

Terminology | Global In-house Center (GIC) replacing “captive”

Context

- Historically, the term “captive” has referred to service delivery operations in lower cost geographies, which are owned and operated by the same company receiving the services (i.e., not third-party outsourcing)
- Although the term has become widely used, it has a perceived negative tone and is not self-explanatory, causing confusion for those new to the global services space
- Further, many organizations that “captive” is intended to describe do not use the term

What has changed

- Everest Group has adopted “Global In-house Center” or “GIC” as the preferred term to replace “captive”
- This will appear in all of our reports and content beginning in July 2012

Growing industry-wide shift

Both NASSCOM (India) and BPAP (Philippines) are championing the change in terminology

NASSCOM[®]

BPAP[®]
Business Processing Association
PHILIPPINES