

PROFESSIONAL AWARDS 2022



FINALIST BROCHURE



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Intetics
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Nexdigm

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BMS

RISING STAR OF THE YEAR

Matthew Kasperski, Neo Group



Matthew Kasperski is a Manager with the Advisory team at Neo Group and has worked in the sourcing industry for a little over four years.

His global sourcing experience is across domains and industries and across all stages of the Sourcing Lifecycle.

Matthew uses some foundational questions and principles as guidelines to deliver excellent results

- Who is the audience?
- What is the problem being addressed?
- How do these outputs fit with the overall strategic aims of the enterprise?

His approach is then to cross pollinate best practices from past clients to future clients by using the right tools and methodologies, helping them take informed risks and try innovative approaches.

His personal approach is to leverage knowledge, information, and network with the leaders of the industry to reinforce his ability to disseminate cutting edge innovations and ways of working across industries and domains. This has empowered Matthew to drive strategic thought, deliver on actionable advice, and prepares him to take on a leadership role in the industry in the future.

His innovative and unique approaches result in not just significant dollar savings for his clients, but also further the softer aspects of sourcing strategy like finding and defining a cultural fit that matches the sourcing model desired, increasing retention rates amongst highly valued skill sets, and preparing the client for future success on the journey up the maturity road map.

Matthew has shown demonstrable achievements in his sourcing career to date and shows significant promise for his future career in sourcing and the profession as a whole.

Michelle Sally, Ashurst



Michelle is Senior Associate in Ashurst's Digital Economy Transactions Team in London and a big team advocate for strategic sourcing. She supports the partnership in developing the sourcing practice and advises sourcing professionals on legal issues associated with the implementation of emerging technology. Her prior experience in technology, data and IP enables her to support clients across the sourcing lifecycle; from early decision making, through contracting and negotiation, to termination and exit.

Michelle joined Ashurst in 2018 and has developed a specialism for strategic sourcing. She acts on both the supply and customer side of sourcing matters; becoming a trusted legal advisor for key clients such as Nomura, BP and Uber. Michelle is qualified in three jurisdictions and previously adjudicated for Innovate UK competitions (part of Government's Technology Strategy Board). She graduated with First Class Honours in law and came runner up in a national student essay competition (supply chain issues connected to subcontractor payment).

Michelle has supported various key Ashurst clients on their implementation of large scale sourcing projects, including:

- the strategic partnership between Uber and Thames Clipper to launch a commuter boat service in London;
- a material back office business process outsourcing for a global financial services group; and
- a key project in support of the digitalisation of the NHS, involving complicated cloud arrangements.

Working with the partners, Michelle operates as a day-to-day lead on key sourcing mandates for Ashurst clients; taking legal instructions, gaining a thorough understanding of the project objectives, negotiating contracts with various counterparties and delivering a contractual arrangement that aligns with the client's deal drivers.

Tanika Marais, NHS SBS



NHS Shared Business Services (NHS SBS) Shared Business Services provides Finance & Accounting, Procurement and Workforce Services to more than half the NHS in England. Tanika Marais is Social Value Manager to NHS SBS's 200-strong procurement team, which supports 10,000 NHS end users. The role is dedicated to ensuring social value is embedded end-to-end into all NHS SBS's procurement service lines, comprising Framework Agreements, bespoke Healthcare Improvement Solutions and Specialist Capital Equipment Services.

On joining NHS SBS in late 2021, Tanika made it her immediate priority to ingrain the importance of The Public Services (Social Value) Act team wide. It requires public authorities, like NHS organisations, to have regard to economic, social and environmental well-being in connection with public services contracts.

This action was of particular significance given the Government's Procurement Policy Note 06/20 (PPN 06/20). It requires contracting authorities to include a minimum weighting of 10% for social value as a procurement awarding criteria. It saw NHS England, on 1 April 2022, extend PPN 06/20's reach to the commissioning and purchasing of goods and services by NHS organisations, as well as those acting on behalf of such commissioners and purchasers, to allow it to contribute to the NHS Net Zero and social value goals.

Under a year into the role, not only has Tanika upskilled NHS SBS's procurement team on the Public Services (Social Value) Act, she has, of her own volition and drive, extended the reach of its pillars - community, sustainability, diversity and wellbeing - enterprise-wide to some 1,500+ employees.

Rajat Sangroy, Wipro



Rajat Sangroy is a highly skilled and results-oriented professional with Data Science Certification from IIM, Indore and has 8+ years of professional experience. He started his journey in data field in 2016 and has maintained top performance rating for consecutive five years and he feels nothing looks or feels better than being “Best in class” for multiple consecutive years. He is always willing to set high standards for himself, aligning his words and actions that will help to build trust and make team more willing to follow him as an example. Rajat Sangroy has successfully lead and handled many teams and ensured that there is no miss in delivery even when the team faced 100% attrition. He always looks for process improvement ideas with his strong analytical and Technical skills and he has also supported in the development of Machine Learning based Python Application which provided key inputs to the DVS Sales Team in acquisition of new clients.

MANAGER OF THE YEAR

Cheryl Moon, NHS SBS



NHS Shared Business Services (NHS SBS) **Shared Business Services** provides Finance & Accounting, Procurement and Workforce Services to more than half the NHS in England. In August 2021, Cheryl Moon was appointed to support the Head of Service in the implementation and execution of the activities to deliver two strategic objectives - customer satisfaction and quality management.

Cheryl created a new customer satisfaction and engagement approach based upon the Voice of the Customer (VoC). As a direct result of her approach, NHS SBS’s Transactional Procurement offer now holds a fully embedded and engaged way of listening to its NHS client and user base, compliments of an engaged network with open and honest communications, a more engaged team working closer with the NHS, and a method to constructively review compliance, quality, and service improvement opportunities for a business process outsourcing service.

What is most impressive is not only Cheryl’s ability to deliver the improvements but her approach during what was a very challenging period. Senior management support and Transactional Procurement team resources were stretched as they supported the UK Health Security Agency with its response to COVID-19. In tandem, NHS clients were recovering from the pandemic’s impact resulting in a volatile period for NHS procurement. It required patience and engagement across operational staff and NHS SBS clients -which Cheryl displayed in abundance.

Cheryl’s tremendous sense of humour and ability to discuss key topics with clients and collaborate with NHS SBS’s wider Transactional Procurement team enabled true engagement with people and delivered results.

Anish Kesar, Wipro

Anish is an experienced data science professional who have worked in data driven solutions in multiple domain such as Behavioural Analytics, Health Analytics, Solution Analytics other projects with multiple stakeholders from both Alight and Wipro.



In the stint of 5 years, he has been handling projects independently and contributing to other projects as a team. He has exposure of multiple tools and technologies such as R, Python, Tableau, SQL Server etc. He has strong technical background along with people management skills. He has a quality approach towards tasks assigned to him and always thinks about all possible outcomes holistically. He focuses on client satisfaction and better team management.

Alexey Velesnitsky, Intetics

Alexey Velesnitsky is a CTO at Intetics, responsible for technical management and growth.



Alexey started his career path as a software engineer in early 2006 and joined Intetics in 2009. He has dived into many professional activities, predominantly in technical team management, system design, mentoring, and project delivery.

Alexey holds a master's degree in Equations of Mathematical Physics from Belarusian State University. Moreover, he has many certifications, including the technical Microsoft, AWS, Kanban/Scrum Management Professional, etc.

As far as hands-on experience is concerned, Alexey has successfully scaled dozens of projects in healthcare, e-Learning, and other industries: from small teams to large ones. The long-term expertise gathered helps Alexey supervise the efficient delivery of Intetics' Team Formation solution to global clients. He considers that the unparalleled team-creation methodology guarantees that clients receive exceptional results — in each project stage from the initial phase and during its growth.

On top of that, he is a regular company representative at international scientific conferences, seminars, and industry roadshows. He contributes to the growing community of professionals in custom software product development by spreading Predictive Software Engineering (PSE). This framework reconstructs the reliable approach to delivering software development services.

Intetics is proud of having such a proactive CTO who, in addition, is an enthusiast of Microsoft stack mixed with open-source technologies and twelve-factor app methodology.

Irina Dubovik, Intetics

Irina Dubovik is a Digital Marketing Director responsible for Digital Marketing, Business Development projects, and Centers of Excellence to boost talented people and scale up disruptive ideas, technologies, and projects at Intetics.



Irina is an experienced marketing and business development manager. Throughout her 18+ years of diversified experience, she demonstrated proven excellence in the IT and FinTech industry. She is skilled in business strategy, negotiations, management, business development, startups, coaching, and mentorship.

Strong professional with a Program alumna focused on Women and entrepreneurship from IVLP`2018, U.S. Department of State. Ms. Dubovik has a bachelor's degree in French and English languages and literature. The awardee of the WebAward 2021 for the new www.intetics.com slide-website development. And a Lead Event Coordinator of the joint series of meetups held in a marketing partnership with Intetics & AWS.

Under Irina's leadership, Intetics has been recognized more than 20 times in 2021 and is rocking in 2022 with new achievements.

WebAwards 2021 Judges' Reference:

"I really like this site. Finally, a site with a simplified set of choices to not overwhelm visitors. 4 boxes on the home page! Click what you're interested in and get more info. Love it."

