



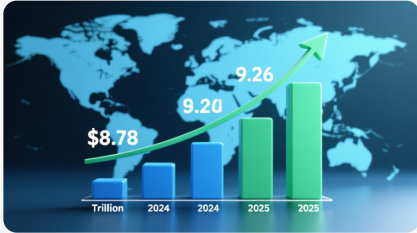
**Business Case for Establishing Healthcare  
GCCs in Pakistan: Strategic Advantages,  
Market Opportunities, and Master1Tech  
Partnership**

## Executive Summary

Establishing Global Capability Centers in Pakistan offers global healthcare firms access to a skilled, cost-effective workforce with expertise in healthcare IT, data analytics, clinical research, and R&D. Operational costs are 50-65% lower than Western markets. Supportive government policies and digital initiatives enhance Pakistan's appeal as a strategic hub. Leveraging these advantages helps healthcare organizations address cybersecurity threats, workforce shortages, and regulatory complexities, enabling innovation acceleration, reduced time-to-market, and sustainable growth.



# Global Healthcare Market Overview



## Global Market Growth

The global healthcare market is projected to grow from \$8.78 trillion in 2024 to \$9.26 trillion in 2025, reflecting a robust annual growth rate of 5.4%.



## Growth Drivers

Key growth drivers include medical advancements, an aging population, rising healthcare expenditures, and supportive government policies worldwide.



## Pharmaceuticals Subsector

Pharmaceuticals are expected to reach a market size of \$1.21 trillion by 2025, representing a significant segment of the healthcare industry.



## Medical Devices and Digital Health

Medical devices are projected to grow to \$432.31 billion by 2032, while digital health is forecasted to reach \$420.08 billion in 2025, driven by telehealth and AI innovations.

# Healthcare Industry Subsectors Served by GCCs

## Healthcare Equipment & Supplies Market

The global healthcare equipment and supplies market is valued at \$151.86 billion in 2025, driven by surgical instruments and diagnostic devices.

Pakistan's medical device manufacturing sector offers collaboration opportunities.

## Healthcare Providers & Services Growth

Projected to reach \$11.22 trillion by 2029, this subsector includes hospitals and clinics. Pakistan's experienced clinical workforce supports GCCs in hospital management and patient care coordination.

## Healthcare Technology Market Potential

The healthcare IT market is expected to be worth \$3.3 trillion by 2034, encompassing EHR, telemedicine, and AI diagnostics. Pakistani GCCs leverage strong IT talent in this sector.

# Critical Global Healthcare Industry Pain Points (2025)



## Staffing Shortages Challenge

89% of healthcare providers report difficulty in finding qualified personnel, severely impacting clinical support and IT services globally.



## Financial Strain Due to Cost Inflation

Medical costs are projected to inflate by 8% in 2025, compressing profit margins and increasing operational financial pressure on healthcare organizations.



## Regulatory Complexity in Healthcare

Healthcare faces complex regulations like GDPR and HIPAA, increasing compliance costs and administrative burdens worldwide.

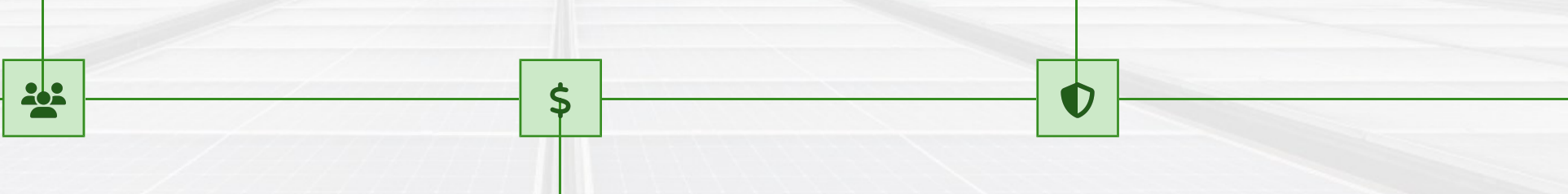
# How Pakistani GCCs Address Industry Challenges

## Access to Skilled Talent Pool

Pakistani GCCs provide access to a large, highly skilled workforce proficient in healthcare IT, data analytics, clinical research, and advanced technologies like AI and cloud computing, supported by strong English proficiency and cultural alignment.

