

GSA UK AWARDS 2022

FINALIST BROCHURE



CONTENTS

Utilities Project of the Year

EXL

E.on & Teleperformance

Durhamlane

Coeus Consulting

Telecommunications Project of the Year

Wipro Limited

Infosys BPM Ltd. and BT-EE

Webhelp UK & Vodafone

Retail Project of the Year

GEP

EXL

Healthcare Project of the Year

Neo Group Inc.

Intetecs Inc

Wipro Limited

Financial Services Project of the Year

Firstsource & Post Office Insurance

Infomate (Pvt) Ltd.

WNS Global Services Private Limited

Diligenta (a subsidiary of Tata Consultancy Services)

Public Sector Project of the Year

NHS Shared Business Services and Medway NHS Foundation Trust

The Royal Free London NHS Foundation Trust

International Project of the Year

Coeus Consulting

Neo Group Inc

TestingXperts

Infosys BPM Ltd. and Telefonica UK Ltd.

Business Services Project of the Year

Future Processing

Infosys BPM Ltd.

E.on & Teleperformance

WNS Global Services Private Limited

Firstsource & Post Office Insurance

Technology Enabled Project of the Year

GEP

TestingXperts

NHS Shared Business Services and Medway NHS Foundation Trust
WNS Global Services Private Limited
Wipro Limited

Automation Project of the Year

Sitel Group & Royal Mail Group
The Royal Free London NHS Foundation Trust
TestingXperts
Wipro Limited
WNS Global Services Private Limited

Digital Project of the Year

Intetecs Inc
GEP
Coelus Consulting
EXL

Transformation Project of the Year

Infosys BPM Ltd. and Orange Business Services
Wipro Limited
Diligenta (a subsidiary of Tata Consultancy Services)
EXL

Excellence in Partnership Collaboration

Durhamlane
E.on & Teleperformance
NHS Shared Business Services and Medway NHS Foundation Trust

Employer of the Year

Durhamlane
Parseq
Infomate (Pvt) Ltd.
Sysco Labs Sri Lanka

Social Programme of the Year

Infomate (Pvt) Ltd.
EXL
Webhelp

Shared Service Centre of the Year

NHS Shared Business Services
Avient
The Royal Free London NHS Foundation Trust

Law Firm of the Year

DLA Piper
Ashurst
Eversheds Sutherland
RPC

Advisory Firm of the Year

KPMG

Coeus Consulting

Neo Group Inc

Peru Consulting

Customer Experience Provider of the Year

Webhelp

Diligenta (a subsidiary of Tata Consultancy Services)

Teleperformance

WNS Global Services Private Limited

Firstsource

Parseq

Service Provider of the Year

Infosys BPM Ltd. and BT-EE

Parseq

Diligenta (a subsidiary of Tata Consultancy Services)

WNS Global Services Private Limited

Enterprise Buyer of the Year

Centrica

E.on

Phoenix Group

Changemaker of the Year

Intetecs Inc

UST

Durhamlane

Utilities Project of the Year

EXL

It is critical for any supplier to keep the imbalance and settlement position in control as it directly influences their balance sheet and affects the Customer experience. Data and domain expertise combined with strong analytical capabilities has enabled EXL to transform the Customer journeys and helped in effectively maintaining imbalance and Settlements Objectives and business drivers



- Resolve energy Imbalance accrued on supply points
- Settlement Final Reconciliation >97% NHH and >99% HH meter
- Fixing the root cause to reduce failure demand in future
- Energy imbalance pot > £50.0MM
- Settlement Final Reconciliation stands at ~95.0 in residential portfolio
- Higher exceptions needed manual efforts to fix thus increase cost to serve

Challenges faced and overcome

- Lack of actual reads on supply point
- Higher resolution time with industry partners
- Increased chances of value loss due to high backlog approaching Reconciliation timeline
- No visibility on the imbalance value / age bands and root causes for effective prioritization

Approaches to best practice, governance, and innovation

- Data Preparation - Collate all information at one place
- Obtain all the data for the sites going to impact in next 5 months
- Complete end to end mapping for industry flows exchanged to find out bulk fixing opportunity
- Create one view for faster resolution instead of referring multi systems
- Prioritization - Prioritize critical sites for maximum impact by applying digital algorithms for smart issue categorization and root cause identification
- Issue Resolution - Smarter Processing for maximum recovery
- Learning & Upstream Fixes – Efficient Customer journey management to reduce imbalance & settlement issues in future

Results achieved

- 10%+ reduction in back-office volumes
- Project led to imbalance correction worth £59.0M annualized
- 30% increased query acceptance from baseline by industry thus backlog could be cleared quickly
- Settlement Final Reconciliation positioned @ 97.0%
- 15% RPH improvement
- 20% NVA reduction
- Supplier's residential vertical positioned at Rank 1 in managing ELEXON high EAC cases

E.on & Teleperformance

E.on partnered with Teleperformance to implement a new “Way of Working” to support E.on and their customers through a large-scale system migration. The key business objective was to deliver a “customer obsessed” culture change to deliver optimum customer care during COVID-19 Pandemic and a 10.5m customer migration to E.on’s NEXT operating business.



Teleperformance provided in excess of 800 FTE both working from home teams in the UK and our Cape Town sites, working across 12 lines of business which included voice, live chat and back office.

Using agile and flexible way of working with E.ON, both companies were committed to following the GSA Best Practice Governance models.

Working together, supercharging our people, given them real empowerment to help customers through:

An accountability model – a non-hierarchical structure formed into squads focused on a mission to serve customer end to end without any authoritative permission

THE RESULTS:

- Customer complaints reduced by around 50%
- Customer NPS increased from -8 to +20 and maintained
- Product renewals / retention increased 12% to 30% - this
- Smart meter exchanges increased from 11% to 18%.
- Transfer reduction from 31% to 14%
- Agent attrition reduced to less than 1% with absence reducing from 12% to 5%.
- Client satisfaction at 90%.
- Eon’s cost to serve was reduced as more calls were being dealt with by Teleperformance – 15% less calls were being transferred into their internal teams.