"I like the puzzle graphics and images on the homepage."

CONSULTANT / ADVISOR OF THE YEAR

Hemant Puthli, Neo Group

Hemant Puthli has 35+ years of experience in technology-led strategic business transformation. He brings a 360° perspective from his previous roles – in two of the Big4 consulting firms, and as CIO/CTO in large global corporations – to lead advisory engagements in the global sourcing industry.

Having started out in Big-4 firms with their industrialized, assembly-line -oriented business model, Hemant over time pivoted to a client and people-centric approach to bring forward the human element in engineering disciplines, forging his own special blend of the art and science of consulting.

According to Hemant, a mature practitioner must shoulder certain key responsibilities. He sums these up as the 4 C's of advisory accountability, and believes that the power of this



approach lies in the way an advisor is able to leverage the interconnectedness between these areas

- CLIENTS

Hemant takes a fresh, clean-slate approach to each client engagement. He starts with active, guided listening and then customizing existing toolkits and methodologies to craft a unique solution. In each engagement he seeks to go above and beyond, aiming at customer delight.

- COLLEAGUES

Hemant strongly believes in developing leaders from within his team. Through each client engagement, he mentors and nurtures their growth by providing scope for learning on and off the job.

- COMPANY

At the end of every engagement, Hemant ensures that there is substantial augmentation to the firm's IP in the form of new/ better frameworks and tools. This is value addition to the company, over and above bringing in revenue.

- COMMUNITY

A recent example of Hemant's thought leadership and contribution to the global sourcing community is the co-creation with GSA, of the ESG questionnaire to be shared freely among GSA members.

Anupriya Sinha, Wipro

Anupriya is a thought leader with having more than 10+ years of experience in Data Science and Analytics domain. She has done her MBA from Great Lakes Institute of Management with majors in business analytics. She is proficient in ML/AI algorithm, statistics, deep learning and newer technologies like Azure, AWS, and IBM Watson along with languages R and Python, visualization tools like Tableau and Power BI. Anupriya's passion is building self-disciplined teams for delivering operational and strategic analytical products that can help the business and operations from leadership to the front line managers driving efficiencies and generate new revenue streams. Few of the accomplishments of the recent past:



1. Increased the number of billable resources by 20% in 1 year from 103 to 128. This is a huge accomplishment as Analytics and Reporting resources are generally support functions of supplier organization's investments
2. As Data and Analytics market is booming, controlling attrition and reducing the time to production of new hires has been a considerable achievement
3. Moving mindset from reactive reporting by creating proactive Digital Communications solution wherein alerts are raised proactively using state of art ML algorithms to highlight potential SLA misses

4. Delivered a deep learning backed solution to identify root causes of the calls landing in the customer care centre, helping drive better customer experience

5. Developed a on job learning product for 120+ colleagues using self- learning platform, ILT based training and projects for implementing the learning

DIGITAL CHAMPION OF THE YEAR

Sergey Terekhov, Intetics

Sergey Terekhov has over 15 years of experience in software testing and over eight years of experience in QA team leading. His responsibilities cover QA planning, scheduling, budgeting, risk assessment, and communication with project stakeholders.



Mr. Terekhov joined the company in 2006 to build a stable QA department and set up our QA and Release Management process. Before joining Intetics, Mr. Terekhov gained extensive experience leading telecommunications and banking technologies in the QA team. He holds a master's degree in Computer Systems from the Belarusian State University of Informatics and Radioelectronics.

Possessing strong analytical and organizational skills, Mr. Terekhov supports and enhances Intetics' Quality Management System based on the international standards ISO 9001 and ISO 27001 and takes part in the related internal and external audits.

Sergey published several scientific papers on TETRA™, Intetics proprietary Technical Debt Reduction Platform, aiming to assess software product quality and measure technical debt. The papers are:

1. The Practice of Tech Debt Assessment and Management with TETRA™
2. TETRA™ Techniques to Assess and Manage the Software Technical Debt

Sergey Dudal, Intetics

Sergey Dudal is a proactive leader of the Cloud Center of Excellence and a Project Manager at Intetics. He manages a team of initiative experts willing to gather and utilize best practices, research, and innovation in the Cloud technology domain.



These are the core of Sergey's accomplishments in AWS:

- An AWS Certified Solutions Architect since 2018

- AWS Certified Data Analytics - Specialty (DAS)
- AWS Certified Database - Specialty (DBS)
- AWS Certified Developer – Associate (DVA)
- AWS Certified Solutions Architect - Associate (SAA)
- AWS Certified Cloud Practitioner
- Google Cloud Certified Professional Cloud Architect
- Project Management Professional (PMP)®
- TOGAF® Certified

Having achieved several breakthroughs in AWS, he keeps growing and assisting colleagues in enriching their expertise in Cloud.

Under Sergey's management, Intetics professional, dedicated teams finished dozens of Cloud and DevOps projects. Each was aimed at delivering exceptional value to the client's businesses.

Due to the initiative and hard work of Sergey Dudal in Cloud CoE, Intetics significantly enlarged business opportunities as the partner of AWS Consulting Practice. Sergey was awarded the Intetics Best CoE Leader of 2021 due to his promising initiatives and work within the Cloud CoE. He is also a finalist in Cloud Excellence Awards 2022 by Computing.co UK selected as a Cloud Professionals of the Year.

Eugene Rudenko, NIX United

Eugene's current role as an AI and Big Data consultant is to assist customers by designing, developing, and delivering enterprise solutions that cover AI and Data Science components.



Using business optimization methodologies, practices, and systems, Eugene has assisted enterprises in resolving complicated business difficulties. He leverages his team's expertise and talents to design services connected to customers' demands, reducing expenses, wasted time, and excess production while enhancing performance and automating repetitive tasks.

The recent key project for Eugene was to develop software for by Blue Prism and incorporate their RPA software into business functions to improve client companies' productivity.

At the outset, NIX was addressed for providing a self-serve solution that would allow a quick and easy system adaptation for the business processes of new clients.

It was then necessary to set up an analytics platform to measure the automation effect, track performance, and identify bottlenecks.

In the wake of our initial meeting with Blue Prism in London and an interview with their CTO, Eugene started the analysis. Together with a team of experts, he outlined our proposal for the solution and managed to demonstrate professionalism to the client and convince them to entrust us with the development of an important part of their product.

Thanks to a responsible approach to work, NIX moved to a level of cooperation where the team covers most of the needs around the development. To achieve such an ambitious goal, there was a campaign to build the structure of team leaders and attract specialists under their leadership, where much attention was paid to effective knowledge transfer and the training of highly specialized staff for niche tasks.

STRATEGIC LEADER OF THE YEAR

Craig Naylor-Smith, Parseq

Craig Naylor-Smith has been the Managing director of Parseq since 2013. Now as CEO, he has more than 20 years' experience in outsourcing and is as a trusted advisor to some of the UK's biggest banks, financial institutions, utilities and telecoms companies as they drive efficiency, reduce operational costs and improve customer experience.



Over the past nine years Craig has led Parseq to achieve year-on-year growth and secured 40 new clients. As a strong advocate of investing in talent to drive growth, he rewards the hard work of his staff with monthly events and a staff recognition program. This investment contributes to Parseq's average length of service of 10 years' for employees and helped Parseq win the Employer of the Year at the GSA Professional Awards in 2022.

Craig leads by example and sets the strategic direction for Parseq and its 300 staff in the UK, India and Bulgaria. His thought leadership is recognised within the industry as he thrives on perfectly combining technology with our expert people to solve our clients' challenges. This allows us to exceed client expectations and provide an ongoing partnership to perfect services and identify new areas for improvement.

Craig has been the driving force behind the successful delivery of multiple major projects, including a cash allocation project which successfully reduced the clients suspense account by 5 million from the starting point of 8 million with zero disruption to service.

Craig's dynamic, agile approach motivates and empowers employees to continue delivering for clients.

Stuart Phillips, NHS SBS



NHS Shared Business Services (NHS SBS)
Transactional Procurement Services

Shared Business Services

includes eCommerce, enhanced transaction processing, and sourcing services. The team processes over £34 billion annually and transacts over 37,000 purchase order lines per month on behalf of NHS organisations.

During the height of the pandemic, transactional requisition volumes increased exponentially. With staff seconded to other vital service areas leaving remaining resources to

cover multiple roles, and contact between the team and NHS providers amplified, effective leadership and management was imperative.

Stuart Phillips stepped into the role of Head of Integrated Procurement Services leading a team of over 45 employees predominantly working from home.

Client feedback showed they wanted to 'feel' an increased human element to the shared services delivered, have strategic and value add conversations, rather than transactional or process led discussions.

Keen to act and redesign/flex NHS SBS services, Stuart undertook a fundamental review of the existing service delivery model using a combination of the client feedback, his 15+ years' experience of business outsourcing processes (in both public and private sectors), and his own recognition of service improvements from running the service.

Stuart designed a regional delivery structure, with the introduction of a new Head of Transactional Services, Regional Leads and a Client Service Quality Manager. He aptly oversaw the transition to the new way of working in just 80 days, whilst maintaining business as usual with minimum service interruptions. All this, against a backdrop of dealing with increased workload and performing multiple roles.