## Centralized Compliance Expertise

These centers specialize in managing complex regulatory requirements such as GDPR and HIPAA, ensuring global compliance, reducing risk, and safeguarding sensitive healthcare data for international operations.



## Significant Operational Cost Savings

Pakistani GCCs offer 50-65% reductions in operational costs compared to Western markets, covering salaries, real estate, and utilities, enabling healthcare firms to maintain profitability and reinvest in innovation.

# Pakistan Advantage: Cost Efficiency & Financial Incentives



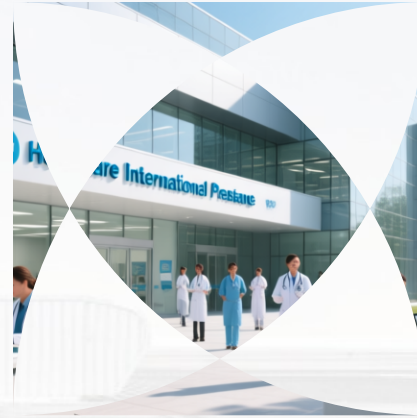
## Significant Cost Reduction

Operational costs in Pakistan are 50-65% lower than Western hubs, covering salaries, real estate, and utilities, enabling higher profitability and reinvestment.



## Government Tax Incentives

Pakistan offers attractive tax exemptions for IT and ITeS exports, enhancing financial viability and encouraging foreign investment in GCCs.



## Full Foreign Ownership

100% Foreign Direct Investment is allowed in relevant sectors, supporting full ownership and control by foreign healthcare enterprises.



## Supportive Investment Climate

Initiatives like the Digital Pakistan Vision create an enabling environment for establishing and scaling Global Capability Centers.

# Pakistan Advantage: Talent Pool Depth & Scalability

## Annual Graduate Output

Pakistan produces over 500,000 university graduates annually, ensuring a steady supply of fresh talent for healthcare GCCs.

1

2

## Technical Expertise in Healthcare

Professionals demonstrate strong skills in AI/ML, data analytics, cloud computing, cybersecurity, and blockchain technologies.

3

## Clinical and Pharmaceutical Knowledge

The workforce possesses abundant clinical experience and pharmaceutical domain expertise critical for healthcare operations.

# Pakistan Advantage: Strategic Market & Innovation Potential



## Expanding Domestic Healthcare Market

Pakistan's healthcare sector is large and rapidly evolving, offering critical insights into emerging market trends for global patient engagement strategies.



## Government-Driven Digital Infrastructure

The Digital Pakistan initiative fosters a supportive environment for technology-focused GCC operations through enhanced digital infrastructure.

# Pakistan Advantage: Infrastructure & Connectivity



## Advanced Tech Parks in Major Cities

Karachi, Lahore, and Islamabad offer world-class tech parks with reliable utilities supporting GCC operations.



## Reliable High-Speed Internet and Power

These cities provide uninterrupted power supply and high-speed internet essential for continuous GCC productivity.



## Professional Environment for GCCs

Pakistan's infrastructure fosters a professional setting enabling efficient and scalable operations for healthcare GCCs.

# Pakistan Advantage: Favorable Time Zone



## Strategic Time Zone Position

Pakistan operates in GMT+5, overlapping with Europe, Middle East, and Asia, enabling extensive daily interaction.



## Real-Time Collaboration Advantage

The time zone allows real-time collaboration, enhancing communication between global headquarters and Pakistan centers.



## Follow-the-Sun Operational Model

Pakistan's time zone supports follow-the-sun models, accelerating decision-making and productivity across regions.

