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**SSF Excellence Awards, Recognition & Felicitations
2020**

AWARDS BROCHURE

Winners will be announced at the
10th Annual Global Business Services Conclave – December 2020

**“Companies of Excellence Go the Extra Mile to
Achieve What's Distinct and Valuable.”**

Champions do not become champions when they win the event, but in the hours, weeks, months and years they spend preparing for it. The victorious performance itself is merely the demonstration of their championship character”

– T. Alan Armstrong

Knowledge Partner



Since its inception in **2011**, **Shared Services Forum (SSF) – India** has recognized the innovative initiatives, benchmarks and winning practices of organizations. In order to acknowledge, celebrate, recognize and honour exemplary achievements in transformative strategies and process management by organizations and by individuals, SSF India has been conferring **SSF Excellence Awards, Recognition and Felicitations** for the last **8 consecutive years**. These awards are designed to recognize contributions by Companies & Individuals that are broadly comparable. The awards are considered as an industry benchmark by the past recipients who have leveraged the win to showcase it to their clients, their parent companies, to peers and to the industry. The **SSF Excellence Awards, Recognition and Felicitations** are an integral part of our flagship **Annual Conclave** held in different cities across the country every year. Besides being benchmarks for the industry, these awards are important to encourage organizations and people to innovate, adopt shared services or deploy best practices as an effective business strategy to deliver business value.

The application process has been kept simple. It is recommended that each of your applications be accompanied by a unique business case presentation and available testimonials, images, videos and any other material showcasing tangible value delivery. The application formats are in Word doc and will be shared for the categories identified from the list below.

EXCELLENCE AWARDS CATEGORIES

For In-house Business Services Organizations (both Shared Services and IT Services): One or Multiple Service Functions, such as Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management, Information Technology Services, etc.

1. Excellence in Business Services - India Servicing
2. Excellence in Business Services - International Servicing

For In-House Business Services Organizations – Global and India or Multinational Corporates

3. Digital Transformation delivering Business Impact
4. Customer Experience Management delivering Business Impact
5. People Practices delivering Business Impact
6. Leveraging Process Discipline & Innovation in any of the Service Functions delivering Business Impact/ achieving Business Excellence

For Outsourcing Services Providers (BPM & IT)

7. Effective Business Process Transformation for a Client Organization delivering Business Impact: Presenting a Client Case Study demonstrating value delivery

RECOGNITION

8. Successful Launch of Business Services Strategy through In-house or Outsourced Shared Services

FELICITATIONS

‘Pioneering Leaders’ and ‘BPM Achievers’ – to recognize and honor stellar contributions of distinguished leaders, who are key to the Shared Services strategy & Business Process transformation implementation at the Company as well as at the Industry Level

PARAMETERS FOR JUDGEMENT

The Shared Services & BPM Excellence Awards & Recognition is applicable to SSCs & BPM Companies who have excelled in their category. The assessment is based on the strategy and goals of such Operations and how the key strategic drivers are identified/ implemented to deliver value to all stakeholders – customers, employees and shareholders. The focus is on excellence in **seven parameters**, namely **Effective Business Process Strategy, Establishing Customer Oriented Practices, Change, Culture & Communication, People & Talent Management, Knowledge Management, Automation and Value Orientation & Maturity.**

Last date for receiving nominations: November 18, 2020

INDEPENDENT JURY

Shared Services Forum (SSF) India has constituted an Independent Jury Panel comprising practitioners with proven experience and expertise in business process management and services. The esteemed Jury Panel has THREE Members with Mr V V RANGANATHAN, as the JURY CHAIR.

EMINENT JURY PANEL

V V RANGANATHAN

FORMER SENIOR PARTNER – ERNST & YOUNG; CO-FOUNDER & CHAIRMAN, COMPASSITES VENTURES INC



Ranga, as he is affectionately called, is a Finance Professional, an Entrepreneur and an Author. Formerly, he was a Senior Partner with E&Y for many years and led several initiatives of the firm including co – founding & steering the Marquee Global Program – The World Entrepreneur of the Year Awards, both in India and Monaco.

