

announces

SSF EXCELLENCE AWARDS, RECOGNITION & FELICITATIONS – 13th EDITION

AWARDS BROCHURE



Last Date of Applying to SSF Excellence Awards 2024
~~October 30, 2024~~ → Now Extended to **November 11, 2024**

Winners to be Announced on **Dec 5-6, 2024** at 13th Annual Global Enterprise Services Conclave

A Whole New World of Enterprise Services & GCC
Elevating from Good to Great – Now, Next and New

***“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

Since its inception in **2011**, **SSF Global** 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 Global has been conferring **SSF Excellence Awards, Recognition and Felicitations** for the last **11 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 forms have to be filled up online. The forms will be available once you have registered your organization and selected the categories under which you will be nominating the organization's achievements.*

EXCELLENCE AWARDS CATEGORIES

CATEGORY 1 – For In-house Business Services Organizations (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.

- a. **Outstanding Business Services Centre – India Servicing**
- b. **Outstanding Business Services Centre - International Servicing**

CATEGORY 2 – For Delivering Business Impact (within any Corporate Function or Business Services Centre) Through:

- a. **Effective Digital Transformation**
- b. **Innovative People Practices**
- c. **Innovation & Excellence in Process**
- d. **Exemplary Customer Experience Management**

CATEGORY 3 – For Outsourcing Service Providers (BPM or IT)

- **Effective Business Process Transformation for a Client Organization delivering Business Impact**

RECOGNITION

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

FELICITATIONS

'Pioneering Leader' and 'BPM Achievers' in Global India – 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 Business 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.**

EMINENT JURY PANEL

INDEPENDENT JURY

SSF Global has constituted an Independent Jury Panel comprising practitioners with proven experience and expertise in business process management and services. The esteemed Jury Panel constitutes of three industry leaders as Members with **Mr V V RANGANATHAN, as the JURY CHAIR.**

RANGANATHAN V V – JURY CHAIR

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

CORPORATE ADVISOR & MENTOR; FORMER CFO – HINDUSTAN UNILEVER; PARTNER – ALEXANDER HUGHES



Ramsundar, is Partner at Alexander Hughes. He is a Finance & Governance Professional. He has over 4 decades of experience in organizations such as HUL (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), Blue River Capital (as MD), Unilever Exports (UK) and PepsiCo (USA & Greece). After his super-annuation 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).

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.

CHANDRASEKAR THYAGARAJAN

CHIEF FINANCIAL OFFICER, GREAVES ELECTRIC MOBILITY



Chandrasekar (Chandru) Thyagarajan has over 34 years of experience in automobile, financial services and IT industries, in varied areas like financial planning, statutory and management accounting, costing of products & services, business controls, financial risk management, procurement, administration, resource and capacity management, strategy, etc. Chandru was with IBM for over 20 years and held several finance and operations leadership positions 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. Post the IBM tenure, he joined Birlasoft as the CFO for 2+ years and then moved to Greaves Electric Mobility. He has also worked for almost 12 years in several Indian companies in the automobile, financial services and IT industries. He loves challenges and enjoy creating and working with high performance teams.

EMINENT JURY PANEL

VIKRAM TANDON

GROUP CHIEF HUMAN RESOURCES OFFICER, ADANI GROUP



Vikram is a seasoned Human Resources professional with over three decades of experience across a range of diverse businesses, geographies, and cultures. His expertise lies in thoughtful management of the intersection of strategy, talent, and organization culture, with extensive outcomes in organizational effectiveness, talent management, succession planning and leadership development. Prior to joining the Adani Group, Vikram was the Head of Human Resources at HSBC India, one of the world's largest banking and financial services organizations. Before HSBC, Vikram was at the American International Group as the Regional Human Resources Director for the Mediterranean, Middle East and South Asia region and participated in AIG's rapid growth through several startup joint ventures and acquisitions. His career also included several years at Inchcape Plc, Dubai, the ANZ Grindlays Bank, India, and Indian Hotels Company Ltd, where he has held multiple roles in HR. Vikram holds a master's degree in Human Resources from XLRI Jamshedpur and has certifications in Leading Change, Management & Innovation from the Harvard Business School. He was the past President of the National HRD Network, Mumbai Chapter and has been recognized as one of the top 10 HR Leaders in India by Startup Lanes.