Durhamlane



Centrica Business Solutions in early 2021 went to market to source a B2B partner that could help them understand, engage with and qualify a pipeline of prospective customers in the enterprise space with the ultimate aim to increase their net new customer acquisition. Already familiar with the outsourcing landscape, they selected durhamlane because of the “durhamlane difference” - namely better insights, agile project delivery and complete transparency as part of a two-way partnership. In such a volatile and widely uncertain energy market, to deliver the levels of success that this partnership has seen is simply astonishing. Delivering against the business objectives and KPIs set out at the beginning of the engagement only tells part of the story – the way durhamlane have represented Centrica and helped to educate, inform, reassure and ultimately help their customers and prospective customer base in a market and a world where hysteria and misinformation can be rife is worth its weight in gold. Gathering customer insight and listening to their fears and concerns allows durhamlane to constantly change

their messaging and approach to ensure they are always best positioned to build a robust pipeline of potential customers for Centrica who are comfortable that their business energy needs are in the hands of sensitive, thoughtful experts who will ultimately strive to save them money and navigate them through an uncertain time. It is this quality of service and intelligent approach in the face of an unprecedented energy crisis which makes the Centrica & durhamlane partnership truly remarkable.

Coeus Consulting

CREATING AN INNOVATIVE RETAIL ENERGY PLATFORM FOR A GLOBAL ENERGY COMPANY TO ENABLE ITS 2050 NET-ZERO TARGETS



This project involved Coeus Consulting, a 50-person IT Advisory, pushing for industry-first collaborative innovation between the Client, a global energy firm, and two global software vendors.

To help meet its goal of being carbon neutral by 2050, the client needed to launch a new, renewable energy offering to the global retail market (B2C) before the busy 'switching season' (9-month timeframe) via a customer-friendly digital platform.

No single vendor could meet the Client's demand for a world-class, differentiated offering, so Coeus pushed for, and lead, a collaboration to integrate the various technologies. This was the first time this combination of SaaS products had been implemented and involved significant technical development. Frequently Coeus had to advise the vendors on how to navigate delivery challenges and adjust priorities.

At times, the project was so challenging that the Client had C-Level talks around stopping the build, but Coeus effectively built the vision and momentum using its delivery experience. Coeus adopted a best practice agile methodology, breaking the project down into agile sprints that built functionality over fortnightly periods. A senior governance team drove and reviewed weekly progress.

As well as the software integration being more complex than anticipated, global requirements also changed during the project, but these were managed via the governance mechanisms the project had in place.

The success of the project was measured by whether the new B2C business was up and running, initially in the Dutch market, within the 9-month timeframe, offering competitively priced renewable energy products. This was achieved.

Telecommunications Project of the Year

Wipro Limited

Digital transformation of network equipment provider's supply chain and logistics business process. An European and one of the largest Telecommunication network equipment providers was struggling with high cost of operations due to fragmented delivery structure, high process variation and inefficient IT landscape. streamline the value chain and to achieve an

60% in 3 years, the order management business was outsourced to a service provider. The service provider embarked on journey with defining the cross function team covering Process & Lean Six Sigma consultants, RPA & workflow architects & developers, Subject matter experts & program managers from both Wipro & Client organizations was formed to assess the process landscape, discover opportunities, craft a blue print for transformation and to create the roadmap for implementations. Process mining was done meticulously to identify the opportunities & followed by a creation of transformation blueprint. Solution package included a customer portal to standardize the inputs, automated routing of customer requests to right desk of operations and further orchestrate end to end through BPMN2.0 compliant Workflow & thereby producing near real time insights. All the high volume activities such as Sales order entry, procurement, material movements & Customer invoicing are automated using Robotics process automation (RPA) alongside use of cognitive engines to read unstructured inputs and convert them into standardized & machine-readable information. The entire IT landscape is deployed over cloud to improve Agility and Accessibility. An overall 60% automation rate was achieved in 3 years as planned with reducing the cost of outsourcing by 40% as desired.




lack of automation,
With an objective to
automation rate of

Infosys BPM Ltd. and BT-EE

Infosys BPM Ltd., the business process management (BPM) subsidiary of Infosys Ltd. (NYSE: INFY), was established in April 2002, and offers integrated end-to-end transformative BPM services.



The client, EE Ltd. - BT Group (EE) is a British multinational telecommunications company headquartered in London, England and is the largest provider of fixed-line, broadband and mobile services in the UK. Client also runs UK's biggest and fastest mobile network, offering 4G services and a pioneer to launch 5G in May 2019. EE wanted to improve the bills description for end users so that the users did not have to call up customer service for any queries. The client aimed at decreasing the PTC (Propensity to Call) and reduce the customer complaints.

EE collaborated with their long-term partners, Infosys BPM – who leveraged their capabilities and transformation expertise, including multiple center of excellence (CoE)

teams. These helped the partnership leverage multiple improvement aspects. These included operating frameworks such as the process progression model (PPMTM), Lean and 6σ methodologies, as well as technology transformations such as point solutions and AI.

The partnership was able to deliver the following benefits:

- Prevented revenue leakage to the tune of £2 Mn
- Billing accuracy (RFT) improved to 99.89%
- Enhanced customer bill audit by 4x, to 2000 per bill cycle
- Bill audit productivity improved by 40%

Webhelp UK & Vodafone



Vodafone is one of the UK's leading telecommunications companies, providing superfast connectivity and technology to over 18 million UK businesses and consumers. Webhelp currently provides Vodafone with 730 FTE, over seven Lines of Business (LOB's).

In 2019, Vodafone made "Being #1 for customer experience" a key objective. This has meant making significant changes to their operating model. Vodafone also sought to offer greater flexibility with their mobile packages, and have become FCA regulated in order to do so. Vodafone also requested that all partners, including Webhelp, progress in the same way.

To achieve this goal, Webhelp and Vodafone have been on a journey together for the last two years, moving from a commercially-focused operation to a more customer-focused operation.

Since introducing a new complaints process in June 2020, Webhelp reduced average weekly complaints by 159%.

Implementing data-driven suggestions into their performance management framework has allowed Webhelp to increase FCR to 78% since launch.

The collaborative approach between Webhelp and Vodafone is best evidenced by the shift from 90% commercial- and 10% customer-focused KPIs in January 2019, to 60% and 40% currently.

"Webhelp's ability to enable large-scale change at short notice, whilst ensuring no impact to customer experience, makes them a key component of our TSAR estate. Whenever we need to make further changes, I have trust and faith in Webhelp's ability to deliver this quickly and successfully, ensuring they are key to our future success"

Ryan Rubertazzi, Head of Telesales and Retention, Vodafone.