He has co – founded many ventures with young talents which are at various stages of growth. Some of his ventures are social enterprises. He is also involved with large foundations that run hundreds of schools all over India as well leading a focused program on supporting economically weak but academically strong students.

He was recently awarded ‘Sankara Ratna Award’ in recognition of his immense contributions towards the good work supporting the social missions of The Medical Research Foundation & The Vision Research Foundation that run the famous Eye Hospital Sankara Nethralaya.

RAM S RAMASUNDAR

FORMER CFO, HINDUSTAN UNILEVER; PARTNER, ALEXANDER HUGHES



Ram S Ramasundar has over 4 decades of work experience in various organizations such as Hindustan Unilever Limited (as CFO), PepsiCo India (as Director – Operations), Electrolux (as MD/CEO), Ranbaxy Laboratories Limited (as President & CFO) , DLF Hotels (as Senior Executive Director) and Jindal ITF Limited (as Group Director – Finance & Strategy). After his superannuation from Jindal ITF Limited, he has been associated with Blue River Capital (a Mauritius registered Private Equity Firm) as Managing Director for the last four years and involved in managing the operations of the portfolio companies and administration of the private equity fund. Prior to this, he has also worked at Unilever Exports (UK) and PepsiCo ((USA and Greece).

In terms of his academic background, he is a commerce graduate (Madras University), Chartered Accountant, Company Secretary and a Management Graduate (Indian Institute of Management, Ahmedabad), having qualified with distinction and merit rank. He has interests in Music, Sports and Books and has written articles and commentaries. His wife, Geetha is a post graduate and currently a home maker. He has one daughter, Sadhana, who graduated in Economics from Grinnell College, IOWA, USA and is currently working with KFC (Yum! Group) in Dallas, USA.

T CHANDRASEKAR

FORMER VICE PRESIDENT – FINANCE & CFO, IBM INDIA / SOUTH ASIA



Chandrasekar (Chandru) Thyagarajan has more than 3 decades of experience in finance and operations in Indian and global companies in the areas of business finance, accounting, costing of products and services, business controls and financial risk management, financial restructuring, sourcing of funds, procurement, real estate and transport operations. Chandru has been with IBM for over 15 years and is currently the Vice President–Finance and CFO for IBM in India / South Asia. Prior to this role, Chandru has held several finance and operations leadership positions in IBM including that of CFO, IBM India/South Asia Domestic Business, COO for Global Business Services, IBM Growth Markets based in Singapore, CFO for IBM Daksh Business Process Services and finance lead for IBM’s global delivery missions located in India.

Prior to joining IBM, Chandru worked for 12 years in several Indian companies in the automobile, financial services and IT industries.

Process Intended for Determining Awards and Recognition



The application process has been kept simple. PLEASE READ CAREFULLY BEFORE SUBMITTING YOUR AWARD ENTRY APPLICATIONS. The process involves the following steps:

1. **Initial Nomination:** Nominations are invited from companies/ institutions who have their Shared Service Operations or BPM strategy established within the Indian Subcontinent
2. **Award Entry Form:** The award entry form as applicable needs to be duly filled in and has to be sent to us at awards@sharedservicesforum.in to reach us before November 18, 2020.
3. **Additional Information:** Any supplementary information, as required, will be sought and received from specific nominees before November 25, 2020 through a telephonic conversation.
4. **Jury Evaluation:** An independent panel of judges will evaluate and score each application. The panel comprises leading experts and practitioners in the BPM and shared services arena. Supporting sponsors who helped to make the awards possible have been in no way involved in determining award criteria.
3. **Final Selection:** The Jury will decide upon various stated parameters and ensure comparability of the scores for final selection of winners. A telephonic conversation will be held with the award entrants for any specific clarifications required before final selection.
4. **Workshop on Business Services:** The conclave will include various eminent leaders from the Business Services & Outsourcing Services provider domain, Business Leaders from India corporates and multinationals, sharing their perspectives on the day of the Conclave and Excellence Awards.
5. **Awards & Felicitation Ceremony:** The Awards, Recognitions & Felicitations will start immediately after the Sessions during the e-Conclave scheduled December 2020.

