



National Outsourcing Association Awards shortlist announcement

The National Outsourcing Association is delighted to announce the 2015 NOA Awards shortlist. Winners will be announced on Thursday 19th November 2015 at the 5 star Landmark Hotel, London.

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

National Outsourcing Association CEO, Kerry Hallard said:

“Following one of its strongest ever years, the global outsourcing industry is undergoing a paradigm shift in terms of technology, customer centricity and client expectation. Buyers and service providers alike are looking to the future, determining which trends are most significant and what investments must be made.

This fact is reflected through the submissions for this year’s awards; suppliers are focused on progressive business transformation, with the buyers eager to facilitate them. The shortlist for this year’s NOA Awards is packed with exemplary case studies featuring efficiency gains, innovation and added value that goes well beyond cost savings. The industry’s key providers are performing as well as ever, alongside a number of new contenders and partnerships pushing the limits of what can be achieved through outsourcing. Needless to say, this is gearing up to be a very exciting awards ceremony.”

The Shortlist in Full

International Outsourcing Contract of the Year

60k

Intetics

ITC Infotech & Finnair

KPMG & ABB Information Services Limited

NIIT Technologies

SoftServe GmbH and Panasonic Appliance Air-conditioning Europe

Offshoring Project of the Year

Centrica - British Gas

DDC & Brandbank

eClerx

EXL & British Gas

Firstsource & Sky’s NOW TV

Wipro

Outsourcing SME of the Year

AdetiQ Limited

Arise Virtual Solutions

Intetics

ScaleFocus AD

Sumotech

Xoomworks

Offshoring Destination of the Year

Bulgaria
Slovakia
South Africa
Sri Lanka

Telecommunications, Utilities and High-Tech Outsourcing Project of the Year

Avanade & Centrica Energy
British Gas & Capita
Capita & Telefonica
Conectys
EXL & British Gas
Sopra Steria & Morrison Utility Services

Public Sector Outsourcing Project of the Year

BBC Audience & Capita
Teleperformance & The Environment Agency
VFS Global & The Home Office

Financial Services Outsourcing Project of the Year

Capgemini & Direct Line Group
KnowledgePool (part of Capita plc) & Lloyds Banking Group
Cognizant & Barclays Bank
Cognizant - Property Search Smartphone Application Project
eClerx
HP & Leeds Building Society

Best Contribution to the Reputation of Outsourcing

Avasant & The Rockefeller Foundation
BBC Audience Services & Capita
Miratech
Sumotech & OLM Systems
Teleperformance India
Teleperformance & Npower

Award for Corporate Social Responsibility

Infosys BPO Limited
SPi Global - I Got Green Fundraising Campaign
WNS Global Services

BPO Contract of the Year

British Gas & Capita
Capita & Telefonica
Firstsource & Sky
Infosys BPO & Openreach

ITO Project of the Year

Avanade & Centrica Energy
Capgemini & Heathrow Airport Limited
Cognizant – Payments Exception Handling Project
Cognizant & a Global Financial Institution
KPMG & ABB Information Services Limited
Xchanging

Award for Innovation in Outsourcing

Arise Virtual Solutions
Cognizant & Barclays Bank
Cognizant - Disability Banking Project
EXL & British Gas
Firstsource & Giffgaff
Olswang & BP

Shared Service Centre of the Year

CGI
Conectys
Wipro

Outsourcing Advisory of the Year

Avasant
CMS
DLA Piper
KPMG
Linklaters LLP

Outsourcing Contact Centre Provider of the Year

60k
Conectys
Response
Tech Mahindra & Three UK

Outsourcing Service Provider of the Year

Capita Insurance Services
Capita
ELEKS
Future Processing Sp. z o.o.
ScaleFocus AD
VFS Global

Outsourcing Buyer of the Year

Brandbank
Centrica - British Gas
Telefonica

Outsourcing Works - Award for Delivering Business Value

Capgemini & Heathrow Airport Limited
ELEKS
Infosys BPO & Openreach
Serco
Soitron UK & HP UK
Xerox