Munni Trivedi, Indigo Premedia

Private Limited



1. Outline your sourcing experience including qualifications

I am a sourcing and procurement specialist with experience across multiple industries and regions. A pioneer of outsourcing for the creative industries I worked in senior roles on both the demand and supply side before embarking on an entrepreneurial career. This gave me an intimate understanding of the impact of resourcing on profitability. I now apply my knowledge and skills to help creative agencies transform their workflows and sourcing strategies. I hold a degree in Business and Development Studies.

2. Detail your approach to achieving results and include details of motivation and leadership skills to drive team dynamics

Our results-oriented approach is rooted in long-standing client relationships built on trust. I'm a collegiate and inclusive team player. Leading by example, I'm unafraid to roll my sleeves and lead client engagements. I share knowledge and experience with my team and empower them to make decisions. We operate a hybrid, remote working model with team members, suppliers, and clients in multiple time zones. Clear and timely communication is key.

I am an advocate, and practitioner, of the principles of Appreciative Inquiry – a strengths-based approach to leadership. I use the DISC system to understand colleagues' working styles and ensure healthy team dynamics.

3. Share examples of thought leadership

I saw an opportunity to apply remote, on-demand, open-source work models to creative agencies, a sector that has historically been conservative in its approach to business model transformation.

My thesis is that the agency of the future should 'invest in its creative core and outsource the rest'. Doing so allows it to strengthen its unique DNA while enjoying access to 'on demand'

resources on a variable rather than fixed cost basis - we call it the gangster move! It can respond to peaks and troughs in its seasonal business. Our thought leadership is articulated in a recently published handbook 'ON-DEMAND: Skill sourcing for the creative industries' (attached).

While we understand the booming open talent and platform economy, we believe there's huge value to being a services business making sure that nothing is lost in translation and that the outsourcing experience is smooth and hassle free.

4. What's your strategic vision for the industry?

Outsourcing is well-established in some sectors and under-explored in others. Our mission is to extend its relevance and uptake in the creative industries.

While cost will always be a motivating force, we see potential to add quality arbitrage to cost arbitrage. In doing so we act as strategic partners to our clients helping to make their businesses more resilient and sustainable. Historically, clients didn't want to let their customers know they were outsourcing. Our vision is for this to become a selling point, a differentiator for forward-thinking agencies, a no-brainer and for them to make a virtue of their outsourced, global supply chains. We understand that in this age of algorithms and bots, people still value a human response.

Sameer Jalundhwala, NTT Ltd

Sameer (MBA, Cost Accountant, B.Com) is a highly skilled leader, with expertise in building Global Business Services operating models (captive and outsourced) and transforming processes & systems. He has the unique experience of having worked both on the Buy and Provider side.



As the GBS Operations Lead in NTT, Sameer has, in the past one year, built GBS operations across 22+ countries covering back and mid-office processes. These services are delivered through two world class outsource providers- Genpact and Infosys- whom he manages in a multi-sourced governance approach.

Before joining NTT, Sameer spent 14 years in IBM in the BPO business. Achievements include: recipient of the prestigious Best of IBM Award and winning and delivering a large Finance/IT outsourcing contract with Oriflame (LinkedIn endorsement from Johan Eckerstein: [\(48\) Sameer Jalundhwala | LinkedIn](#)).

Sameer is a result and action oriented individual focused on delivering business outcomes. On the GBS Transformation project 'Phoenix' over the past one year, he often quotes living the 3 NTT core values- Speed, Execute, Together- every single day and hour! His situational leadership style is inspired by the New York orchestra 'Orpheus'- an orchestra that needs no conductor.

Sameer has led on-site Shared Services teams of >100, highly skilled sales teams and solution consultants across Europe and currently leads Operations teams > 2,000 FTE matrixed through the two outsourced providers. In such a complex operating environment he launched the 'One Team, One Dream' vision and delivered it through a roadshow across 6 delivery locations in 3 continents this summer:

Sameer is a regular contributor to the Shared Services and Outsourcing industry as a speaker, judge, writer and advisor. Examples are:

- **BPO= Business Process Outcomes, not Business Process Outsourcing-** podcast on Spotify.
https://open.spotify.com/episode/6s2CwNaD1TTdQCVpOSPwJv?si=6_cAE4sERXeITxJdy2wl6g
- **The 2022 Outsourcing Report** published by SSON- Q&A- 'Speed and Change Management Dictate Sourcing Strategy). [The 2022 Outsourcing Report | SSON Analytics \(sson-analytics.com\)](https://www.sson-analytics.com)
- **European Shared Services and Outsourcing Week**, Lisbon, 2022: Panel speaker and Judge for the Change Management Impact Awards.
https://www.linkedin.com/posts/paul-phythian-9820881_soweurope-activity-6935152590754127872-DO7i?utm_source=share&utm_medium=member_desktop
- **Deloitte Annual Shared Services Conference:** NTT shortlisted in top 3 for Innovation Award: https://www.linkedin.com/posts/sameerjalundhwala_ssc2022-activity-6978254298375675904-lz_-?utm_source=share&utm_medium=member_desktop
- **Shared Services and Outsourcing Week, London- panel speaker.**
https://www.linkedin.com/posts/nupurkhanna_hyperautomation-blockchaintechnology-touchlesstechnology-activity-6988447007346442240-N5O?utm_source=share&utm_medium=member_desktop
- Appointed to the **Global Advisory Board** of Shared Services and Outsourcing Network: Nov 2022

Next Gen Global Business Services will leverage exponential technologies (automation, AI, analytics, blockchain), new Talent, Data and Insights and new and hybrid ways of working. We will see an orchestration and convergence of right-shored Talent, Process, Technology and Data to provide a seamless user experience.

The sourcing industry will continue to play a key role in enterprise transformation but in Hybrid as well as multi sourced models. As clients needs evolve, the Sourcing industry will be more agile to operate in a variety of Engagement models e.g. DBOT (Design-Build- - Operate-Transfer), Virtual Captive, Embedded Management, Everything-as-a-Service, Joint Ventures.

Commercial models will evolve from resource based and transaction based to more and more outcome based and Value based, with transference of risk to providers and commitment of outcomes to the customer.

ENTREPRENEUR OF THE YEAR

David Jones, Claus.ify

Claus.ify®

Overview

Clausify is a contracting platform that takes the complexity out of contracting and puts the power back into the hands of the business and deal teams. We are revolutionising the contracting process through standardisation and digitisation.

Through Clausify's online, AWS-hosted platform, you can create and manage commercial contracts, giving you flexibility in getting deals done quickly, transparently, efficiently and in a traceable manner.

Join the revolution today. Get your deals Standardised. Digitised. Clausified.

Performance / Achievements

At present Clausify has 15 customers.

We've been working with them to get feedback on the platform and co-create new features and optimise the customer experience.

Clausify originally launched with its own standardised document suite, crafted by our own team of legal experts, with over 15 years of legal experience in the UK and Australia. We believed our document suite to be fair, reasonable and balanced. However, to drive greater industry acceptance and adoption of standards we began collaborating with the Global Sourcing Association to work on an industry-standard document suite - the GSA NDA and GSA Terms.

With the GSA NDA and GSA Terms now close to being finalised and our platform fully operational, we will soon be ready for a full launch via a subscription service.

Vision: for Clausify and Industry

Clausify's vision is twofold:

1. to make contracting **balanced and fair** by leveling the playing field with industry standard contracting terms; and
2. to **reduce the complexity** in contracting and drive down cost.

We do this by using GSA-approved standard contracts, best in class technology and data insights

We wish to collaborate closely with the Chancery Lane Project in order to facilitate, through Clausify, the promotion and easy adoption of their environmentally-friendly clauses.

Contract by contract, we aim to improve the process of contracting; the opportunities associated with it; and the industry's impact on the environment.

Callum Adamson, Distributed



1. Include an overview of the business you've started

Distributed is the UK's No.1 Enterprise Private Talent Cloud

Every company is now a technology company - which means every company is competing for the same limited pool of technologists, conservative estimations from the likes of Microsoft and Gartner put the shortfall at around 130 million by 2025.

In order to solve this problem, Enterprises must tap into a resource that they have been ignoring for decades.
Freelancers.

36% of all tech talent are freelancers, but engaging freelancers at scale, and all over the globe is incredibly difficult for large companies, you have to Find Them | Recruit Them | Qualify Them | Onboard them | Secure their systems | Manage Them | Pay Them and Retain Them over and over again in different time zones, languages, currencies and infrastructures.

That's exactly what Distributed does.

Our mission at Distributed is to deliver freelance careers with more benefits than permanent employment

We've built a platform that makes being a freelance software developer an incredible experience ... and makes working with freelance software teams super easy for enterprise organisations.

2. Share an overview of the business performance to date and what it has achieved so far

Launched in 2018 and with consistent 300% YOY revenue growth every year since Distributed is the category leading private talent cloud in the UK.

Having signed a £30m partnership with BT earlier this year we also represent the largest ever enterprise talent cloud contract awarded.

Currently sitting at £16m ARR with a freelancer waiting list of over 3000, we're forecasting a further 300% growth in 2023.

3. Share your vision for the future of your company, and the industry you operate in

In scaling Distributed we're unlocking the power of open talent for every enterprise on the planet.

