GCC Panel: AllCloud & Cloudsmith

Panel moderated by Chris Barbin, discussing two GCCs: AllCloud

AllCloud leader on vision vs. value gap:

- Vision: leverage the organization, create flexibility, upskill talent
- Positive surprise: culture of continuous learning and hunger in India exceeded expectations
- Committed to returning and bringing leadership team (Monique) to witness it firsthand

- Cloudsmith (Nick) on founding skepticism and early bets:
  - Initially skeptical; convinced within 25 minutes over coffee in London with Manpreet (Nov '23)
  - Hired Abhinav as employee #0001 within 4 weeks
  - Now at 180 people, with cultural alignment intact
  - Biggest gap: wanting to hire more, faster
- Abhinav on product vs. services mindset shift:
  - Cloudsmith team needed customer-centricity, not just technical depth
  - Engineers work front-facing with platform and security engineers, no obfuscation
- On customer value and visibility:
  - Cloudsmith team is fully front-facing, engineer-to-engineer
  - Nick: would put any team member in front of any customer without hesitation
  - Skill set match in India described as unmatched vs. UK or US hiring

Vision for GCCs in the Age of AI

- Abhinav: "Engineers with a consulting mindset"
  - Code value is commoditized; ability to explain, sell, and cross-sell solutions is the differentiator
- AllCloud leader: AI-augmented engineers, but humans stay in the loop
  - People remain central; not a pure prompt-engine model
- AllCloud CEO: shift from "global delivery center" to "global capability center"
  - Vision: fully integrated, not offshore; extending across every part of the organization
  - Change management is a shared leadership responsibility, not one-sided
- Nick (Cloudsmith): consistency and bottom-up AI adoption

    - Junior roles are not dead; AI is an accelerator, not a replacement
    - “Use AI to stop and complete lots of things, not start lots of things”
    - Innovation should come from all levels, not top-down
- Chris Barbin’s synthesis: all answers pointed to fundamentals, not AI wizardry
    - Relationships, change management, and execution over tooling
- On the “T” (Transfer) in BOT:
    - AllCloud: T is critical; BOT was the “softest landing” for entering a new region
    - Cloudsmith (Nick): less focused on formal transfer; team has become so naturalized it has shaped Cloudsmith’s own culture