Retail Project of the Year

GEP



A large supermarket chain based in the U.K. wanted to transform its indirect procurement operations across its 3,000-plus stores in the U.K and Ireland. It partnered with GEP and deployed the GEP SMART procure-to-pay solution to manage indirect procurement, replacing its homegrown software.

OBJECTIVES

- Enhance efficiency and build capabilities for higher performance
- Create greater process automation, reduce procurement cycle time
- Improve compliance and spend management
- Implement easy-to-use, accessibility-friendly, mobile-enabled software
- Use software that is scalable

CHALLENGES

- Purchasing process had to be simple so buying could be done efficiently without expertise in procurement or tool usage; manual intervention to be minimized
- A huge volume of documents had to be migrated into the system in a short time span
- The existing software had been in use for 20 years, so user adoption needed considerable effort

BEST PRACTICES AND GOVERNANCE

- Deployment planned and executed using Agile methodology
- Regular connects held at planned frequencies with stakeholders
- Phased deployment with gaps between rollouts to resolve issues

INNOVATION

- Receipt generation was automated to make reconciliation painless
- Restrictions were incorporated within catalog buying and rule-based approvals put in place to manage spend and prevent delays
- Collaborative buying was enabled through a common shopping cart feature

OUTCOMES

- Solution rolled out in over 3,000 stores for 15,000 users and 5,000 suppliers in less than 1 year
- Platform has WCAG accreditation and can be used by a diverse workforce
- 100% of indirect spend brought under management
- Increased automation by 15%-20%
- More timely supplier payments
- Mobile enablement has speeded up buying

EXL



EXL is global analytics, digital and data company serving industries including utilities, insurance, healthcare, banking, and financial services. With 720+ clients and 37000+

professionals, EXL provide futuristic proposition for clients in advanced analytics, digital interventions, and operations management.

The omni channel transformation was deployed for a global fashion retailer.

Objectives and business drivers

- Truly integrated front and back office with a future ready operating model to drive efficiencies, business value and customer experience.
- Use of innovative digital solutions form our AI/ML stack for an optimal mix of digital and human workforce for operational readiness and resilience
- Ensuring actionable insights through real time customer journeys.
- Optimizing, automating, standardizing, and integrating day-to-day operations.

Challenges faced and overcome

- Optimizing and automating manual processes and interventions
- Speed to Insights with real time visualization
- Modular structure to eliminate siloed functioning

Approaches to best practice, governance, and innovation

- Due diligence of present state and to identify opportunities for change
- Feedback loop from respective stakeholders
- Integrate Voice of customer, Voice of staff and Voice of process
- Collaborative approach to support client and delivery of strategic needs

Outcome in progress

- 30%+ reduction in human staffing
- 20% reduction in cost of contact center operating cost over next 3 years
- Improved customer experience by 20-30 bps
- 10-15% elimination of inbound contacts
- 3-5% improvement in NPS

Healthcare Project of the Year

Neo Group Inc.



The client, a publicly traded biopharmaceutical company, had two key objectives:

- Increase next generation call capabilities by diversifying intake and response methods
- into an omnichannel approach along with cost reductions and SLA performance improvements.
- A supplier who could deliver and handle a diverse caseload globally.

The Challenge:

- Cases required knowledge of call center operation best practices and subject matter expertise
- in healthcare event case processing.
- To facilitate a detailed scan of the market and offerings, 6 bidders were invited to respond.

Best Practice and Governance:

Established through supplier planning aligned to client-defined technology and process maturity roadmap:

- Engagement followed the years-long strategic relationship with client
- The partner's detailed approach to RFP processing was combined with Neo's
- market-driven knowledge and analysis IP
- A customized solution to fit the needs of stakeholders

Neo Group developed innovative & dynamic analytical metrics for multidimensional factors.

Project success was measured through:

- Cost savings
- SLAs alignment
- Technology maturity roadmap adherence

This project was a demonstrated application of GSA's Global Strategic Sourcing Standard.

Partnership Approach:

- High level structure and processes laid forth
- An embedded Neo Group team member
- Weekly collaborative meeting sessions
- Co-Creation sessions to fine tune end result

Benefits Realization:

At all stages, the insights and analysis provided by Neo Group were praised for

- Faster timelines
- Higher quality results
- Savings ~ USD 25 million ~ 50%
- Increase from 3 to 8 technology channels
- Decreased unit rate cost by 50-78%

The client Senior Director for Enterprise Outsourcing appreciated the team for exceeding expectations and being top notch.

Intetics Inc



Intetics Inc. is making waves in the outsourcing world, largely due to their proprietary model, Remote In-Sourcing. This innovative delivery model entails forming a remote, expert team that seamlessly integrates with clients' in-house staff via digital collaboration.

Whenever a client requires custom software development, Intetics is up to meet the challenge. They've worked with industries and applications of all kinds - from creating tailored telehealth solutions and custom software for optometrists to developing drone data geoportals and navigation systems.

Take, for instance, Intetics' partnership with a healthcare client. The Remote In-Sourcing team was tasked with creating an FDA-compliant app that could help surgeons navigate neural implantations. Not only did the team carry out 100% of design, development, and implementation, but they also did it within 12 months of conception.

In another scenario, Intetics formed a team to develop an app that would simplify surgery preparation. This solution was so successful, in fact, that the client's startup was acquired by a medical industry giant!

Any company that partners with Intetics receives a deep level of dedicated customer care, as predictive software engineering principles are used for smoother development processes. Intetics prioritizes meaningful customer care, transparent end-to-end control, proven productivity practices, measurable quality management, and more. At the end of the day, Intetics strives to build professional relationships and bring innovation to the outsourcing industry - as well as to the IT space as a whole.

