



14TH ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE 2025

SSF EXCELLENCE AWARDS & RECOGNITION 2025

Award Entry - Information Requirement

**EFFECTIVE BUSINESS PROCESS TRANSFORMATION
FOR A CLIENT BY AN OUTSOURCING SERVICES PROVIDER
Delivering Business Impact**

PRESENTING A CLIENT CASE STUDY DEMONSTRATING VALUE DELIVERY

Tell Us About Your Journey...

LAST DATE TO SUBMIT THE APPLICATION: AUGUST 11, 2025

PART 1: GENERAL INFORMATION

Organization

Name of Organization _____
(Full legal entity name of organization)

Head Quarters Location _____

Your Name _____
(Person applying on behalf of organization)

Your Title _____

Your Email Address _____

Telephone: # Landline - _____ # Mobile* - +- _____

ARE YOU A MEMBER OF SHARED SERVICES FORUM? (YES/ NO): _____

(Please select one for Single Domain and specify more for Multiple Domains)

- Automobile
- Banking Financial Services & Insurance
- Diversified -Multiple Domains (Please indicate domains)
- Engineering
- Fast Moving Consumer Goods
- Manufacturing
- Pharmaceuticals & Health Care
- Retail
- Telecommunications
- Other, Please specify: _____

Select the Domain(s) for the client, which best describes their business:

Select the Function(s)/ Service(s), which is/are offered by your organization to the client under this engagement:

- Finance & Accounting (F&A)
- Human Resources (HR)
- Supply Chain Management (SCM)
- Operations
- Customer Lifecycle Management (CLM)
- Information Technology (IT Services)
- Any other, please specify: _____

Operations:

Location(s) of your Centre: _____
Please mention City/ Cities

Operational Since (month and year): _____

Employee Head Count (Nos.): _____

Any other recognition or awards _____

received: _____

Client information:

Number of Client _____

Client HQ _____

Client Contact _____

Permission

Do you agree to participate in presentation/ discussions or permit SSF to promote winners of awards?

- Yes, should we win, we agree to participate and permit SSF to promote us as award winners
- Yes, should we win, we agree to participate and selectively permit SSF to promote us as award winners

What services do you provide to the client?

LIST OF PROCESSES: (If you have more than one Function in the Shared Services Operations of your client, please attach one separate sheet or section for each Function)

| Name of Processes / Sub Processes (Attach Detailed list if available) | Fully Automated (F) | Partially Automated (PA) |
|--|---------------------|--------------------------|
| I. Transactional | | |
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| II. Functional | | |
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| III. Value added services | | |
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PART 2: Effective Business Process Transformation for a Client by an Outsourcing Services Provider Delivering Business Impact (Presenting A Client Case Study Demonstrating Value Delivery)

There are SIX questions/ sections.

For each question/ section, please submit information through either a write up or a few power point slides. If there is a document collectively dealing with all sections, it can also be submitted.

ENSURE THAT THE SLIDES/ WRITE UP, ADEQUATELY ADDRESSES ALL THE SPECIFIC POINTS IN EACH SECTION.

- 1) Describe the Client requirements / Client Situation pre-partnership
- 2) Share how have you partnered with the client to meet the requirement or find a solution.
- 3) What are the unique capability differentiators of your organization which helped in this transformation?
- 4) What is the tangible value delivered or Business Impact? How was it tracked? Provide client testimonials confirming the case journey and business impact.
- 5) How did the implemented solution enable the transformation of your client's business?
- 6) How do you focus on 'Customer Experience' and how do you measure it? How do you see this different from customer satisfaction?

13th SSF Excellence Awards

THE SHARED SERVICES FORUM TEAM WISHES YOU THE VERY BEST!!

Thank you for sharing with us your journey!

All information will be treated as highly confidential and used only for the purpose of evaluating the submissions.