



National Outsourcing Association Awards shortlist announcement

The National Outsourcing Association is delighted to announce the 2016 NOA Awards shortlist. Winners will be announced on Thursday 10th November 2016 at the 5 star Intercontinental Park Lane, London.

The National Outsourcing Association Awards (NOAAs) now in its Thirteenth year recognises and celebrates the efforts of companies who have demonstrated best-practice in outsourcing.

National Outsourcing Association CEO, Kerry Hallard said:

“On the wave of advancements in technology the globalisation of sourcing continues at a formidable pace, with shortlisted case studies in this year’s Awards programme featuring Africa, Singapore, Egypt, Fiji, South Africa and Sri Lanka as well as the UK and Central and Eastern European countries. Established providers are increasingly facing off against newer, often smaller but more agile contenders and the diversity of services showcased here further demonstrates the ever-extending reach of sourcing, shared services and GBS.

This is without doubt the most competitive year ever in terms of submissions; the quality of case studies evidencing outsourcing excellence across aspects such as relationship and contract management, innovation, service delivery and collaboration has made the judging process an extremely challenging one. Those buyers and service providers who made the shortlist should feel very proud to get this far as the bar has been raised considerably.

With 18 categories ranging from Private and Public Sector, Utilities and Financial Services through to Legal, Service Delivery Automation, CSR and Customer Experience, it goes without saying that this is going to be the must-attend awards event of the year.”

The Shortlist in Full

International Outsourcing Contract of the Year

Allied Irish Bank
Elixirr and Barclays Africa
Intelenet Global
Teleperformance Singapore Post

Offshoring Project of the Year

BBC’s Finance BPO procurement project
Eleks
Ericsson and Turkcell

Outsourcing SME of the Year

Accedia JSC
Adetiq
CDS
DDC Outsourcing Solutions

Offshoring Destination of the Year

Belarus
Egypt
Fiji

South Africa
Sri Lanka

Telecommunications Outsourcing Project of the Year

Capita and Dixon Carphone
Capita O2 Partnership
Ericsson and Turkcell
Indra Sistemas SA and Telefonica
Virtusa Polaris and Vodafone

Utilities Outsourcing Project of the Year

Arise Virtual Solutions and npower
British Gas
DDC Outsourcing Solutions AND GB Energy Supply (GBES)

Public Sector Outsourcing Project of the Year

Arvato and Slough Borough Council
BBC and IBM
Capgemini UK and the Environment Agency
Capgemini UK and HMRC
CDS and the Cabinet Office
CSC and the Ministry of Defence
Teleperformance and NHS Blood and Transport

Financial Services Outsourcing Project of the Year

Nationwide Building Society and Capgemini
Capita Insurance Services and Flood Re
Firstsource Solution and Barclaycard
Sykes
Webhelp and Post Office Travel insurance
Wipro and Lloyds Banking Group

Best Contribution to the Reputation of Outsourcing

Scale Focus AD
Sykes
Teleperformance
Teleperformance

Award for Corporate Social Responsibility

IBA Group
EXL
KPMG
Spi Global

BPO Contract of the Year

Adetiq and Sports England
Arise
Capita O2 Partnership
Dixon Carphone
Firstsource
Ricoh and Aon

ITO Project of the Year

Adetiq and Sports England
AIB
CSC and the Ministry of Defence
Eleks

Award for Innovation in Outsourcing

Capita O2 Partnership

Elixirr
EXL and British Gas
NIIT Technologies
Sykes
WNS Thomas Cook

Automation Project of the Year

Accenture and BT
Adetiq and Sports England
Arvato and Sefton Metropolitan Borough Council
Thoughtonomy and Computacenter
Wipro and Openreach

Outsourcing Law Firm of the Year

CMS
Herbert Smith Freehills
Kemp Little
Linklaters
Slaughter and May

Customer Experience Provider of the Year

Adetiq
EXL
Intelenet Global
NIIT Technologies
Teleperformance
Webhelp

Outsourcing Service Provider of the Year

Accedia JSC
Adetiq
Eleks
Future Processing
Version1
Webhelp

Outsourcing Works - Award for Delivering Business Value

Adetiq and Sports England
Arvato and Slough Borough Council
Elixirr
Tata Consultancy Services AND National Employment Savings Trust (NEST)
WNS Global Services and British Gas