Wipro Limited



Wipro introduced “The Alchemist” which as the meaning suggests is to transform the ordinary into something extraordinary. Wipro’s technology led, advanced Analytics based, Proactive and Innovative solution leverages existing information across the Claim Value Chain to significantly improve Single Touch Index (STI). Wipro prioritized this project after deliberating on varied aspects of the claim life cycle with an intent to target all the drivers where there is opportunity to reduce post processing cost which is 40x more than the fresh claim. To identify the pain areas in the process, Wipro followed the best practices that include Data Door Approach, Process Door Approach, Due Diligence, SIPOC, FMEA, Process Mapping, Project Timelines, Root Cause Analysis and Probable Resistances with their mitigation plan. Wipro did an exhaustive Solution evaluation for Potential solutions basis Technology, Root Causes, Impact and Ease of Implementation. Wipro evaluated solutions like “The Alchemist” which is a gamut of integrated transformative solutions and works using predictive analytics and AI/ML. This transformation solution integrates the entire claim life cycle, which eliminates the multiple handoffs and reduces rework. By implementing “The Alchemist”, Wipro and their client have not only been able to touch the lives of 1.3Mn+ providers and 50Mn+ members with enhanced experienced but were also able to generate value worth \$184Mn+ in the span of 2.5 years. It has also won client sponsored all vendors Global Innovation Challenge in 2021.

Financial Services Project of the Year

Firstsource & Post Office Insurance



INTRODUCTION

Employing c.40 staff, Post Office Insurance (POI) outsources the sales and administration of its Home insurance product to a 36-FTE team at Firstsource Middlesbrough (Appendix-1).

OBJECTIVES AND BUSINESS DRIVERS

Selecting Firstsource because of its customer-centricity and competitive commercials, POI initially tested the BPO’s capabilities on its new business acquisition workstream. Once proven, POI migrated its Home insurance back-book, and tasked Firstsource with improving:

- Customer retention/renewals.
- Net promoter score (NPS).

- Grade of service.

CHALLENGES FACED/OVERCOME

As customer contact grew, so did complaints. Firstsource tackled this by creating a hybrid complaint-handling team, which has delivered exceptional results (see later).

APPROACHES TO BEST PRACTICE, GOOD GOVERNANCE AND INNOVATION

Firstsource achieves these by:

- Benchmarking the partnership against competitors and regulatory requirements.
- Combining this insight with other mechanisms – including voice-of-the-agent feedback, proactive customer contact, root-cause analysis, and input from a Kaizen-based agent idea-generation programme – to identify improvement opportunities.
- Implementing innovative, follow-on projects in line with recognised governance/standardisation frameworks.
- Collaborating with third parties to remedy issues outside of the partnership's control.

RESULTS ACHIEVED

In 2021, these included an average of:

- 79.73% for new business quote-to-sale conversions (target: 40%).
- 57.49% for customer retention/renewals (target: 55%).
- +37.78 for NPS (aspirational target: +40; sector average: +35).
- 95% for grade of service (target: 90%).
- 17.5 days for closed complaint resolution (internal target: 28 days; FCA target: 56).

QUOTE

“Collaboration remains key to our successful, trusted partnership with Firstsource, who are committed to ensuring our customer journeys are memorable, positive experiences.” Karen Jowett-McEntee, Senior Product and Propositions Manager, POI

Infomate (Pvt) Ltd.



Ultimate Finance, a specialized asset-based lender in the United Kingdom, is part of the Tavistock group, an international private investment firm. The client offers a variety of flexible funding options to help UK businesses achieve their goals.

Company Details:

- Name of the company: Ultimate Finance LTD
- Revenue: £35 Million
- Staff: 200

Number of FTE'S: 14

Number of transactions: 120,000 (Average per year)

Processes Handled:

- Accounts Payable
- Expense Management
- Broker Commission Processing
- Bank Reconciliations
- Client Payments

- Payment allocations
- Refunds processing
- Master client setups
- Invoice Discounting Reconciliations
- Daily cash balancing
- Processing Refunds
- Sales Support Services
- Compliance/background checks for new/existing business/applicants.
- Document preparations for audits.
- Preparation of client business summary.

Business Benefits of Sales Admin Tasks

- Employees freed up to focus on sales.
- Comprehensive data inputs carried out which resulted in higher quality data.
- Higher levels of customer satisfaction.

WNS Global Services Private Limited



WNS' domain expertise and Artificial Intelligence (AI) - and Machine Learning (ML)-led capabilities have enabled us to help our clients digitally transform their processes and deliver tangible and value-driven results both in terms of costs as well as experiences. Insurance is one such area where WNS has significant expertise and has been able to aid transformative experiences that have resulted in measurable change that has yielded tremendous benefits for clients and their customers.

For a UK-based insurer, WNS was able to automate crucial but non-judgmental manual processes for their claims process function to –

- bring down turnaround time (TAT) by 66% (from three days to one day)
- reduce failure demand by 10%
- bring down cost and Improve the process efficiency

There was lack of standardized governance framework and clarity around the delivery. WNS used agile delivery experience to build a strong governance structure for business leadership, process owners & client's IT team and implementing best practices.

Alongside automation, WNS also standardized customer experience across channels for the companies that the client acquired over the course of the last few years, thereby creating a seamless and consistent experience across the brand.

Diligenta (a subsidiary of Tata Consultancy Services)



Phoenix Group, the UK's largest long-term savings and retirement business, partnered with Diligenta to deliver digital transformation for its heritage business. This digital transformation entailed delivering digital services to over 1.8 million long standing

policyholders who were constrained by traditional paper and phone-based services

leading to high cycle time for service and lack of agility in responding to evolving marketing dynamics. New and enhanced digital services meant anytime, anywhere services for the policy holders with great transparency into their long-term savings and life policies and helping them with the choice and guidance to make the retirement choices suitable for their lifestyle. Using human centred design, the transformation programme delivered innovative solutions to meet the unique needs of elderly policyholders such that they feel confident in engaging within digital channels. Deeply rooted into improving customer outcomes where customers' needs and circumstances were considered in designing the services and improving them over a period through continuous feedback, the programme delivered 8x improvement in speed of service for journey such as encashment, and 14x growth in registered customer base and usage since its inception, and consistently over 90% Customer Satisfaction score. In words of Gee Gillingham, the Head of Digital for Phoenix Life, "...functionality, combined with the email promotion and ongoing drive to digital is evidencing some great results".

Public Sector Project of the Year

NHS Shared Business Services and Medway NHS Foundation Trust



NHS Shared Business Services (NHS SBS) provides finance & accounting, digital, procurement and workforce services to more than half the NHS in England. Medway NHS Foundation Trust provides clinical services to almost half a million patients a year and employs around 4,400 staff.