General Entry Rules

- ✓ Any organization – India Corporates, Multinationals, Business Services Organizations (Shared Services & IT Services), Global-In-House Centres, (GICs), and Outsourcing Services Provider organizations, as per applicable category are eligible to submit entries.
- ✓ All submissions should correspond to information and **projects on-going at any time between January 2019 and March 2020.**
- ✓ All companies are allowed to submit applications in one or more categories.
- ✓ If a company is submitting in more than one category, please make sure it is tailored to the specific criteria and requested information in the application form.
- ✓ **Each award entry application form must be accompanied by a unique business case presentation and available testimonials showcasing tangible value delivery.**
- ✓ **An entry form is required** for each submission. Please supply all data requested in the entry form. The more complete data you provide, the better the Jury Panel can evaluate your entry.
- ✓ You are encouraged to provide your official corporate presentation for reference along with the Entry forms.
- ✓ Please include visuals where applicable.
- ✓ All submissions will be treated as highly confidential and used for the purpose of evaluating the submissions.
- ✓ **The Jury Panel's decision is final.**

If you wish to participate in the awards, send your organization name, email id and the category(s) you would like to send your application in, to the following email id: awards@sharedservicesforum.in
For more details or any other queries about Excellence Awards write to Pallavi.Jayaswal@sharedservicesforum.in

Last date for receiving nominations: November 18, 2020

www.sharedservicesforum.in



Process Intended for Felicitation of Individuals – Exemplary Leaders and Exemplary Achievers



1. **Jury Review:** The Jury Chair and Panel will apply the parameters for short listing of Individuals as Exemplary Leaders & Exemplary Achievers for Felicitation.
2. **Information:** The particulars relating to the short listed individuals are drawn from primary and secondary sources of published information available as well as previous interactions with such leaders and collated for discussion with the Jury Panel for selection.
3. **Selection:** *Based on the chosen parameters and the above particulars, the Jury Chair & Panel will select the 'Key Leaders and Key Achievers in the Business Services space for Global India' for Felicitation.

**Each Individual's contribution is always unique for the Business Services space and therefore, not fully comparable.*
4. **Communication:** The Leaders are individually communicated of their Selection for Felicitation and are requested to honour their presence at the Conclave for Felicitation

Parameters for Selection

The SSF Felicitations are applicable to exemplary leaders and achievers who have made stellar and unique contribution to Business Services in Global India.

The selection of Exemplary Leaders is based on their focus on excellence in six parameters, namely Pioneering Leadership in BPM Industry for Global India (Off-shoring or Domestic), Individual Contribution to Industry Growth & Transformation, Entrepreneurial Distinctions, Demonstrated Accomplishments, Sustained Engagement in Business Services Space and resulting in Business & Social Impact.

The selection of Exemplary Achievers is based on their focus on excellence in six parameters for any particular Company in India, namely BPM Operations Leadership, Individual Contribution to Company on Strategic Execution, Sustained Focus to Enhance Business Services Strategy, Transformation Orientation, Team Management & Governance and Organizational & Business Impact.

For more details or any other queries about Awards and/ or Shared Services Forum, write to the following email id: awards@sharedservicesforum.in



Last date for receiving nominations: November 18, 2020

www.sharedservicesforum.in

Shared Services Forum (SSF) with RvaluE Consulting as knowledge partner has conceptualized and has been holding the Annual Conclave for 8 consecutive years since 2011. The key objectives of this event are to capture, recognize and disseminate awareness/ impact of Business Process Management (BPM) by Global Indian Organizations through Shared Services, both captive and hybrid, thereby fully leveraging the best practices from global shared services and off-shoring operations. The 2020 Conclave aims to bring specific focus of the industry towards the role business services leaders towards making a significant business impact on the face of the current pandemic – the next/ best practices and the innovative solutions as an answer to the highly uncertain & unpredictable environment.