# Existing Successful GCCs in Pakistan

## Abtach Ltd. Service Scope

Abtach Ltd. provides comprehensive back-office support, IT services, and customer support from Karachi, serving various global clients.

## Techlogix Technical Expertise

Techlogix partners with global firms to deliver software development and digital transformation services, demonstrating strong technical capabilities.

## Telenor Pakistan Regional Hub

Telenor Pakistan functions as a regional hub for finance, HR, and IT operations, supporting multiple countries within the Telenor Group.

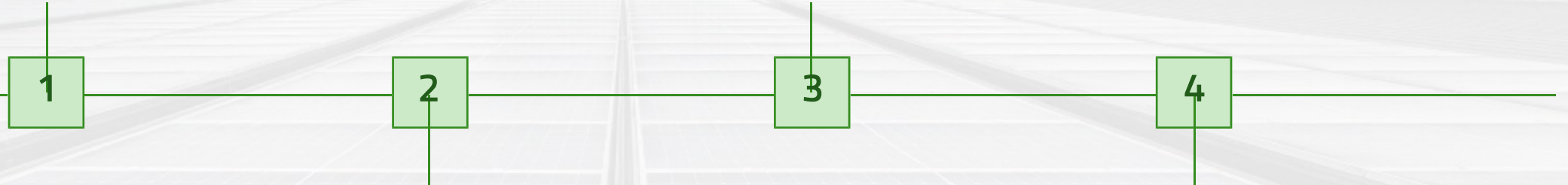
# Master1Tech GCC Overview

## Strategic Partner for Healthcare GCC Establishment

Master1Tech acts as a strategic partner for healthcare enterprises establishing Global Capability Centers in Pakistan, ensuring tailored solutions.

## Local Knowledge with Global Standards

Master1Tech integrates local market insights with global compliance standards to deliver scalable and high-quality healthcare GCC solutions.



## Expertise in Healthcare and GCC Operations

The company combines deep healthcare domain knowledge with proven operational excellence in GCC setups to meet client needs effectively.

## Seamless Integration and Innovation

Clients benefit from digital twin operational structures enabling real-time collaboration, accelerating innovation, and improving cost efficiencies.

# Master1Tech GCC Service Model: BOT (Build-Operate-Transfer)

## Establish and Operate GCC

Master1Tech builds and operationalizes the Global Capability Center, ensuring seamless performance and maturity.