RANJEEV LODHA

FORMER EXECUTIVE DIRECTOR & CHIEF FINANCIAL OFFICER, HUHTAMAKI



Ranjeev Lodha, is the Former Executive Director & Chief Financial Officer of Huhtamaki. He is an Associate Member of the Institute of Chartered Accountants of India, Member of The Institute of Certified Management Accountants, Australia and holds a Post Graduate Diploma in Management of Business Finance (MBF) from Indian Institute of Finance, Delhi. Prior to Huhtamaki, he held the position of Vice President and Group Corporate Controller at Tata Chemicals Ltd., (TCL). During his tenure in TCL, he worked on various assignments in the areas of project accounting, financial reporting, strategic finance, internal controls, acquisition & divestments. He also worked with Mahindra & Mahindra Limited., and has over 30 years experience in handling Finance & Accounts Function.

URS-ULRICH KATZENSTEIN

FORMER MD METRO GLOBAL BUSINESS SERVICES, INDIA, AND HEAD OF IT, BELL FOOD SWITZERLAND



Urs-Ulrich Katzenstein, former MD Metro Global Business Services, India, and Head of IT, Bell Food Switzerland, is an international, operational and result orientated leader in General Management & Internal Audit with extensive experience in Import/Export, Wholesale (Cash & Carry) and Shared Services business (+20 years). Equipped with short & long term vision and a strong customer focus (internal & external), used to managing teams up to 700 people with full budget and P&L OpCo. Skilled at developing new approaches and building highly motivated teams, he is used to working in a multicultural environment with professional experience in different countries and with people from different backgrounds. I value teamwork, combined with an entrepreneurial spirit as well as to reach goals with a positive attitude.

RAGHAV RAO

FORMER CHIEF OPERATING OFFICER, DEUTSCHE BANK



Raghav Rao, an accomplished senior banker with over 25 years of experience in the Banking & Financial services, across the competency landscape of Investment Banking, Global In-House Center (Captive), KPO's, has led organisations through strong leadership, effective governance, seamless execution and achieved sustained growth in value and size, in an ever evolving global regulatory environment. He has set up greenfield sites, platforms and teams, research & analytic hubs, incubating new ideas and backing it up with enhanced delivery teams, and driving rapid growth through innovation. A CA with a rich and diverse professional background, Raghav has worked with renowned organizations, such as Ford Motors, General Motors, HSBC Investment Banking, Fidelity Investments and Lazard. Most recently, he served as COO and member of the board in Deutsche Bank, managing 17,000+ employees and revenues of US\$700 mn across technology, operations, financial control and Risk at 4 locations.



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 and submitted latest by **October 30, 2024, midnight → Now Extended to November 11, 2024**
3. **Additional Information:** Any supplementary information, if required, will be sought and received from specific nominees 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 business services space. 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 & Felicitations Ceremony:** The Awards, Recognitions & Felicitations will start immediately after the Sessions during the Annual Conclave scheduled for **December 5 & 6 2024**.

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 March 2023 and April 2024**.
- ✓ 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

13th Annual Global Enterprise Services Conclave | Dec 5-6, 2024 | Mahabalipuram



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:

1. BPM Operations Leadership
2. Individual Contribution to Company on Strategic Execution
3. Sustained Focus to Enhance Business Services Strategy
4. Transformation Orientation
5. Team Management & Governance
6. Organizational & Business Impact

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



SSF Global, with RvaluE as knowledge partner, has conceptualized and has been holding the Annual Conclave for 12 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 business services and off-shoring operations. The 2024 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 (2011-2021) – A Snapshot