Like most NHS trusts, Medway has needed to increase its number of registered nurses in recent years to be able to meet rising demand for clinical services. With over 1,300 registered nurses and an annual turnover rate of 14%, its workforce team was keen to explore innovative ways to use data to improve nurse retention.

Partnering with NHS SBS, the two organisations have piloted a solution that analyses workforce data to predict employees who are at high risk of leaving and the reasons why.

The Trust worked alongside data scientists and workforce experts from NHS SBS to analyse historic data from staff and leavers over a five-year period. The aim was to prove that statistical modelling could be used to accurately predict an employee departure.

The subsequent Workforce Analytics solution was developed to analyse employee information – predominately from the existing NHS Electronic Staff Record (ESR) – and produce a forecast of expected leavers with 95% accuracy.

James Kendall, Head of Workforce Intelligence at Medway, summarised: "Having such valuable insight enables us to actively address an employee's reasons for wanting to leave

before it's too late. This means better retention rates, improved staff morale, significant recruitment cost savings and greater overall organisation stability.”

The Royal Free London NHS Foundation Trust



Why do The Royal Free London deserve to win Automation Project of the Year?

- The ONLY automation Centre of Excellence comprising exclusively of NHS substantive staff. We do not outsource any work at premium rates to external vendors.
- We share our learning for FREE across the NHS encouraging other healthcare organisations to empower themselves to use this technology to deliver better patient care.
- We have built our own training academy to teach other NHS colleagues how to do what we do.
- We are the only NHS Trust to operate across the whole health economy (acute hospitals, blue light services, social care, mental health and primary care) – including the development of a patient recall automation for all GPs in the country.
- We have grown from a team of 3 to over 48 in 12 months – that’s a massive amount of growth.

International Project of the Year

Coeus Consulting



The client, a global life sciences business, needed to provide access to reliable information for staff and growers, in sometimes remote locations with limited access to technology. They wanted to substantially improve User Experience alongside a 10% budget task.

The challenges included: 458 client sites across 100+ countries, with between one and 16,000 users; data quality ranging from good to very poor; inconsistent adherence to global standards and a high dependence on centralized service desks. User satisfaction was low.

Coeus conducted a Current State Assessment, followed by a data driven approach to understand workload content and to probe how service varied geographically in order to model decentralization impacts.

Data quality was addressed with corrections and synthesised throughputs, surfacing geographic disparities in local productivity.

Coeus challenged conventional wisdom by moving ticket resolution from centralized, low-cost operations to a higher skilled, local Unified Workforce.

The site-level blueprint included walk-in centres, on-site presence and virtual walk-in centres plus vending options to address minimum resourcing levels, local shift patterns and a follow-the-sun ticket resolution service.

Governance structures addressed inconsistencies and promoted continuous improvement. First Time Fix rates increased to 75% (up from 35%) and customer satisfaction was at an all-time high.

75% of end users now have direct access to engineers or support pods (up from 60%) and the 25% of smaller sites are served remotely by better skilled Unified Workforce.

Cost reduction is on target to hit business case savings of 22% and the model is more resilient to impacts such as Covid.

Neo Group Inc



The client, a multi-billion dollar healthcare technology support organization, faced an organizational challenge

- In structure and relationship of their legal entities
- How that different group companies used outsourcing to access additional resources

Business objective:

- To combine and harmonize use of outsourcing
- Establish a new IT strategy for entire group
- Create value with outsourcing partners
- Make short-term contractors redundant

Challenges:

- Different culture of group companies
- Approach to working with suppliers
- Niche ERP software
- Real estate reduction plan
- Expensive existing service partners

Project Overview:

A combined solution would require harmonization.

Neo Group organized the engagement into four phases:

1. Analysis, discovery creation, suggestions for consolidation
2. Create RFP documents to invite new bids
3. Manage transition, create metrics, design ongoing governance plan
4. Governance to manage new organization

Best Practices:

- Expectations were set to optimize the suppliers
- Created a combined unit to serve both to get more from less
- Iterative Agile approach

Learning:

Executive sponsorship is key when working with multiple organizations

Innovation:

- Neo group leveraged its extensive IP
- Processes and methodologies developed over 2 decades+
- Customized solution

Business Value:

- Successful transition to structured organization
- Ongoing relationship with new IT partner
- Streamlined service delivery
- Cost efficiencies and the ability to grow
- Access to top IT talent

The client can now grow and adapt their business, reduce wasted effort and improve performance to end customer.

The client Managing Director for IT Sourcing and Vendor Management appreciated Neo as a trusted partner in their sourcing transformation journey.

TestingXperts



TestingXperts (Tx) partnered with an International Standards Provider in US and helped them achieve scalable, and stable web applications (infrastructure) to serve their clients without any third-party vendors. Client needed revamping of their web apps to ensure its range of standards were effectively used by its global customers.

Objectives and business drivers

- Client needed scalable & robust web apps for migrating their third-party apps to own infrastructure
- Needed migration of databases to new infrastructure and redefine all APIs
- Needed SAFe agile implementation over cloud with effective testing, and deployment of web applications

Challenges faced and overcome

- Tx teams collaborated with client's teams and handled the challenge of underlying backend functionalities
- Documentation was a challenge, but teams managed it with Confluence
- Inconsistent defect management process across scrum teams was a challenge, but teams revised defect management flow in JIRA
- Integration testing had some challenges but teams identified functional dependencies & data requirements for integration scenarios
- Staging environment was unstable, but Tx teams worked with client's development teams & ensured code deployed to staging environment was stable

Approaches to best practice, governance, and innovation

- Tx used TMMi model as a scale to measure testing processes
- Implemented shift-left testing practices for faster testing outcomes
- Enabled SLA-based Hybrid model with specialized testing

- Teams used SAFe implementation with DevOps over cloud

Results achieved

- Shortened time-to-market by 50% (from 4 weeks to 2 weeks)
- Delivered scalable, and stable web applications
- Ensured application infrastructure could sustain a concurrent load of 5000 users across platform
- Delivered 40% QA cost savings with hybrid model

Infosys BPM Ltd. and Telefonica UK Ltd.



Infosys BPM Limited, a wholly owned subsidiary of Infosys Limited (NYSE: INFY), was established in April 2002. We offer integrated end-to-end transformative business process management (BPM) services and have journeyed through the table-stakes of effectiveness and efficiency with an ever-increasing focus on enhancing stakeholder experience and empathy.