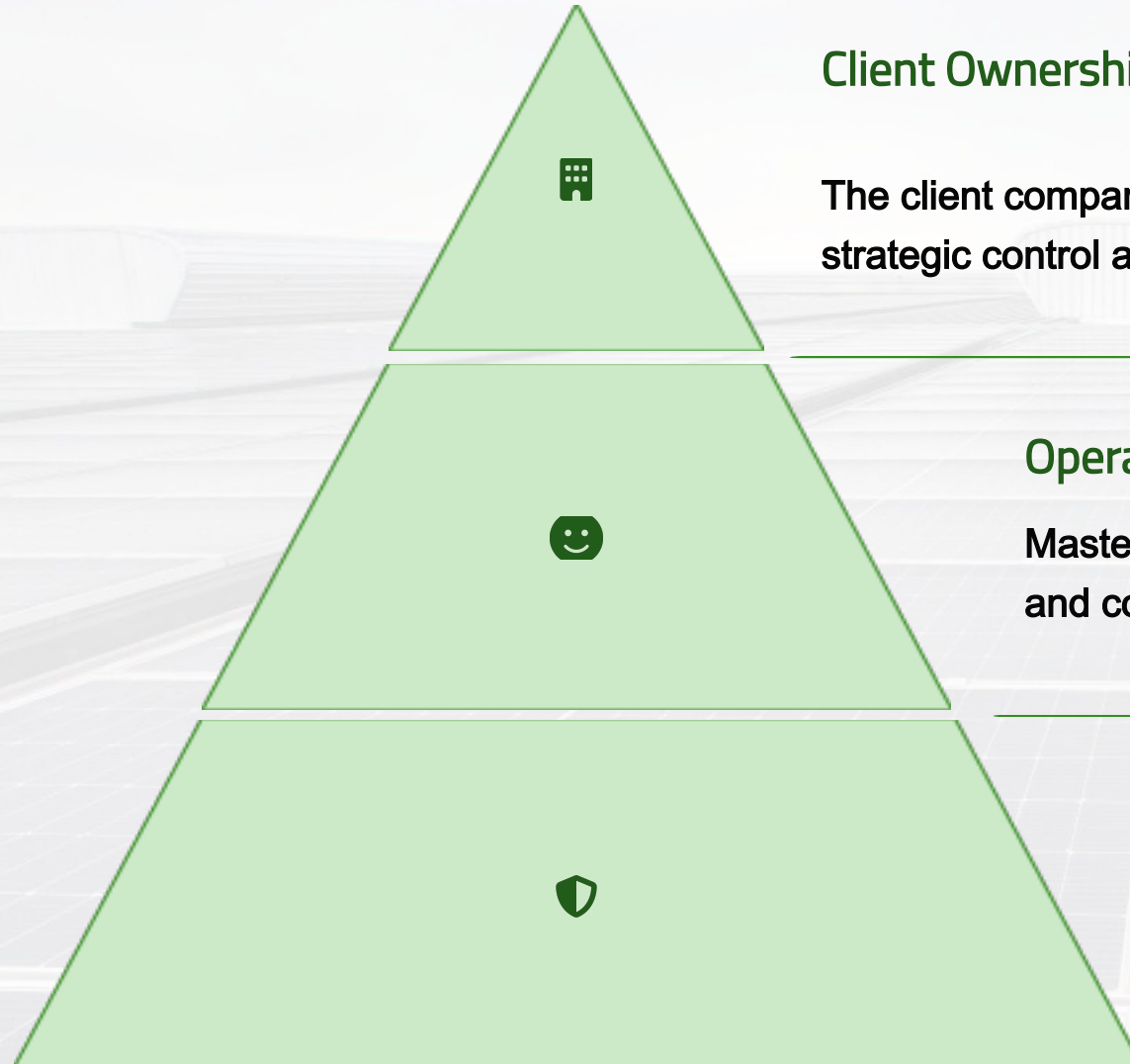
## Ownership Transfer

After achieving maturity, full ownership of the GCC is transferred to the client for independent management.

## Self-Sustaining Capability

The model ensures a fully integrated, self-sustaining capability aligned with the parent company's standards.

# Master1Tech GCC Service Model: COPO (Company-Owned, Partner-Operated)



## Client Ownership Retention

The client company retains full ownership of the Global Capability Center, maintaining strategic control and asset ownership throughout the engagement.

## Operational Management by Master1Tech

Master1Tech handles all daily operations, ensuring efficient management and compliance through expert local teams.

## Financial and Compliance Benefits

The COPO model offers zero capital expenditure, reduced liability, and guaranteed compliance, enabling risk-mitigated and hassle-free operations.

# Master1Tech GCC Service Model: FLEXI (Adaptive & Custom Solutions)

1

## Customized Client Partnerships

FLEXI model offers bespoke partnerships tailored to unique client business needs, ensuring strategic alignment.

2

## Maximum Flexibility and Scalability

The model provides maximum flexibility and scalability, adapting quickly to changing business environments and priorities.

3

## Agile Operational Framework

FLEXI supports an agile operational model that enables rapid service adjustments and high responsiveness in a competitive market.

# Digital Twin Operational Structure



## Seamless Extension of Headquarters

The GCC in Pakistan operates as a fully integrated extension of the parent company's headquarters, ensuring operational unity.



## Shared Processes and Culture

Shared processes, culture, and goals between GCC and global office promote consistent standards and aligned operational priorities.