Past Conclave Events (2011-2019) – A Snapshot

SSF has progressively become the forum of Interactive Excellence in India for Shared Services and Business Processes. The participants at the SSF platforms/ events/ publications, take back not only a myriad of experiences with respect to strategic execution of shared services strategy, but also connections and awards that bring in ‘Culture’ and ‘Value’ to the Industry. The 8 Conclave events have received remarkable participation of 100+ leaders every year from organizations like Thomas Cook, VDP Global, Britannia, E&Y GDC, Principal Global, Diageo, ANZ, Olam GBS, Adani Enterprises, Mastercard, Hindustan Unilever, Syngenta, HSBC, Tata Steel, Tata Motors, Tata Power, Vodafone, Ericsson, Bharti Airtel, Raymond, American Express, Cargill Business Services, Akzo Nobel India, Dr Reddy's Laboratories, Forbes & Co, Nokia Solutions, Everest Group, ICICI Prudential, Maruti Suzuki, VE Commercial Vehicles, Karvy, Piramal Enterprises, Ameriprise Financial, FICO-APAC, Boston Scientific, Fidelity, Whirlpool, Swiss Re, Solvay Business Services, Standard Chartered GBS, Target, Bank of America, Shell, Essel Group, Salient Business Solutions, Dabur, Jindal Steel & Power, SRF Ltd, Sintex, Pericent, IBM, Everest Group, Luxor, Cnergyis, EXL Services, Titan Company, Future Group, ICICI Prudential, KPMG, GSK, Mother Dairy, Nestle, PwC, Deloitte, Sun Pharma, Siemens, Metro Global, Kohinor Foods, UTI Mutual Fund, Infosys BPM, Cipla, Luxor, Sintex Industries Ltd, SRF Ltd, Wipro, Aircel, Escorts, Future Group, and many more including several PSUs, to name a few.

THEMES AT SSF'S ANNUAL CONCLAVE, SUMMITS AND LEADERSHIP INTERACTION EVENTS

2011	— Finance and Accounting Transformation through Shared Services
2012	— Shared Services as a Strategic Enabler
2013	— Redesigning Business Processes for Competitive Advantage
2014	— Process Agility & Cost Optimization in Service and Support Functions: The Imperatives for Global India
2015	— Delivering on Business Imperatives – Unleashing the Power of Process Discipline — Rising Above Inertia – A Leadership Interaction
2016	— Next Leap in Business Process – Leadership Interaction on India's Readiness — Unlocking Strategic Value – Through Disruptive Practices and Thinking — Rebooting Business Process Strategy To Outcompete – Building Sustainable Differentiators For Global India
2017	— The Digital Metamorphosis – Transitioning Successfully — ReShaping the Transformation Strategy – What Triggers? What Matters? What Next?
2018	— Leadership Highway for Process Revolution — ReDefining the HR for Competitive Edge – Integration. Innovation. Intelligent Automation. — ReWriting the Playbook of Finance Transformation – Agile Leadership. Capability Quotient. Technology Edge — The Big Shift Towards Technology Integrated Business Services – The Art and Science of Delivering Value and ROI
2019	— Breaking Boundaries: The Power of Enterprise Services Research 2018 – Trends & Practices — Digital Leadership for Winning Edge — Building Organizations of Tomorrow — Crossing the Rubicon — Conundrums & Critical Success Factors of a Digital Journey — Challenging the Paradigms: Code of Disruptional Engineering to Outperform
2020	— Responding to the Crisis and Sustaining Service Excellence & Beyond — Accelerating the Pace of Digital Transformation in Business Services — Reset the Finance Transformation – Short-term Impact and Long-term Business Goals — Future of Work with Changing Technology Landscape

Awards & Recognition for Excellence in Shared Services (2011-2019)

The Annual Conclave serves as the platform for recognizing and awarding Organizational Achievements and Professional Excellence, thus setting benchmarks for the industry, and to encourage organizations and individuals to innovate, adopt shared services or deploy best practices as an effective business strategy to deliver business value.

