGHT

Broadridge's India Team Powers Next-Gen Platform to Meet Evolving Market Needs

(L-R) Tom Carey, Corporate VP, Broadridge; Chris Perry, President, Broadridge; Sheenam Ohrie, MD, Broadridge India

As the financial services industry evolves, the India arm of Broadridge is at the forefront of driving change — making it easier for customers to do more, faster

New asset classes are emerging, and technology is accelerating the pace of transformation. For stakeholders, customised offerings are no longer a distant vision but today's reality. Investors no longer need to sift through reams of data in search of insights. Instead, broad market shifts are unlocking new opportunities and reshaping how information is accessed.

One of the most significant shifts is the tokenization of trades. What was once experimental is now becoming mainstream, speeding up global settlements and moving ever closer to same-day completion. At the same time, AI-driven solutions are simplifying participation in global markets, cutting costs, and reducing complexity for investors everywhere.

The rise of new asset classes such as cryptocurrency is adding another layer of change — transforming regulations across geographies. This dual reality brings both compliance challenges and unprecedented investment opportunities. Broadridge is helping clients balance both — ensuring compliance while enabling access to the future of finance. But access alone isn't enough. The way information is delivered is just as critical.

"With our clients, they can go and access the same data in the same way across any region, any entity within India, be there in the UK or the US effectively. That means faster onboarding times, more consistent data, it means less breaks," said Tom Carey, Corporate VP & President, Capital Markets.

Today's investors expect more personalised communication — delivered in the format and context they prefer, whether institutional or retail. Broadridge's globally connected and India-based teams are working together to meet this demand, ensuring clients receive timely, relevant insights that help them make smarter decisions.

PLATFORM AS A STRATEGY

As the industry accelerates towards AI-driven solutions, the consistency and reliability of data have become mission-critical. Broadridge's unified platform is designed to serve as the backbone of financial services communication — empowering firms to leverage data with greater intelligence, flexibility, and ease.

Through APIs, the platform enables seamless integration, allowing global corporations to access, customise, and use data in new ways. Companies and stakeholders gain a single foundation on which to build and deliver a wide range of services, creating an ecosystem designed for growth and transformation.

"This platform allows us to take an industry that is built on legacy technologies that work very well. But they are worried that they cannot get the modernised capabilities out of them," Chris Perry, President Broadridge said, elaborating on the go to market strategy for the platform.

India is playing a pivotal role in this journey. From product managers to engineering experts, Broadridge's Bengaluru-based teams have been instrumental in building the platform's core capabilities and powering its unified layer. Their innovation is shaping how the industry evolves.

"Across the globe, and India, we have engineering teams that are structured to be cross functional, fully co-located teams. That essentially lets you to be able to drive any kind of backlog that exists in the organisation," said Sheenam Ohrie, MD Broadridge India.

This momentum was evident at Broadridge's recent Client Summit in India, where over 130 representatives from leading companies came together to explore digital transformation and AI. The conversations reflected a clear theme: technology is not just influencing financial services — it is redefining it.

Watch the full interview to learn more and see how Broadridge is shaping the future of financial services industry — and what it means for India's financial ecosystem.

Scan here to watch the interview

INDIA INNOVATION, GLOBAL OPPORTUNITY

SPOTLIGHT

GCCs Scripting a Global Success Story from Hyderabad

As the industry scales new heights, chartered accountants are helping shape the future of global capabilities centres which are redefining India

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When the spectacular growth story of India's Global Capability Centres (GCC) is written, Hyderabad plays a central role in that. While the city's ecosystem is the microcosm of the GCC industry, its scale now offers the opportunity to build a stronger, more integrated India that can complement the true global ambitions of the parent. With the state government actively courting global brands, the industry that generated $64 billion in revenue and nearly two million jobs a year could get a further boost.

The ability of Telangana to attract and retain talent across senior levels positions itself as a strategic choice for global enterprises. With its focus on emerging sectors like financial services, healthcare & pharmaceuticals and manufacturing, it has managed to attract the biggest brands in the business.

India's GCCs are evolving from being hubs for execution of best practices of their parent companies to driving their enterprise-wide businesses, and this transformation is turning out to be significant. While the GCCs take ownership of critical products and processes, pushing the envelope for innovation, the collaboration between the parent and Indian entities has been significantly enhanced; and upskilling is creating new opportunities.

BUSINESS BEYOND COMPLIANCES

Hyderabad has a strong pipeline of talent that focuses on industry verticals that are perceived to be high value. The presence of companies in the Pharmaceuticals & Life Sciences, banking and financial services, semiconductors, SpaceTech and similar sectors in the region helps in driving the GCC opportunity at scale. As GCCs recognise the challenges of creating intellectual property, it pushes companies to move beyond the routine, operational tasks.

The rich and diverse spread of the startup community in Telangana and Andhra Pradesh is an added incentive for companies looking to set up their GCCs in the region. GCCs have been investing in talent development, programmes to upskill their employees, and the broader culture of continuous learning. This has helped global corporations to think beyond mere compliance and taxation issues and focus on business outcomes.

India has also cemented its position as a hub for R&D across different sectors, as their global parents drive to create more value out of their India GCCs. These companies have now evolved from being back-office support to operational excellence and innovation centres. The next logical step for these GCCs could be to create intellectual property and platforms from their India offices.

There is a strong push for global companies to set up their GCCs in India as the government looks to streamline regulation and offer tax incentives enjoyed by special economic zones (SEZ). Smart navigation through the maze helps companies narrow down on the ideal location for their GCCs. As they rise up the ladder and take on more critical work for their parent organisations, the numbers reflect the strategic depth of the ecosystem.

GOVERNMENT PUSH FOR GCC

The Ministry of Electronics and Information Technology (Meity) has put together a broad framework to help states in promoting new GCCs to set up their Centres. States too are looking at locations at tier 2 and 3 cities, with the availability of real estate and talent being the key factors for global corporations. With states and centre working for a common goal, policies for new centres to come up could be framed accordingly. States are working towards streamlining their statutes, regulations and tax incentives to make it compelling for GCCs to make India their preferred choice.

From back office to centres of excellence to a global delivery centre, as GCCs are evolving as hubs of innovation and product development that could make them stand out on the global stage. Meity is looking to make the ecosystem conducive to drive the change, with support from various stakeholders.

India is the biggest centre for GCCs in the world with nearly half of them located here. A third of the GCCs in India are looking to expand headcount, while 2024 saw them lease an additional 28 million square feet of office space.

Conversations in Hyderabad around 'From Ledger to Global Leadership: CAs Shaping Global Capability Centre' was the third in the series organized by the Institute of Chartered Accountants of India. The two-day deliberations at Hyderabad delved into the details of various aspect of the industry and how it gives fresh momentum. The two earlier conversations, in Delhi and Ahmedabad, had focused, among others, on the role of Chartered Accountants in helping the GCCs beyond audit and taxation issues.

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The world's enterprises are no longer looking at India — they are building from India. Global Capability Centres have become the nerve centres of innovation, risk intelligence, and strategic finance. Chartered Accountants are leading this shift with precision and purpose — redefining global benchmarks for trust, transparency, and transformation.

Charanjot Singh Nanda
President, ICAI

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The story of India's GCCs is not just about business growth; it is about building a new identity for India on the world stage — one defined by trust, capability, and leadership. Our professionals are demonstrating that excellence is not defined by geography but by mindset. As India continues to evolve as a knowledge economy, Chartered Accountants will remain at the heart of every transformation — guiding decisions, ensuring transparency, and driving global impact.

Kalvakuntla Taraka Rama Rao (KTR)
Former Minister, Government of Telangana

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