## Real-Time Integration and Collaboration

Real-time integration enables enhanced communication and collaboration, accelerating innovation and strengthening global resilience.

# Addressing Staffing Shortages with Master1Tech GCC

## Access to Extensive Talent Pool

Master1Tech GCC in Pakistan offers access to a large, skilled talent pool with over 500,000 graduates annually in IT, medicine, and related fields, addressing global clinical and IT staffing shortages.

## Comprehensive Training and Retention Programs

Master1Tech provides continuous upskilling in advanced healthcare technologies and implements strong retention strategies including career growth and competitive compensation to sustain a skilled workforce.

# Financial Benefits of Partnering with Master1Tech GCC

## Operational Cost Savings

Partnering with Master1Tech GCC reduces operational expenses by 50-65%, including salaries, real estate, and utilities, enabling a leaner cost structure.

## Government Incentives and Profitability

Companies benefit from tax exemptions on IT exports, facilitated profit repatriation, and 100% FDI allowance, enhancing profitability and reinvestment capacity.



# Regulatory Compliance & Risk Mitigation



## Centralized Compliance Management

Pakistani GCCs centralize compliance and regulatory affairs to navigate complex global healthcare regulations efficiently, reducing administrative burdens.



## Expertise in GDPR, HIPAA, and Other Regulations

Specialized knowledge in GDPR, HIPAA, and cross-border data regulations ensures adherence to global data protection standards and reduces risk exposure.



## Proactive Risk Identification and Mitigation

Master1Tech GCC provides proactive risk management services, anticipating regulatory changes to maintain compliance and avoid penalties.

# Cybersecurity Excellence at Master1Tech GCC

- **Specialized Cybersecurity Teams and Infrastructure** : Master1Tech GCC employs dedicated teams and advanced infrastructure to detect, prevent, and respond to sophisticated cyber threats effectively.
- **Real-Time Monitoring and Threat Response** : Continuous network and system monitoring enables swift identification and neutralization of cyber threats, maintaining a proactive security posture.
- **Protection of Global Healthcare Data** : The GCC ensures confidentiality, integrity, and availability of healthcare data, complying with GDPR and HIPAA standards to safeguard sensitive patient information.

# Driving Digital Transformation



## Integration of Advanced Technologies

Master1Tech GCCs deploy AI, cloud, and blockchain solutions to drive digital transformation in healthcare cost-effectively.



## Cost-Effective Modernization

Legacy healthcare systems are modernized efficiently, reducing time-to-market and overcoming high implementation costs.



## Improved Patient Care and Efficiency

Digital transformation enhances patient care through better data analytics and optimizes operational workflows for efficiency.

# Innovation Enablement & R&D Support



## Comprehensive R&D Support for Biotech and Pharma

Master1Tech GCC provides extensive support for biotech and pharmaceutical R&D, leveraging Pakistan's skilled graduates and research institutions to accelerate innovation.



## Advanced Data Analytics and Clinical Research

The GCC offers advanced data analytics and clinical research capabilities that enhance drug and therapy development processes for global healthcare companies.



## Collaboration with Universities and Research Centers

Partnerships with local universities and research centers provide access to cutting-edge scientific knowledge, fostering breakthroughs in gene therapies and biomanufacturing.

# Enhancing Consumer Affordability

- **Cost-efficient Innovation** : Leveraging Pakistan's talent and infrastructure reduces innovation and operational costs for healthcare enterprises.
- **Affordable Healthcare Solutions** : Lower costs enable development of high-quality, affordable healthcare products and services.
- **Global Accessibility Support** : These innovations support global healthcare accessibility goals while ensuring patient care standards.



# Operational Excellence & Quality Assurance



## Global Standards Alignment

Master1Tech GCC ensures operational excellence through robust processes aligned with global standards, enhancing service delivery and efficiency.



## Culture of Continuous Improvement

A continuous improvement culture is embedded to foster ongoing enhancements in operational processes and service quality.