The awards & recognition have been conferred on the following organizations for their exemplary achievements:

Award Year	Organizations Awarded/ Recognized
2011	nuFuture Digital India and Hindustan Unilever Limited
2012	Bharti Airtel Ltd, Atlas Documentary Facilitators Company (ADFC) Pvt Ltd (An Associate of HDFC), ICICI Prudential Life Insurance Company Ltd, Dr Reddy's Laboratories Ltd
2013	Tata Motors Ltd, Adani Enterprises Ltd, ICICI Bank Ltd, ONGC
2014	Reliance Industries, Vodafone Shared Services Ltd, Dabur India Ltd, Brandix Mercury Asia (Sri Lanka), ZEE Media Corporation Ltd, VE Commercial Vehicles Ltd, AHL Business Solutions Limited
2015	Cipla Ltd, Hindustan Unilever Ltd, Tata Motors Ltd, Infosys BPO Ltd, Piramal Enterprises, United Spirits Ltd, and SRF Ltd
2016	Mahindra Integrated Business Services Pvt Ltd (Mahindra & Mahindra), TATA Motors Ltd, Essel Business Excellence Services Limited (Essel Group), Dr Reddy's Laboratories Ltd, ANZ Bengaluru Hub, and Kuoni Travel Group
2017	Olam Information Services Pvt Limited, Essel Business Excellence Services Limited (Essel Group), Syngenta Services Pvt Limited, Principal Global Services Limited, Vodafone Shared Services India, Unilever Industries Pvt Limited, Hindustan Coca-Cola Beverages Pvt Limited, Intelenet Global Services, and Raymond Lifestyle Business
2018	Ericsson India Global Services, JSW GBS, Syngenta Services, Essel Business Excellence Services, ANZ Bengaluru Services Centre, Adani Enterprises, Unilever Industries, Raymond, Piramal Enterprises, Coca Cola, Compass Group UK&I, Teleperformance DIBS, VE Commercial Vehicles, and Akzo Nobel GBS.
2019	Hindustan Coca Cola Beverages, Olam Global Business Services, V. Group Limited, Tata Motors Limited, Unilever Industries Private Limited, Essel Business Excellence Services, JSW Global Business Solutions, IBM India and Avery Dennison India Pvt Limited.

WINNERS

SSF'S 9th ANNUAL GLOBAL BUSINESS SERVICES EXCELLENCE AWARDS, RECOGNITION & FELICITATIONS



Winning moments....



ERICSSON INDIA GLOBAL SERVICES – 2018



UNILEVER INDUSTRIES – 2019



EBEX SERVICES (ESSEL GROUP) – 2018



ANZ BENGALURU SERVICE CENTRE – 2018



HINDUSTAN COCA-COLA BEVERAGES – 2019



ADANI ENTERPRISES – 2018



JSW GLOBAL BUSINESS SOLUTIONS – 2019



PIRAMAL ENTERPRISES – 2018



RAYMOND – LIFESTYLE BUSINESS – 2018



COMPASS GROUP UK & I – 2018



SYNGENTA SERVICES – 2018



AKZONOBEL GLOBAL BUSINESS SERVICES – 2018



VE COMMERCIAL VEHICLES – 2018



IBM INDIA – 2019

THE HALL OF FAME – SSF Felicitations of Pioneering & Visionary Leaders in Global India



HARRY ROBERTSON

2019

**'PIONEERING TRANSFORMATION LEADER'
IN GLOBAL SHARED SERVICES**



D SUNDARAM

2018

**'VISIONARY TRANSFORMATION LEADER'
IN GLOBAL INDIA**



VINET NAYAR

2018

'PIONEERING BUSINESS LEADER'



PRIYAN FERNANDO

2017

'PIONEERING BUSINESS LEADER' FOR GLOBAL SHARED SERVICES



BVR MOHAN REDDY

2016

'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



RAKESH KUMAR GUPTA

2015

'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



AKHIL GUPTA

2014

'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA



RAMAN ROY

2014

'PIONEERING ENTREPRENEURIAL LEADER' IN GLOBAL INDIA

THE HALL OF FAME – SSF Felicitations of BPM Achievers in Global India

In 2015, SSF initiated the 'BPM Achiever in Global India' Awards to felicitate achievers in the Shared Services space for CREATIVITY & LEADING ENTERPRISE-WIDE SHARED SERVICES & BPM MISSION, DELIVERING VALUE AND BUSINESS TRANSFORMATIONAL IMPACT