In 2024 we'll begin to scale internationally.

We envisage a future where hundreds of thousands of freelancers operate at scale within the enterprise, and a future where enterprises can move faster than ever before, and deliver meaningful futures to their customers, and their core team members without the constraints of outdated talent models.

The future of work is Distributed.

Ronald Ashri, OpenDialog AI



Jason Roberts, Kaleida



Finding diverse suppliers is time consume as the process today involves searching against multiple, autonomous databases.

We pioneered a new, unprecedented lane in inclusive procurement introducing to the UK and EU market a brand new, but long waited for concept of 'fully-inclusive supplier diversity'.

In my 13-year corporate sales career I experienced unconscious bias, and missing out on opportunities because there was no platform to serve the sales process for big or small business. I wanted to change that and make revenue generating opportunities for accessible.

Kaleida, a B2B marketplace for both public and private sector tenders helps buyers find, identify, assess, then invite Diverse suppliers to tender irrespective of their diverse identity. Through 2022 we have made over £700b in tenders more accessible to Diverse owned businesses, and launched partnerships with the world's largest companies, including Allianz, G4S, and John Lewis.

Currently with several POCs in activation and corporate buyers tell us that we "are the future" as data aggregation, with the integrity of data we provide that they can trust is demanded to allow them to power their corporate, strategic, ESG agenda.

Before Kaleida, corporates had to choose which diverse groups they would support. And finding a variety of diverse suppliers could take weeks. Today it takes 1.8 seconds, with no bias, prejudice or discrimination.

In 2023 and beyond, Kaleida will continue to drive inclusive procurement throughout Europe, EMEA, and ASIAPAC by 2026.

Through our purpose we will continue to educate, and evangelising about the impact unconscious bias, and affinity bias has on the vendor selection process, and how that impacts the SME economy.

On the 1st Feb 2024 we host our official, inaugural reverse engineered supplier diversity exhibition and Awards dinner to underpin our thought leading authority on inclusive procurement.

We will publish over £1 trillion in opportunity each year, and change the economic outcomes for diverse owned business.

Our mission is to drive equality by enabling accessibility to all, with impunity, and this is why corporates choose to partner with Kaleida.

What we do has never been done before, and we've delivered without investors, or big team. Just a dogged determination to make a positive impact on those who do not have the temerity needed to get access to opportunities either due to imposter syndrome or simply a lack of capability.

Mark Brooks-Lewis, LavasourceHR



LavasourceHR is a single-destination professional services organisation dedicated to helping the HR community. We have 3 broad service offerings: Consulting Services, Technology, and Staffing.

1 Our Consulting Services team help clients deliver transformative change programmes of work. Examples projects completed include; business case and strategy development, HR and Payroll systems with vendor selection, programme delivery, change management and operational support services.

2 Lava's Technology Services practice focusses on deriving value from People technology investments. In addition the HRIT sourcing advisory services noted above, we also provide the wider peripheral capability such programmes of work require, such as enterprise and technology architects, test experts and integration specialists.

We have been so successful in this area, that Ceridian recently awarded us the status of Service Integration partner. The process itself took nearly 1 year and was "robust" as we had a lot of competition. Only PWC were awarded such as status in the UK during 2022. We have some joint PR scheduled for Mid-November which will allow the Lava brand to reach the near 6000 global Ceridian clients. During 2023, we expect to build this practice to between 25 and 50 full-time consultants to meet the expected demand.

3 Our staffing services division is made up of two distinct areas: recruitment (done differently!) and our talent marketplace.

We don't use long job descriptions, our "recruiters" have project delivery experience and so can discuss the challenges the client is trying to fix and we use our community to help us find candidates through a trust network, that traditional recruiters cannot access.

Finally, to our talent marketplace offering. This is the first global HR and HR technology dedicated talent marketplace anywhere in the world and we have talent from 55 countries signed up during the past 15 months. It supports full-time and fractional working and pretty much any company of any size could make use of it. For HR, we think this trusted flexible resourcing approach, is the missing element of the Ulrich model, which is fixed resourcing play. This goes beyond Shared Services, GBS and Outsourcing provision and allows HR teams direct access to fractional HR global capability. We call it Ulrich 3.0.

During the past week, we have won a sizeable grant to build out this platform from the UK government and the EU.

We have built a large number of global ecosystem partners this year including Phenom, Collaborative Solutions, Ceridian Dayforce, Oracle and Alight. We have clients up to FTSE 100 in size, although we also support many small and medium sized companies.

We have been self-funded to date, but our first major funding round due to commence in 2-3 weeks. We are confident we have built a strong base from which to grow during 2023. The Ceridian relationship alone will require us to grow rapidly, but the other Lava services will

also scale with the expected investment. Our projections by the end of '23 put us at a bench strength of around 50-75 FTE, with a revenue of circa \$10m.

ANALYST / INFLUENCER OF THE YEAR

Nitish Mittal, Everest Group



Sarah Burnett, KPY.ai



Submission Confidential

Tom Reuner, HFS Research



Research has always been my passion. I was privileged to gain a strong methodological foundation as a research assistant at the University of Göttingen in Germany. Working for leading analyst firms such as Gartner, IDC, and Ovum allowed me to leverage these skills to analyse the IT and telecommunications markets and help clients to better understand the adoption of emerging technologies as well as future trends. In terms of highlights, three developments stand out for me. First, I established the automation practice at Ovum and became a thought leader of the then nascent RPA market. By developing the *Automation Continuum* framework I have significantly helped to shape the development of the RPA and broader automation markets. Working with innovative startups and experienced sourcing leaders is both a privilege and a sheer joy. Second, working as Head of Strategy for one of the leading automation and AI providers, Arago, provided a unique learning experience as I had the opportunity to work alongside the brightest talent in AI. For many years Arago had done foundational research on AI and solved some of its biggest challenges. Helping them to gain commercial traction in the market transformed my way of the thinking of both automation and AI. I would like to think that this has benefitted my clients in me being able to help reshape their strategies. Third, at HFS Research I have pioneered new frameworks of cloud native transformation that are meant to help my clients to finally capture value from their investments in cloud technologies. Reflecting on all those experiences, I always get a kick when I can help my clients solve strategic issues and be more successful in their endeavours.

Thought leadership that I am proud of includes (see attachments):

- **Automation Continuum:** Establishing the first framework for RPA and Intelligent Automation
- **RPA is dead, long live Intelligent Automation:** Passionate plea for a broader lens to look at automation despite the rise of RPA. See link: [RPA is Dead. Long Live Intelligent Automation! - Horses for Sources | No Boundaries](#)
- **Finding Nemo HIRO:** Positioning Arago across the automation and AI landscapes
- **The Seven Pillars of Cloud Native Operations:** Providing a framework for operationalising cloud native

What is my strategic vision for the industry? I don't believe there is such a thing. What we at HFS are passionately discussing with our clients and stakeholders is that since the pandemic shock, organizations have been looking for tangible outcomes in narrowly defined time windows. Lengthy projects with lofty outcomes are a thing of the past. At the same time, many transformations fail because technology objectives don't align with business objectives. Looking at it from another angle, the pace of change is frightening. Cloud, automation, and AI are at the focus of most of those discussions. Organizations struggle to adapt to this continuous need for change. However, fundamentally clients don't buy technology. They are looking for business outcomes and need help to solve their strategic problems. Therefore, we need to pivot many discussions in our industry back towards outcomes. The implications for sourcing are profound. Many organisations are getting tired of receiving templated and stale advice. They have to figure out how the cloud target operating model could look like. They need unvarnished advice on the true state of automation so that they can transform their operational processes. That is why we at HFS are focused on two things: Research that is not sugar coated and advice that is specific to our clients' needs. That is why I am as passionate about my work as I have ever been.

PROCUREMENT / STRATEGIC SOURCING FUNCTION OF THE YEAR

NHS SBS



NHS Test and Trace (T&T) was established **Shared Business Services** to track and prevent the spread of COVID-19. To expedite the purchase of goods and services, Atamis, a new procurement solution, was to be used so all procurement activities could be monitored and tracked in one place.

NHS Shared Business Services (NHS SBS) provides Finance & Accounting, Procurement and Workforce Services to over half the NHS in England.

Borne of the worldwide pandemic and recruited during the UK lockdown, the 'Atamis Bureau', a specialist support team of five, sitting within NHS SBS's Procurement Services line of business, was created to support the joint T&T and Department for Health and Social Care taskforce responsible for procurement activities.

The team:

- Delivered and supported a brand-new technology solution that no-one outside of the vendor had any support/experience of;
- Implemented it to a brand-new government function running in a constant state of crisis in response to a changing landscape of demands, expectations and virus mutations;
- Implemented to tight timescales under immense pressure while supporting a cast of hundreds who not only had to learn to use this new solution, but do so working under pressure never experienced before;
- Did this as a team working remotely, never having met, having no pressure tested processes in place and no clear idea of what was going to happen next during the pandemic;
- Provided first- and second-line support for 200 procurement personnel in T&T as they adopted Atamis;
- Supported T&T through £25bn of spend on 1,700 contracts.

Zurich

Submission Confidential



Aviva

Submission Confidential



EE

Submission Confidential



GOVERNANCE TEAM OF THE YEAR

Neo Group

Neo Group was engaged in 2016 to work directly with the Outsourcing Centre of Excellence team of a biopharmaceutical company to provide governance support services.