The client, Telefonica UK Ltd. (VMO2) is a telecommunications services provider in the UK, owned by the Spanish multinational Telefonica and is headquartered in Slough. O2 is the commercial brand of Telefonica UK Ltd. (TUK).

TUK partnered with Infosys BPM to 'lift and shift' their processes to a single location in one of the delivery centers (DC) in India. The objective was to embark on a digital transformation journey to create world-class business process services (BPS) across TUK's finance and accounting (F&A) functions. The successful partnership delivered substantial business benefits, some of which are listed below:

- Helped gain £8.5 Mn from non-outstanding ledgers, with vendor reconciliation project
- Unallocated cash reduced by 70%, amounting to £3.2 Mn
- Analysed and cancelled ~22k cheques that were over 6 months old and not cashed, saving £1.1 Mn and 760 person-hours
- Enhanced annual client value survey score (conducted by an independent third-party for Infosys BPM) from 5.8 to 6.4 (out of 7) in 2021

Business Services Project of the Year

Future Processing



Future Processing encapsulates over 20 years of know-how and positive energy that allows the creation of technology solutions that empower people and organisations to realise their full potential and make a positive contribution to human life.

Cambridge University Press & Assessment is the publishing division of the University of Cambridge, one of the world's leading research and education institutions. As the oldest university press in the world, it is committed to sharing knowledge as widely as possible across the globe. The Press publishes over 2,500 books each year for distribution in over 200 countries, in addition to Cambridge Journals producing over 250 peer-reviewed academic journals across a variety of subject areas. Many of these journals are the leading academic publications in their fields and together form one of the most valuable and comprehensive bodies of research available.

The Press is focused on the changing needs of its customers, with ongoing investment in digital products and services, and in new, innovative learning and research solutions to help academics around the globe unlock their potential.

Infosys BPM Ltd.



Infosys BPM Ltd., the business process management (BPM) subsidiary of Infosys Ltd. (NYSE: INFY), was established in April 2002, and offers integrated end-to-end transformative BPM services.

The client, EE Ltd. - BT Group (EE) is a British multinational telecommunications company headquartered in London, England and is the largest provider of fixed-line, broadband and mobile services in the UK. Client also runs UK's biggest and fastest mobile network, offering 4G services and a pioneer to launch 5G in May 2019. EE wanted to improve the bills description for end users so that the users did not have to call up customer service for any queries. The client aimed at decreasing the PTC (Propensity to Call) and reduce the customer complaints.

EE collaborated with their long-term partners, Infosys BPM – who leveraged their capabilities and transformation expertise, including multiple center of excellence (CoE) teams. These helped the partnership leverage multiple improvement aspects. These included operating frameworks such as the process progression model (PPMTM), Lean and 6σ methodologies, as well as technology transformations such as point solutions and AI.

The partnership was able to deliver the following benefits:

- Prevented revenue leakage to the tune of £2 Mn
- Billing accuracy (RFT) improved to 99.89%
- Enhanced customer bill audit by 4x, to 2000 per bill cycle
- Bill audit productivity improved by 40%

E.on & Teleperformance



E.on partnered with Teleperformance to implement a new “Way of Working” to support E.on and their customers through a large-scale system migration.

The key business objective was to deliver a “customer obsessed” culture change to deliver optimum customer care during COVID-19 Pandemic and a 10.5m customer migration to E.on’s NEXT operating business.

Teleperformance provided in excess of 800 FTE both working from home teams in the UK and our Cape Town sites, working across 12 lines of business which included voice, live chat and back office.

Using agile and flexible way of working with E ON, both companies were committed to following the GSA Best Practice Governance models.

Working together, supercharging our people, given them real empowerment to help customers through:

An accountability model – a non-hierarchical structure formed into squads focused on a mission to serve customer end to end without any authoritative permission

THE RESULTS:

- Customer complaints reduced by around 50%
- Customer NPS increased from -8 to +20 and maintained
- Product renewals / retention increased 12% to 30% - this
- Smart meter exchanges increased from 11% to 18%.
- Transfer reduction from 31% to 14%
- Agent attrition reduced to less than 1% with absence reducing from 12% to 5%.
- Client satisfaction at 90%.
- Eon’s cost to serve was reduced as more calls were being dealt with by Teleperformance – 15% less calls were being transferred into their internal teams.

WNS Global Services Private Limited



Due to the pandemic, winter 2021 was double the challenge for WNS’ client - a UK-based multinational utilities company primarily supplying electricity and gas to its consumers. WNS has been a partner since 2013 and has served its 7 Million+ customers since then. Despite challenges on the delivery side, the team ensured 100% availability during winter when the volume of calls and complaints to the client’s support centers goes up substantially. The pandemic coupled with the migration of five gas suppliers who declared bankruptcy into one of the client’s companies meant that WNS had its work cut out during the peak season. WNS prepared for the surge by setting up a new primary business continuity planning (BCP) site, a targeted approach towards customer engagement and complaint resolution and a slew of measures to ensure employees were being provided the right kind of support to do their jobs well. Consequently, WNS was able to increase its Voice of Client share in December 2021.

Firstsource & Post Office Insurance



INTRODUCTION

Employing c.40 staff, Post Office Insurance (POI) outsources the sales and administration of its Home insurance product to a 36-FTE team at Firstsource Middlesbrough (Appendix-1).

OBJECTIVES AND BUSINESS DRIVERS

Having selected Firstsource for its alignment to POI's business objectives, the insurer initially tested the BPO's capabilities on its new business acquisition workstream. Once proven, POI migrated its Home insurance back-book, tasking Firstsource with improving:

- Customer retention/renewals.
- Net promoter score (NPS).
- Grade of service.

CHALLENGES FACED/OVERCOME

As customer contact grew, so did complaints. The partners tackled this by creating a hybrid complaint-handling team, which has delivered exceptional results (see later).

APPROACHES TO BEST PRACTICE, GOOD GOVERNANCE AND INNOVATION

The partners achieve these by:

- Identifying improvement opportunities through sources including benchmarking, voice-of-the-agent feedback, proactive customer contact, and root-cause analysis.
- Sharing outcomes via numerous engagement routes – including twice-weekly operational calls, bi-monthly strategic meetings, monthly contact site visits, and bi-annual business reviews – incorporating relevant stakeholders from both businesses.
- Collaborating with third parties to remedy issues outside of the partnership's control.