SSFGlobal has progressively become the forum of Interactive Excellence in India for Business 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 11 Conclave events have received remarkable participation of 120+ leaders every year from organizations like Thomas Cook, VDP Global, Britannia, Adani Enterprises, FLSmidth, Kone, Kohler, IKEA, Unilever, Syngenta, HSBC, Tata Steel, Tata Motors, Tata Power, Vodafone, Ericsson, Bharti Airtel, Raymond, Cargill BS, 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, Standard Chartered, Target, Bank of America, Shell, Essel Group, Salient, Dabur, Jindal Steel & Power, GSK, Mother Dairy, Nestle, Infosys, Cipla, Luxor, Sintex, SRF, PDS, JLR, Aircel, Escorts, Future Group, and 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? — Leadership Highway for Process Revolution
2018	— 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 & Science of Delivering Value & ROI — Breaking Boundaries: The Power of Enterprise Services Research 2018 – Trends & Practices — Digital Leadership for Winning Edge
2019	— 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
2021	— Achieving Escape Velocity in Unprecedented Turbulent Times: Visualize – Strategize – Operationalize — Unlocking Value Through Digital Leapfrogging & New Operating Models In Finance — Stay Ahead of the Game – Adopting the Digital Agenda — Moving Beyond Cost to Capability
2022	— Future of Statutory Financial Reporting and Tax Compliance CoE – The New Age Practices — The Rise of NextGen Business Services Centres: Moving Beyond ‘Collaboration & Capability’ to ‘Commitment & Competitive Edge’ — Sustaining & Nurturing a Value-driven Organization — Moving Beyond - Nurturing the Innovation Quotient
2023	— Unlock Value Horizons – Future of Digitally Powered Enterprise Functions — Next Leap of becoming an Enterprise Partner – Staying Ahead & Building the Sustainable Differentiators
2024	— Transforming Business Functions – Harnessing the Power of Tech-Integrated Enterprise Functions — BUILDING THE ROADMAP FOR TRANSFORMING BUSINESS FUNCTIONS – Turning Business Process Automation and AI Challenges into Success Stories — CO-PILOTING THE DIGITAL TRANSFORMATION VISION – Crafting Winning Execution Strategies for Success — Navigating Talent Challenges Amidst the Growing Offshoring & Landscape in India — Redefining the Digital Transformation Strategies in the age of AGI and Gen AI – Building Future Ready Enterprise Services

Awards & Recognition for Excellence in Business Services (2011-2022)

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 SSF Global Excellence Awards & Recognition have been conferred on the following:

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, SRF Ltd
2016	Mahindra Integrated Business Services Pvt Ltd (Mahindra & Mahindra), TATA Motors Ltd, EBEX (Essel Group), Dr Reddy's Laboratories Ltd, ANZ Bengaluru Hub, and Kuoni Travel Group
2017	Olam Information Services Pvt Limited, EBEX (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, EBEX (Essel Group), 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, EBEX (Essel Group), JSW Global Business Solutions, IBM India and Avery Dennison India Pvt Limited.
2020-21	Anheuser-Busch InBev GCC Services, Hindustan Coca Cola Beverages, Airtel Centre of Excellence, Ericsson, VEBS (VE Commercial Vehicles), Unilever Industries, Bayer (Monsanto Holdings), Northern Trust India, Startek, State Street Corporate Services, Telstra Global Business Services
2022	Bharti Airtel, Anheuser-Busch InBev GCC Services, Adani Enterprises, JSW Global Business Solutions, Unilever Industries, Telstra Global Business Services, Olam Global Business Services, Novartis Healthcare, Hindustan Coca-Cola Beverages, Indorama Ventures
2023	Bharti Airtel, Alcon Laboratories (AGS), Hindustan Coca-Cola Beverages, EY GDS Enablement Services, Unilever, TML Business Services, Northern Trust Corporation, ekaterra Service India (A Lipton Teas & Infusions Grp Company), and Welspun Transformation Services

WINNERS

SSF GLOBAL'S ANNUAL EXCELLENCE AWARDS, RECOGNITION & FELICITATIONS



Winners at the 12th SSF Excellence Awards, Recognition & Felicitations



SSF Global felicitated **PRIYARANJAN JHA** as the “BPM Achiever in Global India” – *In Recognition of Stellar Contribution in a Transformational, Strategic Leadership and Operations Role in Global India, Delivering Value and Business Impact*



AGS (ALCON LABORATORIES) won the award for “Outstanding Business Services Centre – International”



EKATERRA SERVICE INDIA was felicitated “In Recognition of Effective Journey of Shared Services and Business Process Transformation Delivering Value to Stakeholders”

BHARTI AIRTEL won the award for “Outstanding Business Services Centre – India”



EY GDS won the award for “Delivering Business Impact Through Effective Digital Transformation”



TML BUSINESS SERVICES won the award for “Delivering Business Impact Through Innovation & Excellence in Process”

NORTHERN TRUST CORPORATION won the award for “Delivering Business Impact Through Exemplary Customer Experience”

UNILEVER (UNIOPS) won the award for “Delivering Business Impact Through Innovative People Practices”

WELSPUN was felicitated “In Recognition of Effective Journey of Shared Services and Business Process Transformation Delivering Value to Stakeholders”



HINDUSTAN COCA COLA BEVERAGES (HCCB) won the award for “Delivering Business Impact Through Effective Digital Transformation”

Winning moments over the years....