Neo Group structure supporting this client includes a US and India based Director, two lead analysts, and three team members who are responsible for contract governance, deliverables and obligations adherence, invoice validation and SLA validation. Neo's Senior Leadership Team acts as a liaison between the offshore team members and client.

The team conducts analysis and reporting for each supplier which includes governance health performance dashboards, and business review meetings on supplier performance. Continuous improvement ideas are discussed for performance, financial, and risk areas. Neo's best practice for validation of invoices resulted in managing and mitigation of value leakage of up to 0.3% of the total contract value that was lost through inadequate governance.

In other instances, we saved the value leakage of over 3 million US Dollars from Invoice verification, service level credits, volume discounts, and rebates.

The Neo team has been instrumental in assisting in the design and development of the contract management software utilized for the suppliers, resulting in increased productivity, cost reductions, efficiency gains, and SLA performance improvement. Neo has worked directly with the software company to implement system enhancements. Neo Group views service innovation as critical to success. As such, we have made a habit of innovation. A few of these are:

- Macros for automation
- Inhouse Business Intelligence for reporting enhanced capabilities
- Automated notification and alerts for pending review, dispute, and approval actions, etc.

Neo Group has consistently demonstrated best practices in governance adding significant value to the company and clients and driving successful business performance by managing critical third-party relationships.

Aviva

Aviva continue to work closely with Supplier/Contract Owners to ensure compliance with our Procurement and Outsourcing standard. We maintain a framework of governance over our key supplier base, which in turn mitigates a number of supplier risks and supporting control effectiveness. The team have established an internal network of Supplier Governance leads across each area of the business, to share governance best practice and drive improvement against the standard. In Aviva Group and Aviva Central Services, the Supplier Governance Team is myself and Chris Hewitt supported by my line



manager Christine Bakewell (cc'd). We face off to a wide population of Contract/Supplier Owners in Aviva Group Centre and Aviva Central Services. We ensure compliance of wide range of key suppliers each quarter and in 2022 we are responsible for overseeing the completion of a comprehensive range of compliance activities per supplier. Our contribution to Aviva's Strategy is directly to the group's overall risk and control environment and it's operating effectiveness.

The Supplier Governance Team continues to monitor quality completion of a calendar of compliance activities for all key suppliers/supplier owners (e.g. Disaster Recovery and Business Continuity and Exit and Termination preparedness). We have a robust quality assurance model that allows us to ensure that this activity is completed in a timely and accurate fashion, supported by regular forums for Supplier Owners and for the Exec Population. We have a quorate of Execs that allow us to drive this activity across each function we support. This structure allows visibility, accountability and importantly helps maintain an effective control environment, which Supplier Governance manage. In 2022 we are working hard to ensure that risks associated with Operational Resilience are well understood by the Supplier Owner community, factoring in elements of this into supplier exit planning, to ensure Stressed/Non-Stressed exits are covered as standard. We continue to work in collaboration with our partners in our Third Party Information Security Team as Well as our Data Privacy and Operational Resilience Teams, to ensure anyone that is involved in the management of our suppliers receives timely messaging on any key topics that may require their involvement or input.

In 2022, Supplier Governance have worked closely with the GSA to propose a training offering that Aviva Group may wish to take up in the future. This has meant a refresh of the existing capability framework, to understand what regulatory considerations need to be delivered to our population of Supplier/Contract Owners.

Intetics

Project "Desk-Net" aims to help publishing houses plan their editorial departments' work: arranging appointments, managing stories, and coordinating staff. Desk-Net is evolving into a workflow management tool to coordinate workflows across multiple systems, such as headless CMS or Digital Asset Management tools.



The Client needed a custom software development provider with expertise in the relevant field to help them implement their idea. They turned to Intetics to assemble an Offshore Dedicated Team®.

In the beginning, the software focused on the news industry. Over time, it was expanded to accommodate communications teams and large organizations to meet their publishing demands. After the release, the system reached 200+ clients with 20K+ monthly active users.

The Desk-Net development team composition is the following: 1 Project Manager, 1 Designer, 1 Business Analyst, 2 Technical Leads, 10 Developers, 2 DevOps, and 4 QA Engineers.

The team is based on "Reinventing Organizations" principles outlined by Frederic Laloux and represents a green type of team. The following characteristics can describe it:

- Equality,
- Harmony,
- Justice,
- Cooperation,
- Empowerment.

The team is guided by the OMG Essence standard, established in 2014. It provides a transparent and clear project vision, so each tiny detail is considered. Besides, the team uses the latest technology stack and tools: JIRA, Git, Kubernetes, AWS, Flutter, etc.

Client's Reference:

Intetics provided a long-term team that is similar to having your own team — without the hassle of having to manage it.

BID MANAGEMENT TEAM OF THE YEAR

TestingXperts

Submission Confidential



Stefanini

Submission Confidential



DXC

Submission Confidential



Ascensos



Submission Confidential

CUSTOMER EXPERIENCE TEAM OF THE YEAR

CCI Global



CCI Global is a top tier provider in Africa of customer service management solutions. We have over 12,000 employees serving a global client portfolio of 80+ leading brands across the USA, UK, Australia & Africa. For the Customer Service Team of the Year award we aim to showcase the achievements of our operational team in South Africa supporting a Major UK Telecoms Client. Our Customer service team's strategy involves continuous improvement tactics to ensure agents are fully immersed in and understand totally, the customer profiles, knowledge base of the product offerings & developing best practices to future proof for new hire or bolstered training requirements. Our End to end customer management strategy aims to drive client revenue through positive customer experience at every point of contact. Our submission showcases how we develop and manage the customer base, how we bridge cultural gaps, and the initiatives to increase Satisfaction scores and create a centre of excellence. The submission also showcases our results over a few months starting in November'21 – indicating improved NPS & ASAT scores, increased revenue, (due to sales opportunities stemming from good experiences) and how we ranked against our client's other BPO provider. Overall our ability to provide consistently positive customer service in order to drive revenue opportunities for our client is a point to celebrate for this award.

TCS & Telefonica

Our Client is a British integrated energy company with operations spanning across electricity generation and the sale of natural gas and electricity to homes and businesses throughout the United Kingdom. It employs more than 13,000 professionals and handles 5.7 million customers. Our client was looking for a partner for their retail business to achieve its vision of,



- Enhancing Customer Experience
- Optimizing Cost of Operations
- Delivering Business Value
- Robust IT Infrastructure

With strong domain expertise and experience in servicing multiple functions across geographies, TCS became a preferred partner of choice by embracing client's vision with TCS guiding principles.

TCS applied its Business 4.0™ Delivery Model to create value in delivering seamless service from India & Philippines

Our partnership started with a small team of 43 resources, which strengthened with every passing year as we got new lines of businesses like 24x7 front office services along with a host of back office processes. At present, TCS Team comprises of 2500 professionals operating from India and Philippines.

Best Practice Sharing & Replication: TCS has a Best Practice Sharing and Replication Program, governed through a Central Knowledge Management Team and Knowmax Portal.

TCS has deployed breakthrough innovation methods supplemented by continual improvement to enable holistic process improvement eco-system as depicted below.

Our philosophy of keeping customer at the centre of whatever we do has worked very well and we achieved the top spot (Number- 1) in citizen advice league table where primary focus on customer experience.

Wipro

UK Telecom service provider's cycle time improvement and process transformation with \$68Mn+ of value delivery.



Client is UK based Telecom-service provider of fixed-line, broadband and mobile services in the UK also provides subscription television and IT services in 180 countries across globe.

Business Challenges:

The delivery process of our client has 6 stages from quotation to billing, each has SLA.

- The final stage in delivery, stage 6 (Handover-to-Maintenance) was taking over 20 against 6 days SLA
- Cease Order Management cycle time was at 24.33 against 18 days SLA
- Client also deals with all type of nonstandard CPE end to end delivery. For this process, cycle time was around 14.07 compared to target 10.63 days.
- Toxic orders are those has crossed pre-decided threshold in no. of days, hovering around 2000+ contributing to high cycle time.

All major issues caused delay in process affecting overall customer experience, costing client by delaying revenue realization.