RESULTS ACHIEVED

In 2021, these included an average of:

- 79.73% for new business quote-to-sale conversions (target: 40%).
- 57.49% for customer retention/renewals (target: 55%).
- +37.78 for NPS (aspirational target: +40; sector average: +35).
- 95% for grade of service (target: 90%).
- 17.5 days for closed complaint resolution (internal target: 28 days; FCA target: 56).

QUOTE

"Collaboration remains key to our successful, trusted partnership with Firstsource, who are committed to ensuring our customer journeys are memorable, positive experiences." Karen Jowett-McEntee, Senior Product and Propositions Manager, POI

Technology Enabled Project of the Year

GEP



A large supermarket chain based in the U.K. wanted to transform its indirect procurement operations across its 3,000-plus stores in the U.K and Ireland. It partnered with GEP and

deployed the GEP SMART procure-to-pay solution to manage indirect procurement, replacing its homegrown software.

OBJECTIVES

- Enhance efficiency and build capabilities for higher performance
- Create greater process automation, reduce procurement cycle time
- Improve compliance and spend management
- Implement easy-to-use, accessibility-friendly, mobile-enabled software
- Use software that is scalable

CHALLENGES

- Purchasing process had to be simple so buying could be done efficiently without expertise in procurement or tool usage; manual intervention to be minimized
- A huge volume of documents had to be migrated into the system in a short time span
- The existing software had been in use for 20 years, so user adoption needed considerable effort

BEST PRACTICES AND GOVERNANCE

- Deployment planned and executed using Agile methodology
- Regular connects held at planned frequencies with stakeholders
- Phased deployment with gaps between rollouts to resolve issues

INNOVATION

- Receipt generation was automated to make reconciliation painless
- Restrictions were incorporated within catalog buying and rule-based approvals put in place to manage spend and prevent delays
- Collaborative buying was enabled through a common shopping cart feature

OUTCOMES

- Solution rolled out in over 3,000 stores for 15,000 users and 5,000 suppliers in less than 1 year
- Platform has WCAG accreditation and can be used by a diverse workforce
- 100% of indirect spend brought under management
- Increased automation by 15%-20%
- More timely supplier payments
- Mobile enablement has speeded up buying

TestingXperts



TestingXperts (Tx) partnered with a leading Insurance technology firm in Dallas and delivered an Intelligent QA automation solution developed using RPA and AI/ML technology. This tool improved overall accuracy of insurance claims process. AI-enabled QA automation solution helped client's adjusters in submitting accurate claims to insurance companies.

Objectives and business drivers

- Minimize client's financial loss by delivering accurate claims to its insurance service providers
- Automate and improve insurance loss report generation process
- Ensure faster claim settlement reports
- Ensure significant time savings (Man-hours)

Challenges faced and overcome

- There were numerous image formats which were impossible for human eye to identify and categorize. Teams developed an ML algorithm to customize algorithm in different data sets to ensure image value was classified accurately.
- Teams handled both changes & challenges related to recognition of images, image clarity and data preparation for testing effectively.

Approaches to best practice, governance, and innovation

- Tx leveraged Test Maturity Model Integration (TMMi) as a scale to measure testing processes which outlines path for continuous improvement and maturity
- Teams developed Intelligent QA automation solution using RPA and ML technology
- Teams developed five-staged ML algorithm process
- Teams used UiPath Software Robots for creating an automated claim's process
- Teams used ML-based Deep Learning algorithms using Artificial Neural Networks (ANNs) and Simulated Neural Networks (SNNs) programs for training the bot

Results achieved

- Improved operational efficiency by 40%
- Reduced man-hours by 480 hours
- Saved 99% of insurance claims time
- 40% QA cost savings delivered with Hybrid (onsite-offshore) model

NHS Shared Business Services and Medway NHS Foundation Trust



NHS Shared Business Services (NHS SBS) provides finance & accounting, digital, procurement and workforce services to more than half the NHS in England. Medway NHS Foundation Trust provides clinical services to almost half a million patients a year and employs around 4,400 staff.

Like most NHS trusts, Medway has needed to increase its number of registered nurses in recent years to be able to meet rising demand for clinical services. With over 1,300 registered nurses and an annual turnover rate of 14%, its workforce team was keen to explore innovative ways to use data to improve nurse retention.

Partnering with NHS SBS, the two organisations have piloted a solution that analyses workforce data to predict employees who are at high risk of leaving and the reasons why.

The Trust worked alongside data scientists and workforce experts from NHS SBS to analyse historic data from staff and leavers over a five-year period. The aim was to prove that statistical modelling could be used to accurately predict an employee departure.

The subsequent Workforce Analytics solution was developed to analyse employee information – predominately from the existing NHS Electronic Staff Record (ESR) – and produce a forecast of expected leavers with 95% accuracy.

James Kendall, Head of Workforce Intelligence at Medway, summarised: “Having such valuable insight enables us to actively address an employee's reasons for wanting to leave before it's too late. This means better retention rates, improved staff morale, significant recruitment cost savings and greater overall organisation stability.”

WNS Global Services Private Limited



WNS' client is among the largest building societies in the UK offering financial services both directly and through a 132-branch strong network and 100+ associated agencies across UK.

The client wanted to embark on a transformation journey to convert majority of its paper-based or legacy technology-led processes to digital ones and enhance their customer experience. They chose WNS as a partner in 2019.

After a holistic analysis of the entire processes, WNS proposed the Intelligent Automation (IA) route to the client. WNS leveraged its domain expertise and carried out multiple discovery assessments to identify potential automation opportunities. After the initial automation overhaul carried out by WNS' Transformation and Intelligent Automation Centre of Excellence (CoE), the Business Analysis team was roped in. Multiple automation projects were executed using WNS' proven 4D methodology. The framework ensures that customers are engaged at each stage and deliveries are made on time and with quality par excellence.

WNS has been able to deliver benefits >\$1 Million for the client with >30+% process efficiencies and, has received quarterly supplier performance score of >98% for more than a year which is testimony to the robust delivery model and client confidence in WNS.

