



## **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 10<sup>th</sup> 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 Sefton Metropolitan 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 and Citi  
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  
NITT 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 and New Look  
Tata Consultancy Services AND National Employment Savings Trust (NEST)  
WNS Global Services and British Gas