Solution: Wipro's integrated technology, operations-based solution for Process Improvement:

1. Redesigning process through workload management, rework elimination
2. Real-time data visualization using PowerBI
3. Predicting Toxic orders, cycle time using Predictive-Modelling(R)
4. VSM

Business Benefits:

- **Approved \$68.5Mn value delivery to client**
- 25+ prediction models deployed for cycle time reduction
- Real-time insights on operational KPIs through cloud-based BI tool for proactive control
- Cycle time reductions:
 1. HOTM stage 6: 20 to 11 days
 2. CPE quotation: 14.07 days to 8 days
 3. Cease order avg cycle time: 52 days to 26 days
 4. Toxic orders reduction: 36% to 31%

CLIENT DELIVERY TEAM OF THE YEAR

Future Processing

Future Processing

Future Processing is a technology consultancy and software delivery partner that has been solving business problems using technology for over 20 years. There are 12 Engagement Managers taking care of Clients globally, supporting their businesses with innovative solutions. The Engagement Managers team's responsibilities goes beyond sales activities – they are focused on elevating relations and advisory services provided for Clients. This ensures Future Processing takes a human-to-human approach when solving business challenges together with partners. Both high NPS score (60%) and numerous positive reviews on Clutch, an independent feedback platform, (Future Processing was named 7 times “Clutch Top Software Developers Company” , confirms the company's approach. This is summed up in the philosophy “of putting people first” works and affects excellent business results, demonstrated by the longest partnership with one client that lasted for 15 years, moreover as many as 22 clients are with Future Processing for over 5 years. To summarise, the team has had the pleasure to work with 200 clients globally on over 600 IT projects, supporting businesses across different industries. In 2022, there was only one company that decided to end its collaboration, which proves high level of satisfaction with each partnership. In fact, 47% of Future Processing's revenue comes from collaborations that have lasted over 3 years. What makes the Client Engagement Team unique is their approach to creating added value for clients by their Marketing-to-Marketing initiative. This program include PR and social media activities that supports business – and that's what matter for the best customer experience team!

Nexdigm



Nexdigm contracts management services team is an integral part of Nexdigm's Business Process Management (BPM) vertical and has contributed significantly to its strategic growth. Guided by senior leaders from across the globe, the contracting team comprises contract attorneys,

training experts, quality process experts, and process improvement experts. The team works closely with other BPM functions to ideate and develop process optimization and technology-based client solutions.

Nexdigm has been handling the end-to-end contracting support for a US-based Fortune 50 multinational, assisting them with a multi-billion indirect procurement function. Owing to the excellent team collaboration across the locations and resultant synergy, the contract management team has managed to deliver overarching experiences for the client. In order to provide actionable insights, the contract management team has analyzed the back-end data and implemented transformative initiatives.

Nexdigm assisted the client organization by:

- Carrying out timely execution of more than 20k contracts annually to ensure a steady supply of goods, services, and consultancy to clients to keep their research, marketing, and manufacturing functions running effectively.
- Handling contracting timeline process efficiency project for the client to achieve a 50% reduction in contracting execution time for low complexity, volume-based contracting.

Over the last two years, Nexdigm successfully delivered on the project goals, resulting in faster execution of more than 6000 work orders and change orders for the client. Understanding and acknowledging its role as partners, Nexdigm's contract management team help organizations reduce contracting costs and elevate the experience of all stakeholders involved by standardizing processes and choosing the right technology and specialized knowledge.

Indigo Premedia Private Limited

Indigo Premedia is a pioneer of outsourcing to the creative industries. Its clients are creative agencies in the UK, USA, Singapore, and Hong Kong.



It has chosen not to become a platform or marketplace but to remain a service business because its clients get great value from excellent customer service. In a 2021 customer survey they were asked to rate Indigo Premedia on quality of work, speed of delivery, consistency, and ease of doing business. In all metrics the company scored 4.5/5 or 5/5.

Its strategy is to act as an extension of clients' studios, adding firepower and providing access to scarce resources in research, film production, financial reporting, and packaging roll-out.

Clients enjoy many benefits.

- They have access to flexible resources, on-demand. This means they are agile and can respond to peaks and troughs in workflows and that makes their businesses resilient and sustainable.
- Skills are seasonally in demand so by outsourcing, clients avoid the aggravation of having to compete with other agencies for the same limited pool of talent.
- The agency's working day is extended without additional overhead.
- The resources are in India, so they at a lower cost.
- Costs are variable rather than fixed – every CFO's dream.

Indigo Premedia has been at the forefront of technological change over the past decade. It was an early adopter of cloud computing. It uses advanced enterprise tools to ensure compliance with GDPR and other regulations.

A1QA

a1qa contributes to the success of global organisations, including the Fortune 500 list members, by setting up QA processes, implementing Agile workflows, or supporting complex digital transformations. The company's offices are in Europe, including the United Kingdom, the USA, and MEA.



To help its clients hit the targets, a1qa contributes to enhancing the capabilities of its key resource — an experienced team. 1,100+ QA engineers regularly sharpen professional skills via studying at a1qa's QA Academy or participating in internal educational events like a1qa conference, ensure compliance with ISO 9001/27001 standards, provide clear processes throughout the entire SDLC, and accumulate knowledge within 10+ CoEs and R&D labs.

Through this holistic approach, a1qa builds efficient QA teams with a client-centric mindset at the core and customises them to enhance the quality of delivered services, help clients reach desired outcomes, and obtain additional business benefits like accelerated time to market or decreased operational costs.

These facts are confirmed by 1,500+ successfully performed projects, the point that 90% of clients repeat business with a1qa and are satisfied with its delivery.

Let's consider in detail the value provided for one of the UK-based clients — a developer of property search software who had no QA practice in place and was required to release IT products within tight deadlines.

To attain their objectives while minimising business risks, a1qa assigned a team of 10 proficient functional testing engineers, QA automation experts, and a performance testing specialist led by a seasoned QA manager.

SOFTWARE DEVELOPMENT TEAM OF THE YEAR

Avanade & AQA



AQA is the UK's largest provider of academic qualifications taught in schools and colleges. It's absolutely critical that they deliver exam results accurately and on time each year.

AQA needed to strengthen their underlying end-to-end examining platform and chose Avanade as their strategic partner. Together, they created Nexus – a state of the art Azure native processing platform, which provides AQA with the scalability and security it needs.



The team:

- Led from the top with Global sponsorship from Avanade's CEO...who connects with AQA's CEO.
- 200+ developers, 97% offshore and truly diverse with 47% women.
- Continuously developing Azure skills to match evolving functionality.
- One of the most complex custom build projects in Avanade's history.
- Worked seamlessly in new, hybrid ways throughout the pandemic without missing a single deadline.

Results:

- Delivered both the Teacher Assessed Grades in Summer 2021 (3.4million grades collected from 80,000 teachers when the exams were cancelled) and in 2022 marked 10.9 million papers over 17 days to deliver 3million GCSEs and 475,000 A levels to 1.1million students.
- Enhanced visibility of business processes and data in one platform, enabling better intelligence and decision-making.
- Teacher Assessed Grades functionality delivered in just 10 weeks in 2021 following regulatory changes due to the Covid-19 pandemic .
- Work practices moved from waterfall to agile methodologies in two weeks.
- Innovation through our Manage & Evolve service which continually evaluates where maximum value can be gained, and flexes to provide the right skills and capacity where needed.
- Adaptive testing approach and environment strategy delivering 150+ Product changes per month, even through examination peaks without any P1/ P2 incidents.

Future Processing

Future Processing

Intetics for Desk-Net

Project "Desk-Net" aims to help publishing houses plan their editorial departments' work: arranging appointments, managing stories, and coordinating staff. Desk-Net is evolving into a workflow management tool to coordinate workflows across multiple systems, such as headless CMS or Digital Asset Management tools.



The Client needed a custom software development provider with expertise in the relevant field to help them implement their idea. They turned to Intetics to assemble an Offshore Dedicated Team®.

In the beginning, the software focused on the news industry. Over time, it was expanded to accommodate communications teams and large organizations to meet their publishing demands. After the release, the system reached 200+ clients with 20K+ monthly active users.

The Desk-Net development team composition is the following: 1 Project Manager, 1 Designer, 1 Business Analyst, 2 Technical Leads, 10 Developers, 2 DevOps, and 4 QA Engineers.

The team is based on "Reinventing Organizations" principles outlined by Frederic Laloux and represents a green type of team. The following characteristics can describe it:

- Equality,
- Harmony,
- Justice,
- Cooperation,
- Empowerment.

The team is guided by the OMG Essence standard, established in 2014. It provides a transparent and clear project vision, so each tiny detail is considered. Besides, the team uses the latest technology stack and tools: JIRA, Git, Kubernetes, AWS, Flutter, etc.

Client's Reference:

Intetics provided a long-term team that is similar to having your own team — without the hassle of having to manage it.

BEST NEARSHORE TEAM

Future Processing

Future Processing is a technology consultancy and software delivery partner that has been solving business problems using technology for over 20 years. Recently, the team has partnered with Cambridge University Press (CUP), one of the world's leading research and education institutions. Starting with six dedicated engineers, the collaboration now includes 30 of Future Processing's team members. Together with CUP, Future Processing set out to boost the Press's capabilities in managing advanced software development and developing its enhanced digital products. The main business challenge related to expanding CUP's platform, Cambridge Core (over 1.6 million journal articles and 36,000+ books), and develop Cambridge Open Engage, that is a collaborative site to upload and share individual's research. The team's technical expertise and experience helped to make the most of opportunities emerging from software development, advanced software development and improved search engines. Technologies used in this project included, Node.js, Kubernetes, Amazon Web Services, Docker. At the same time, Future Processing focused on monitoring KPI, DSI (data driven project analysis),



that included a designed set of 88 metrics in a report for CUP. The company's philosophy of 'putting people first' is the key to building strong relationships. Feedback from the CUP team is testament to this, with Carolyn Robyn, Academic Technology Director, saying: "Working with the Future Processing team has been a great experience". Due to mutual trust, both parties were able to develop a high level of partnership and respect to their expertise.

TestingXperts

TestingXperts has been working with leading enterprises across various industries around the globe.