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 – Pioneering & Visionary Leaders in Global India

2022

Dr William (Bill) Hefley (Professor & Program Director at The University of Texas at Dallas), well known for evolving & co-authoring industry best practices models like CMM, CMMI, PCMM, eSCM-SP and eSCM-CI) was felicitated as the **'Pioneering Thought Leader'** for Creativity & Leading Global Best Practices Mission in IT & IT enabled Services, delivering Value and Impact to Business & Industry across Geographies.



Dr WILLIAM (BILL) HEFLEY



HARRY ROBERTSON

2019

'PIONEERING TRANSFORMATION LEADER' IN GLOBAL SHARED SERVICES



D SUNDARAM

2018

'VISIONARY TRANSFORMATION LEADER' IN GLOBAL INDIA



VINEET 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 launched 'BPM Achiever in Global India' – to felicitate achievers in the Business Services space for Creativity & Leading Enterprise-wide Shared Services & BPM Mission, Delivering Value & Business Transformational Impact



2023
PRIYARANJAN JHA



2022
NAVEEN GULLAPALLI



2020
Dr SUMIT MITRA

2020
NAVNEET BANSAL



2019
ROMI MALHOTRA



2018
NAVNEET KAPOOR



2018
RAMESH SHARMA



2017
SHYAMA BIJAPURKAR



2016
PRADEEP KAPUR



2016
PANKAJAM SRIDEVI



2016
RAHUL SINGH



2015
K RAMESH

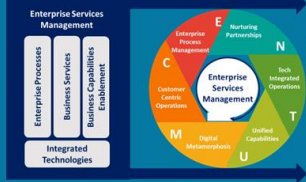
ABOUT THE ORGANISERS

SSF Global

SSF Global 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)
- ✓ Capability frameworks and models and skilling initiatives
- ✓ Benchmarking Studies
- ✓ Assessment of Processes through proprietary tools
- ✓ SSF App

Knowledge Exchange to Establish Winning Practices



- ✓ Industry/ Leadership Interactions – Annual Conclave, Summits, Round Tables, & Seminars, Site visits, Videos, Podcasts, Live Webcasts
- ✓ SSF Publications – *Process Edge* (SSF Journal), Research & Survey Reports, BPM Books, BPM Practitioner's Guide, Whitepaper
- ✓ Knowledge Website – www.sharedservicesforum.in

Acknowledge, Award, Showcase Organizational Achievements & Professional Excellence



- ✓ Administer SSF Excellence Awards & Recognition for GBS, GCCs, SSCs, Corporates, & BPOs
- ✓ Felicitating Pioneering Business Leaders, and BPM Leaders in the Industry
- ✓ Recognizing BPM Achievers in Global India
- ✓ Business Services Challenges and Competitions

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



- ✓ Knowledge dissemination & Interactive Excellence through Webinars and Discussion Forums
- ✓ Learning Platform through Workshops for Practitioners
- ✓ Research, Surveys & Polls to capture the current state/ stages of BOM adoption, best-practices, challenges technologies used, emerging trends and value realized
- ✓ Job Portal in the Business Services & Outsourcing space

Knowledge Dissemination Tools & Activities so far...

21	Pioneering Leaders & BPM Achievers Felicitated	30+	SSF Publications
95+	Organizations Awarded/ Recognized	10	Pioneering Research & Survey Reports
300+	Speakers Shared their Expertise/ Experience	25+	Frameworks for Building Capabilities
100+	Case Studies Presented	50+	Theme-based seminars/ conferences held in India

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, Annual Conclave 2024 or SSF Global, write to pallavi.jayaswal@sharedservicesforum.in