

NOA Reveals Professional Awards Shortlist for 2015

Representatives from the NHS, BBC, British Gas, Capita, Serco and many more are shortlisted for the Professional Awards – the only awards ceremony dedicated to the talent employed in the UK outsourcing sector.

The NOA is pleased to announce its shortlist for the 3rd annual Professional Awards. Winners will be announced at the Awards Ceremony taking place on Thursday 21st May at the Emirates Stadium, home of Arsenal FC.

The Professional Awards exist to recognise the individuals, teams and companies who do their utmost to make outsourcing work, and celebrate their talents. The shortlist spans a wide variety of functions and industry sectors, but all those included have one thing in common – a drive to achieve outstanding success through sourcing.



The glamorous evening at the Emirates will honour all of those shortlisted – it will also give the attendees a unique opportunity to network with the sourcing elite and hear from the winners and thought-leaders who have delivered the very best in transformational sourcing.

The shortlist is as follows:

Rising Star of the Year

Abby Bennett, Team Manager, Capita
Natalie Thomsen, Customer Experience Advisor, Capita
Bryan McGovern, Head of MI & Dialler Support Services Private Sector, Serco Global Services
Laura Burns, Assistant Contact Centre Manager, Teleperformance
Gareth Fegan, Service Delivery Manager, Ulster Bank

Manager of the Year

David Wyer, Strategic Supplier Development, BBC
Clare Enstone, Framework Team Leader, Capita
Mel Holmes, General Manager, Capita
Gavin Cox, Head of Operations/Operations Manager, Serco Global Services

Advisor of the Year

Paul Silver, Senior Associate, CMS
Mark Crichard, Partner, RPC
Martin Hunt, Senior Sourcing Advisor, Source

Strategic Leader of the Year

Rosaleen Blair, CEO and Founder, Alexander Mann Solutions
Matthew Sanders, CEO, Brookfield Rose
Christopher Stancombe, CEO, Capgemini Business Process Outsourcing Strategic Business Unit
Rob Johnson, Head of Consulting Service and Solutions Architecture, Dimension Data UK
Valeriy Kutsyy, Chief Executive Officer, Miratech
Sadiq Mohammed, Retail Sales Director, Serco Global Services

Award for Professional Development (Individuals)

Samantha Kelly, Outsourced Operations Manager, Aviva
Simone Hammer, Content Delivery Manager – Offshore Operations, Thomson Reuters
Alison Haigh, Head of Procurement, UKAR

Award for Excellence in Supplier Management

Argos and Elixirr
Capital One
McCarthy & Stone and Xchanging
NHS Blood and Transplant
Phoenix Group
UCB

Award for Excellence in IT Delivery

Attenda and Greenergy
Cognizant
Cognizant Technologies Solutions UK and Lloyds Banking Group
eClerx Services Ltd – Performance Assessment for Investment Banking Operations
NashTech and Civica
Soitron UK and HP Enterprise Services

Award for Excellence in FAO

EXL and British Gas
Genpact and British Gas
Sykes Financial Services
Tata Consultancy Services and National Grid

Award for Excellence in Outsourced Customer Service

60k and Thomas Cook
Convergys and O2
eClerx Services Ltd – Quality and Compliance Interaction Monitoring, Insight & Analytics for TalkTalk
Mindpearl
Teleperformance and E.ON
Teleperformance and Vodafone Ireland

Award for Excellence in BPO

60k and Sky
Capgemini BPO and Unilever
DDC OS and Brandbank
eClerx Services Ltd - Search Conversion Rate Optimization
eClerx Services Ltd - Product Data Preparation for Platform Migration
Xchanging and Federal-Mogul

Best Offshore Team

Capgemini India – Peopleshop Team
First Data Corp
Intetics Co.
Mindpearl
NashTech and Civica
Serco Offshore Mortgage Services Team

Best Shared Services Team

60k and Sky
CGI
First Data Corp
Serco's Support Services
Siemens
Sykes – Shared Resources Group

Skills Development Programme of the Year (Corporate)

Alexander Mann Solutions Sourcing Academy
Capita's Regulatory Solutions, Active Manager Programme
EXL Utilities Academy
Genpact's Black Belt Build Programme
Mindpearl's Leadership Development Training Programme
Ulster Bank's Outsourced Services Team

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