Project-1: TestingXperts partnered with regulatory body for practicing solicitors and firms in the UK and helped with their Regulatory Operations Solution to regularize license of solicitors.



Project-2: TestingXperts partnered with leading mining company in UK to implement specialized DevOps continuous integration, continuous testing, and continuous delivery automated pipeline across multiple applications.

Team adhered to TMMi model and regular Sprint planning and review meetings to ensure project progress. Tx leveraged AI, and RPA-based Low-code/No-code automation to deliver faster outcomes with an improved customer experience.

Benefits Realisation

- 50% shorter time-to-market with faster & quality releases
- 40% reduction in test design time using reusable artifacts
- 40% QA Cost savings

Innovation

Project -1: Tx teams automated test data generation for creating on-demand and faster data. This has removed the dependencies of performance testing team on external teams and reduced impact on other teams using environment

Project -2: Client needed a Tosca CI automation testing tool that works with On-prem configurations to create a bridge between cloud-hosted (Azure) and CI/CD pipelines. Tx teams researched and delivered.

TCS

Our Client is one of the largest energy suppliers in UK and supplies natural gas and electricity to homes and businesses throughout the United Kingdom. It employs more than 13,000 professionals and handles ~5 million customers. Our client was looking for a partner for their retail business to manage their customer service from Nearshore and achieve its vision of,



- Optimise costs
- Improve customer satisfaction

- Faster Complaints resolution
- Increase revenue
- Digitisation

With strong domain expertise and experience in servicing multiple functions across geographies, TCS became a preferred partner of choice by embracing client's vision with TCS guiding principles.

TCS leverage its contextual knowledge & deep domain expertise and translated the client vision to the operational delivery model coupled with multiple solution levers.

TCS manages voice customer service operations from UK while Chat, messaging and email from India. TCS is the sole partner for their Chat and email operations.

Benefit Delivered against Client Vision: The team has leveraged the TCS solutions coupled with contextual knowledge and delivered the benefit to the client.

Best Practice Sharing & Replication: TCS has a Best Practice Sharing and Replication Program, governed through a Central Knowledge Management Team and Knowmax Portal.

Employee Ideation Program is a part of our continuous improvement philosophy aims at bringing a culture of bottom-up continuous improvement.

We consider our clients as a partner in success and mutually create a beneficial environment to become the Best Near Shore Team and a Partner.

Best Farshore Team

Avanade & AQA

AQA is the UK's largest provider of academic qualifications taught in schools and colleges. It's critical that it delivers exam results accurately and on time each year.

AQA needed to strengthen its underlying end-to-end examining platform and chose Avanade as its strategic partner. Together, they created Nexus – a state of the art Azure native processing platform, which provides AQA with the scalability and security it needs.



AQA CIO: 'Nexus was not build on technology, but on mutual trust and respect of the teams.'
 Team:

- Global sponsors: Avanade's CEO and AQA's CEO.
- 200+ developers, 97% offshore, 47% women.
- Both organisations travelling between the UK and India to build and strengthen trust and alignment.
- Three-layer governance model covering executive, managerial and operational requirements.
- Work practices moved from waterfall to agile methodologies in two weeks.
- Defined roles and responsibilities. Leads appointed to manage major incidents.

- Clear and concise communications started each day with 08.00 AM stand-ups.
- ITIL processes to structure the service and prioritize issues based on business impact.
- Continuously developing Azure skills with evolving functionality.
- Worked seamlessly in new, hybrid ways throughout the pandemic without missing a single deadline.

Results:

- Delivered the Teacher Assessed Grades in Summer 2021 (3.4million grades collected from 80,000 teachers when the exams were cancelled). In 2022 marked 10.9 million papers over 17 days to deliver 3 million GCSEs and 475,000 A levels to 1.1 million students.
- Visibility of business processes and data in one platform, enabling better intelligence and decision-making.
- Innovation through our Manage & Evolve service which continually evaluates where maximum value can be gained.
- Adaptive testing approach and environment strategy delivering 150+ Product changes per month, through examination peaks without any P1/ P2 incidents.

Indigo Premedia Private Limited

Indigo Premedia is a pioneer of outsourcing to the creative industries. From its operations base in India, it serves clients in the UK, USA, Singapore, and Hong Kong. It is making available to creative agencies practices that have been established in other areas of business.



Its strategy is to act as an extension of clients' studios, adding firepower and providing on-demand access to scarce resources in research, film production, financial reporting, and packaging roll-out.

India offers many benefits. These include:

- Cost arbitrage
- Variable rather than fixed costs – every CFO's dream
- Scale of available resources to manage large volumes of work and high peaks in demand
- Access to hard-to-find skillsets that are uneconomic for agencies to retain in-house
- Highly skilled technical community
- 5G digital environment
- Addition of time to a studio's working day without additional overhead.

Indigo Premedia has been at the forefront of technological change over the past decade. It was an early adopter of cloud computing allowing it to manage large scale projects with ease and security. It uses advanced enterprise tools to ensure compliance with GDPR and other regulations.

The team consists of both a core account management team and a network of pre-vetted and qualified partners specialised in the various technical and production skills needed by

clients. By matching UK/USA shift patterns they work in real time on client projects shadowing and adding scale to agency production departments.

TestingXperts

TestingXperts (Tx) has been working with leading enterprises across various industries around the globe.

Project-1: TestingXperts partnered with the largest fast food restaurant chain in the UK to enable end-to-end functional automation testing of their web applications & APIs leveraging UiPath Test Suite (Enterprise RPA & Application Testing Automation tool)

Project-2: TestingXperts partnered with a world's premium spirits company in the UK to enable end-to-end quality assurance services (Test Advisory, Salesforce apps testing, eCommerce web apps testing, BI & ETL testing along with IoT testing)

TMMi model and regular Sprint planning and reviews were conducted to ensure effective project progress. Team leveraged AI, and RPA-based Low-code/No-code automation to deliver faster outcomes and improved customer experience

Benefits Realisation:

- 50% shorter time-to-market with faster
- 40% reduction in test design time using reusable artifacts
- 40% QA Cost savings

Innovation

- Project 1 - We integrated tests with Jenkins pipeline, which helped the client's teams to perform even late-night executions when there was a build
- Project 2 - As a part of the Test Advisory services, recommended usage of 'Automation first tool- AccelQ,' which is easy to use and needs no special programming skills

CCI Global



CCI Global is a top tier provider in Africa of customer service management solutions. We have over 12,000 employees serving a global client portfolio of 80+ leading brands across the USA, UK, Australia & Africa. For the Customer Service Team of the Year award we aim to showcase the achievements of our operational team in South Africa supporting a Major UK Telecoms Client. Our Customer service team's strategy involves continuous improvement tactics to ensure agents are fully immersed in and understand totally, the customer profiles, knowledge base of the product offerings & developing best practices to future proof for new hire or bolstered training requirements. Our End to end customer management strategy aims to drive client revenue through positive customer experience at every point of contact. Our submission showcases how we develop and manage the customer base, how we bridge cultural gaps, and the initiatives to increase Satisfaction scores and create a centre of excellence. The submission

also showcases our results over a few months starting in November'21 – indicating improved NPS & ASAT scores, increased revenue, (due to sales opportunities stemming from good experiences) and how we ranked against our client's other BPO provider. Overall our ability to provide consistently positive customer service in order to drive revenue opportunities for our client is a point to celebrate for this award.

SHARED SERVICES TEAM OF THE YEAR

NTT Ltd

Vision and Strategy

As a \$9bn+ company operating in 50+ countries and having integrated 31 companies, we faced the challenges of simplifying our business, growing our revenues and margins, and bringing our operating costs down.



We are transforming NTT through an innovative Global Business Services, driving client-centricity, competitiveness, speed-to-market and empowered employees.

The Team

- In a year, we built a team of 1,800+ professionals delivering five business services, combining NTT's talents with the knowledge and experience of two leading BPO providers.
- Our team is actively led from the top by the CEO as the main architect and sponsor.
- Uniquely, GBS is headed by a Chief Digital Officer who joins up GBS, technology and business leadership and innovation.

Benefits Realisation

Our approach was to build a Digital GBS model, while modernising our core business platforms and implementing a single client Digital Services platform. Benefits achieved:

- **Cost:** In our first year we implemented our BPO model and reduced overall SG&A costs significantly, with accelerated transition and committed partners.
- **Quality and business outcomes:** Within six months, we moved from cost and efficiency focus to real business impact measures like working capital, customer quote conversion and talent attraction.
- **Transformation and innovation:** We are driving initiatives to be "Digital by 2023" across all our services, changing the way NTT works.

Best Practice and Governance

Our NTT stakeholders and partners are committed to a joint governance programme and driving operational standards higher, with real accountability where it matters – at the point of service delivery.

We're seeing real benefits from this in our goals of quality, business impact and building the next generation of GBS. We are excited about the connected future!

Infomate (Pvt) Ltd

Ultimate Finance, is a specialized asset-based lender in the UK that is supported by the Tavistock Group, a global private investment firm. The customer offers a broad variety of flexible funding options to assist UK firms achieve their goals. The client firm employs more than 200 people and has a reported annual revenue of £35 million.



The client was keen to consider potential business process management partners who could collaborate closely with them to reach top-tier norms in the sales, compliance, operational finance, and finance divisions.