2019
ROMI MALHOTRA



2018
NAVNEET KAPOOR



2018
RAMESH SHARMA



2017
SHYAMA BIJAPURKAR



2016
PRADEEP KAPUR



2016
RAHUL SINGH



2016
PANKAJAM SRIDEVI



2015
K RAMESH

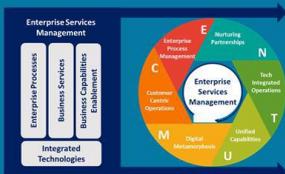
ABOUT THE ORGANISERS

1. Shared Services Forum (SSF) India

SSF is a pioneering, interactive platform of Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM). We ideate and synthesize 'best in context' practices for successful transformation of business process in the corporate world. SSF began its journey in 2011 for the purpose of sharing of knowledge which was resident with a few leaders of the shared services and outsourcing industry. Over the years, SSF has grown from strength to strength and has built a strong network of thought leaders, experts, and change agents across all functions and several domains. In short, SSF's mission is :

- To spread awareness of Value-Delivering Strategies for effective transformation of business processes
- To establish Winning Practices that result from exchange of knowledge
- To acknowledge, award and showcase Organizational Achievements & Professional Excellence
- To build a strong network of thought leaders, experts, practitioners and change agents

Spread awareness of Value-Delivering Transformational Strategies



- ✓ Creating and reengineering/ redesigning Business Process Transformation Strategies
- ✓ Strategizing Enterprise Service Management (ESM) through CENTUM framework
- ✓ Capability frameworks and models and skilling initiatives to enable value delivery while transformation to achieve 'Enterprise Services'

Knowledge Exchange to Establish Winning Practices



- ✓ Industry/ Leadership Interactions through Annual Conclave, Summits, Interaction Evenings & Seminars
- ✓ SSF Publications – Process Edge (SSF Journal), Research and Survey Reports, BPM Books, BPM Practitioner's Guide
- ✓ Knowledge Portal – www.sharedservicesforum.in

Acknowledge, Award, Showcase Organizational Achievements & Professional Excellence



- ✓ Administer SSF Excellence Awards & Recognition for GICs, and Shared Services organisations in India
- ✓ Felicitating Pioneering Business Leaders, and Pioneering BPM Achievers in the Industry
- ✓ Recognizing BPM Achievers from the Industry

Build a Community of Thought Leaders, Experts, Practitioners and Change Agents in Business Services



- ✓ Knowledge dissemination & Interactive Excellence through Webinars, Journals and Discussion forums
- ✓ Learning Platform through Workshops relevant for Practitioners
- ✓ Research & Surveys to capture the current state/ stages of BOM adoption, best-practices, challenges technologies used, emerging trends and value realized

Knowledge Dissemination Tools & Activities so far...

15	Pioneering Leaders & BPM Achievers Felicitated	20+	SSF Publications
59	Organizations Awarded/ Recognized	5	Pioneering Research & Survey Reports
220+	Speakers Shared their Expertise/ Experience	20+	Frameworks for Building Capabilities
75+	Case Studies Presented	50+	Theme-based seminars/ conferences held in India

2. Knowledge Partner

SSF leverages the immense global and India industry experience of RvaluE in multiple domains, across many functions and in all forms of operating models.

RvaluE signifies 'Realizing Business Value' and is a team of BPM Pioneers & Team of experienced Practitioners, Consultants, Facilitators and Coaches. The transformation services and solutions offered by RvaluE are niche and cover Redesigning of Business Processes & Offshoring, Developing Talent & Capabilities of Individuals/ Organization, Industry Expertise for BPM strategy adoption & execution, technology and enhancements, and Innovative Solutions for Operations across Indian / Overseas Organizations, Shared Service Centres and the BPM Ecosystem.

For any query related to Awards, Conclave 2020 or SSF, write to pallavi.jayaswal@sharedservicesforum.in