## Quality Metrics and Monitoring

Comprehensive quality metrics and performance monitoring tools are utilized to exceed industry benchmarks consistently.



## Assurance for Healthcare Operations

Rigorous quality control supports healthcare functions, ensuring compliance, reducing risks, and driving superior outcomes in GCC operations.



# Scalability & Flexibility for Growing Needs

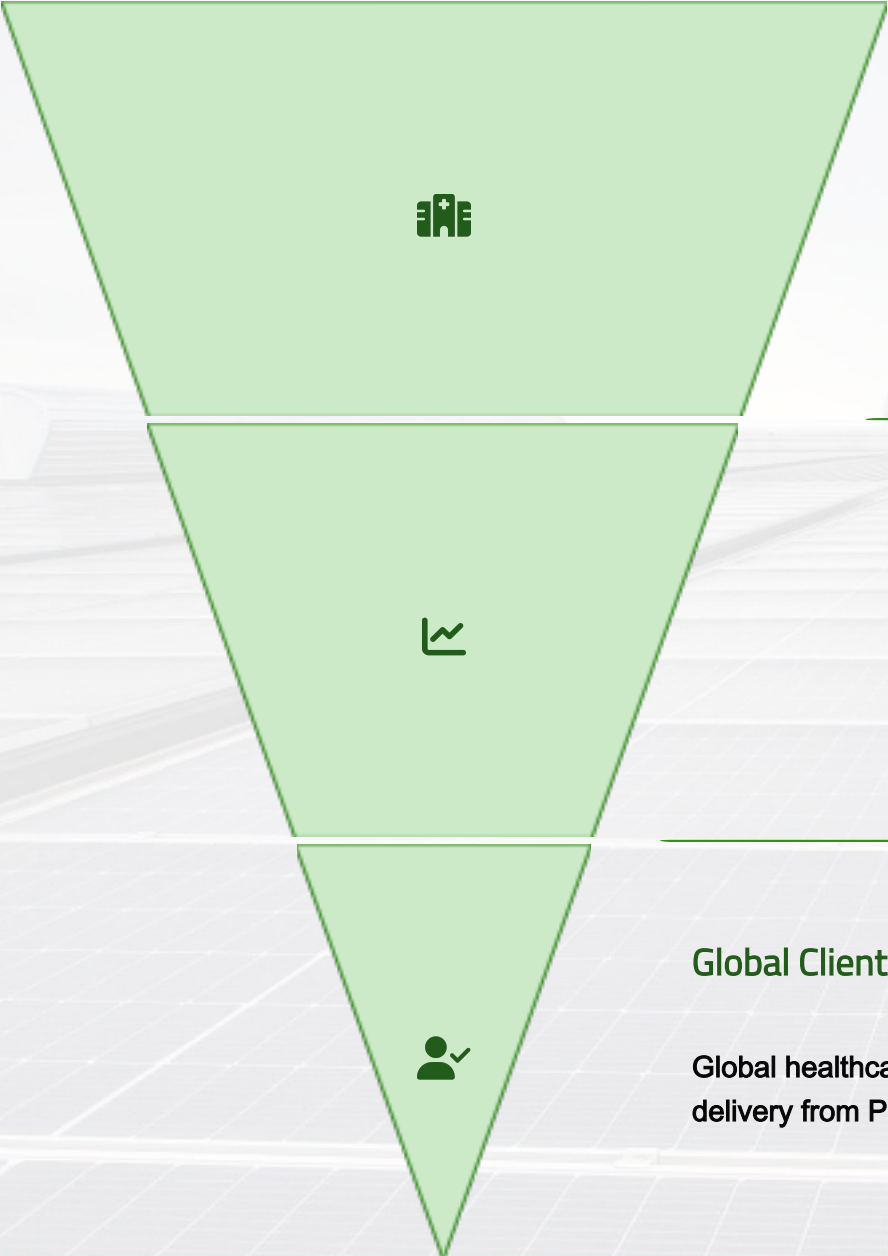
## Flexible Service Models

Master1Tech GCC offers adaptable engagement models like BOT, COPO, and FLEXI to meet evolving business needs and provide scalable operational control.