Delivering world-class services to Ultimate Finance while retaining the Tavistock Group relationship is one of the primary objectives Infomate pays close dedication to.

ENTREPRENEURIAL TEAM OF THE YEAR

Neo Group

Neo Group has been providing sourcing advisory and support services since 1999. We have consistently aspired to stay ahead of the curve in global IT and Business Services sourcing- forecasting key trends that impact clients and developing solution frameworks.



With increasing demand of sustainability, Neo has pioneered sustainable sourcing as a service, both for buyers and their offshore subsidiaries or GBSs. This team has been at the centre of this initiative that drives ESG in global sourcing.

As outsourcing advisors, we want to address what our clients needed to know by way of ESG alignment/ compliance in their respective supply chains. Clients want to know where these vendors stand in terms of ESG adoption maturity. This is the compelling need we foresee and are trying to cater to.

The Neo ESG Adoption Maturity Assessment framework can be extended to cover vendors across the procurement value chain. Our vision is that all buyers of sourcing services are going to want to assess their vendors for ESG adoption in their supply chain, across the board and across all vendors of all services, and ours is a unique and outstanding offering to date unparalleled by any of our competitors in the sourcing advisory business.

Neo Group is proud to collaborate with GSA on this ESG framework. With this service offering and driving the conversation on ESG, the Neo Group team has also managed to influence a marked shift in how companies are doing business; There is a push to bring ESG into the mainstream. Neo is pushing the envelope to drive this change agenda.

Indigo Premedia Private Limited

Indigo Premedia (IPUK) is a pioneer of outsourcing to the creative industries. Creative agencies have been remarkably slow to adopt business transformation, so we've done a lot to educate them! IPUK serves clients in the UK, USA, Singapore, and Hong Kong with studio resources in India and other low-cost markets.



Our strategy is to act as an extension of clients' studios, adding firepower and providing on-demand access to scarce resources in research, film production, financial reporting, and packaging roll-out. This is done via a team consisting of both a core account management team and a network of pre-vetted and qualified partners specialised in various technical and production skills. By matching UK/USA shift patterns they work in real time on client projects, shadowing and adding flexibility to agency production departments.

Our model offers many benefits including:

- Cost arbitrage
- Variable rather than fixed costs
- Scalability to manage large volumes and peaks in demand
- Access to hard-to-find skillsets
- Highly skilled technical community
- 5G digital environment
- Added capacity without CapEx.

Indigo Premedia has been at the forefront of technological change over the past decade. We were an early adopter of cloud computing allowing us to manage large scale projects with ease and security. We use advanced enterprise tools to ensure compliance with GDPR and other financial reporting regulations.

Clients benefit from added capacity and capabilities, making their businesses more sustainable and resilient.

Intetics

Sergey Terekhov has over 15 years of experience in software testing and over eight years of experience in QA team leading. His responsibilities cover QA planning, scheduling, budgeting, risk assessment, and communication with project stakeholders.



Mr. Terekhov joined the company in 2006 to build a stable QA department and set up our QA and Release Management process. Before joining Intetics, Mr. Terekhov gained extensive experience leading telecommunications and banking technologies in the QA team. He holds a master's degree in Computer Systems from the Belarusian State University of Informatics and Radioelectronics.

Possessing strong analytical and organizational skills, Mr. Terekhov supports and enhances Intetics' Quality Management System based on the international standards ISO 9001 and ISO 27001 and takes part in the related internal and external audits.

Sergey published several scientific papers on TETRA™, Intetics proprietary Technical Debt Reduction Platform, aiming to assess software product quality and measure technical debt. The papers are:

1. The Practice of Tech Debt Assessment and Management with TETRA™
2. TETRA™ Techniques to Assess and Manage the Software Technical Debt

SKILLS DEVELOPMENT TEAM OF THE YEAR

Intetics

As a leading global technology company, Intetics pays attention to the professional development of all employees. The Intetics T&D program is aimed at developing the hard and soft skills of employees. The Talent Management Team and L&D specialist are responsible for company staff training.



Intetics offers the following types of training:

Internal

- Mentorship training for newcomers.
- Rotational training.
- Internal workshops initiated by employees.
- Performance review.

External

- Professional certifications or specialized courses.
- Foreign language courses.
- The self-study method, where an employee chooses the training (s)he needs to achieve professional growth.
- Company employees can share their professional expertise with an audience (conferences, etc.).
- Company employees can take part in training webinars with colleagues from Amazon.

The Covid-19 pandemic prompted the Intetics team to introduce new external training.

- Key Skills for Remote Work
- Top Skills for Managing Remote Skills

For this moment, we are about to launch the program of preparation of internal coaches. The employees who wish to train the Intetics people and share their expertise should

study with a professional coach (mentor). And after that, they need to pass an exam and practice training.

In 2022 the Intetics employees:

- Conducted about 11 internal workshops (in 2020, there were about 5),
- the employees took 12 professional certifications, 14 external training,
- 67 of the Intetics colleagues are attending corporate language courses.

The Intetics team is sure that the T&D program provides a host of benefits. It enhances employee performance, boosts employee productivity, reduces employee turnover, and improves company culture.

TCS

The ever-changing technology landscape made it imperative for IT organizations to be ahead of future trends to ensure they are purpose-led business partners to customers. This demands a workforce skilled in technology, domain, process, and leadership skills. To pursue this, TCS build strong Skills development programs to meet Our Customer demand.



Envisaged a one-of-its-kind program – ‘Elevate’, a progression framework for an associate to be upskilled from Junior Talent to a Specialist and then to a Growth & Transformation Leader. It is a flagship Talent Development program furthers the agenda of constant employee learning and career enablement.

Wings1 – grooming the junior talent by introducing to multiple technologies

Wings2 – where learners select the aspired career path to become specialists

Wings3 – a Growth & Transformation mindset is created in associate in advanced stages of their career.

Since its launch in 2020 – Elevate wrote the waves of the pandemic to transform the careers of 592k+ TCS associates globally. And Improved Customer Satisfaction.

Nexdigm

Nexdigm contracts management services team is an integral part of Nexdigm’s Business Process Management (BPM) vertical and has contributed significantly to its strategic growth. Guided by senior leaders from across the globe, the contracting team comprises contract attorneys, training experts, quality process experts, and process improvement experts. The team works closely with other BPM functions to ideate and develop process optimization and technology-based client solutions.



Nexdigm has been handling the end-to-end contracting support for a US-based Fortune 50 multinational, assisting them with a multi-billion indirect procurement function. Owing to the excellent team collaboration across the locations and resultant synergy, the contract

management team has managed to deliver overarching experiences for the client. In order to provide actionable insights, the contract management team has analyzed the back-end data and implemented transformative initiatives.

Nexdigm assisted the client organization by:

- Carrying out timely execution of more than 20k contracts annually to ensure a steady supply of goods, services, and consultancy to clients to keep their research, marketing, and manufacturing functions running effectively.
- Handling contracting timeline process efficiency project for the client to achieve a 50% reduction in contracting execution time for low complexity, volume-based contracting.

Over the last two years, Nexdigm successfully delivered on the project goals, resulting in faster execution of more than 6000 work orders and change orders for the client.

Understanding and acknowledging its role as partners, Nexdigm's contract management team help organizations reduce contracting costs and elevate the experience of all stakeholders involved by standardizing processes and choosing the right technology and specialized knowledge.

INCLUSION & DIVERSITY PROGRAMME OF THE YEAR

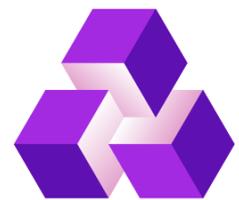
Natwest Group in Poland

LGBT+ Diamonds Awards is the way we thank people and organisations for making a real change for LGBT+ employees in Poland. The event has been organized since 2018 and every year it gathers more and more interest and engagement from businesses and NGOs across country.

Poland occupies low position in the Rainbow Europe Map and Index study, which assesses the level of equality of LGBT+ people. To reverse this trend, many NGOs, companies and individuals are taking initiatives to build tolerance, diversity and inclusion both inside and outside the workplace in Poland.

LGBT+ Diamonds Awards recognizes people, companies and non-governmental organizations working to build a society in which everyone has equal rights. It's also a unique event that gathers some of the greatest business leaders dedicated to diversity and inclusion, employee-led rainbow networks, LGBT+ activists and ambassadors to award best practices in supporting LGBT+ community and promote Diversity & Inclusion initiatives. This year our initiative is supported by 19 NGOs, honourable patronages of European Commission, five embassies, including Embassy of the United Kingdom and media patronages of related to LGBT+ community support.

We are extremely proud how inclusive business can help our colleagues, customers and communities flourish and thrive. It has been proven that diverse thinking improves entrepreneurship and creativity. Bringing together employees



**NatWest
Group**

with different backgrounds, experiences and perspectives allows businesses to produce more innovative ideas and better solutions for their clients.

CGI



EY



SUPPLIER DIVERSITY PROGRAMME OF THE YEAR

A GSA Special Recognition Award

Accenture



Meta



Legal & General

Guy's & St Thomas' NHS Foundation Trust



Guy's and St Thomas'
NHS Foundation Trust

Bristol Myers Squibb