## Rapid Scalability and Agile Market Response

Leveraging Pakistan's talent and digital ecosystem, Master1Tech enables quick scaling of operations and swift adaptation to healthcare market dynamics and regulatory changes.

# Case Studies & Success Stories



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## Healthcare GCCs Leveraging Pakistan's Strengths

Leading firms like Abtach Ltd., Techlogix, and Telenor Pakistan demonstrate Pakistan's capability in delivering diversified healthcare GCC services including IT, back-office, and multi-functional operations.

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## Proven ROI and Operational Gains

GCCs in Pakistan achieve 50-65% cost savings, access skilled healthcare IT talent, and benefit from supportive government policies enhancing profitability and innovation speed.

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## Global Client Endorsements

Global healthcare clients report improved staffing resilience, regulatory compliance, cybersecurity, and agile service delivery from Pakistani GCCs enabling seamless global integration.

# Partnership & Collaboration Opportunities



## Joint Ventures with Local Healthcare and Tech Firms

Forming joint ventures with Pakistan's healthcare providers and tech companies leverages local expertise, accelerates market entry, and drives innovation by combining global insights with local clinical and IT capabilities.



## Access to Innovation Ecosystems

Engaging with Pakistan's innovation ecosystems, supported by initiatives like Digital Pakistan Vision, provides access to startups, research institutions, and academic centers, enhancing R&D and product development.



## Government and Industry Partnerships

Strong public-private partnerships offer regulatory support, financial incentives, and infrastructure development, enabling smoother compliance, participation in national projects, and policy advocacy.

## Next Steps to Establish Your Healthcare GCC in Pakistan

# Assessment Customization Roadmap

### Initial Consultation and Needs Assessment

Engage with Master1Tech GCC experts to assess your healthcare business needs and align them with Pakistan's market opportunities and operational capabilities.

### Customized GCC Design and Planning

Collaborate to develop a tailored GCC design including service model selection, talent requirements, and process architecture aligned with regulatory and technology standards.

### Implementation Roadmap and Timeline

Receive a detailed roadmap covering facility setup, recruitment, technology deployment, compliance, and go-live readiness with continuous collaboration.

# Why Choose Master1Tech GCC?

1

## Expertise in Healthcare and GCC Operations

Master1Tech GCC combines deep healthcare domain knowledge with operational excellence to ensure seamless integration and compliance.

2

## Comprehensive and Flexible Service Models

Offering Build-Operate-Transfer, Company-Owned Partner-Operated, and FLEXI models tailored to unique client needs for optimal operational efficiency.

3

## Commitment to Client Success and Partnership

Dedicated to long-term partnerships with real-time collaboration and digital twin structures to align GCC operations with headquarters.



## Contact Information & Call to Action

- **Master1Tech GCC Contact Details :** Master1Tech GCC provides expert consultation for establishing Global Capability Centers in Pakistan, offering tailored solutions to meet unique business needs.
- **Invitation to Discuss Your GCC Strategy :** We invite healthcare enterprises to engage with Master1Tech GCC for strategic discussions to optimize GCC models and ensure operational excellence.
- **Leverage Pakistan's Healthcare GCC Opportunity :** Partnering with Master1Tech GCC unlocks access to Pakistan's talent, cost benefits, and digital infrastructure to drive innovation and sustainable growth.

A white industrial robotic arm is mounted on a metal frame in a factory setting. The arm is positioned horizontally, and its base is supported by a structure with orange rollers. The background shows a blue grid-patterned wall and a yellow safety fence. The lighting is bright, typical of an industrial environment.

Thank You

Contact: [popai@example.com](mailto:popai@example.com)