Wipro Limited



Digital transformation of network equipment provider's supply chain and logistics business process

An European and one of the largest Telecommunication network equipment providers was struggling with high cost of operations due to fragmented delivery structure, lack of automation, high process variation and inefficient IT landscape. With an objective to streamline the value chain and to achieve an automation rate of 60% in 3 years, the order management business was outsourced to a service provider. The service provider embarked on journey with defining the cross function team covering Process & Lean Six Sigma consultants, RPA & workflow architects & developers, Subject matter experts & program managers from both Wipro & Client organizations was formed to assess the process landscape, discover opportunities, craft a blue print for transformation and to create the roadmap for implementations.

Process mining was done meticulously to identify the opportunities & followed by a creation of transformation blueprint. Solution package included a customer portal to standardize the inputs, automated routing of customer requests to right desk of operations and further orchestrate end to end through BPMN2.0 compliant Workflow & thereby producing near real time insights. All the high volume activities such as Sales order entry, procurement, material movements & Customer invoicing are automated using Robotics process automation (RPA) alongside use of cognitive engines to read unstructured inputs and convert them into standardized & machine-readable information. The entire IT landscape is deployed over cloud to improve Agility and Accessibility.

An overall 60% automation rate was achieved in 3 years as planned with reducing the cost of outsourcing by 40% as desired.

Automation Project of the Year

Sitel Group & Royal Mail Group



Royal Mail Group's "feet on the street" network of 90,000 postmen and women provide key postal services to local communities. It is UK's most trusted delivery company, thanks to its customer reach and care. Among the 9.5 billion letters and 1.7 billion parcel deliveries handled in 2021, Royal Mail also handle 1.5 million address redirections per year, helping people move homes worry-free. The 80-strong Customer Experience (CE) team annually supports 101,159 customers with amending redirections through webform and telephony requests. CE is critical in providing postal services safely from home and upholds RMG's trusted position.

Given the increasing demand for postal services, the challenge met was to deliver attended automation to handle customer calls more efficiently.

Opportunities found:

- use-cases for digital assistants in mail redirection customer care calls.
- demonstrate benefits of work handover to Back-Office automation via digital assistants in Customer Experience.

Delivering results on the project required:

- automating CE telephony process (SamYax)
- an attended automation to work alongside multi-skilled CE agents on call
- gathering data from multiple sources and trace delivery history
- providing a uniform format for CE agents to make decisions
- designing a solution that scales with agent usage across regions without disruption

Business drivers that were delivered

- Increased colleague efficiency and customer satisfaction
 - o gave back annually 12,134 hours annually to agents so they can focus on customer satisfaction.
- Operational efficiency focus
 - o increased speed of access and uniform presentation of customer details.
 - o standardised after-call email confirmation

o improved speed of escalation to local post offices.

The Royal Free London NHS Foundation Trust



Why do The Royal Free London deserve to win Automation Project of the Year?

- The ONLY automation Centre of Excellence comprising exclusively of NHS substantive staff. We do not outsource any work at premium rates to external vendors.
- We share our learning for FREE across the NHS encouraging other healthcare organisations to empower themselves to use this technology to deliver better patient care.
- We have built our own training academy to teach other NHS colleagues how to do what we do.
- We are the only NHS Trust to operate across the whole health economy (acute hospitals, blue light services, social care, mental health and primary care) – including the development of a patient recall automation for all GPs in the country.
- We have grown from a team of 3 to over 48 in 12 months – that's a massive amount of growth.

TestingXperts



TestingXperts(Tx) partnered with leading Solicitor Regulatory Authority in UK and helped them with their Regulatory Operations solution to regularize license of solicitors. Tx enabled Specialized Agile and DevOps Testing Solutions, adopted hybrid model (onsite in UK and offshore in India) to deliver seamless Functional, Regression, Performance, Data Migration and Bi Testing Services to deliver fully functional web apps.

Objectives and business drivers

- Client's project was active for past 2-3 years without going live and needed effective testing of their solutions
- Enable fully functional solutions to enable different types of certifications for solicitors
- Ensure solution provides regulatory information of existing solicitors/law firms
- Enable fully functional solutions across multiple environments

Challenges faced and overcome

- Tx teams used 'confluence' to ensure proper documentation
- Teams handled frequently changing customer requirements by coordinating effectively with client teams and deeply understood the project needs
- Approaches to best practice, governance, and innovation
- Teams used TMMi model as a scale to measure testing processes and outlined a path for continuous improvement.
- Implemented shift-left transition of testing practices and followed effective agile processes.
- Enabled SLA-based Hybrid model with specialized testing solutions

- Highlighted performance bottlenecks in application and enforced to make architecture-level changes

Results achieved

- 50% Reduction in time-to-market (from 2 weeks to 1 week)
- 100% Automation achieved for smoke & regression test suites across APIs and web apps
- Throughput improved by 30% with early identification of defects across project lifecycle
- 40% QA cost savings with flexible resourcing model delivered
- 55% savings of Total Cost of Ownership (TCO)

Wipro Limited



In 2020, Wipro missed the financial accuracy SLA target of 99.5% for 6 times in 10 months. This additionally resulted into incorrect payment of nearly \$33 Million in the same year and Wipro had to pay a penalty of ~\$45,000 per month every time we missed this SLA target. Moreover, there was a low productivity within the account due to manual processing and large number of repetitive tasks. Due to this, there was an increase in claims ageing and higher pends of claims. This was further leading to delayed payment and significant increase in provider calls for appeals and rework volumes. The above-mentioned business problems were equating towards member (and customer) dissatisfaction which was reflecting in our NPS.

Since there are too many complex steps involved in claims processing and there are too many variations within the claims, end to end automation of the entire process is easier said than done. However, Wipro pulled this off with the help of second level auto adjudication engine, inventory classifier bot to route the fallouts to the respective queues, multiple research and assistive processing bots, pend monitoring bots, and virtual auditor which is supported by ML-based Analytics Solution named as Error Prediction Model. An Assembly Line of Bots that Wipro has developed by linking each of these individual solutions to automate back office claims processing for the client.

WNS Global Services Private Limited



WNS' domain expertise and Artificial Intelligence (AI) - and Machine Learning (ML)-led capabilities have enabled us to help our clients digitally transform their processes and deliver tangible and value-driven results both in terms of costs as well as experiences. Insurance is one such area where WNS has significant expertise and has been able to aid transformative experiences that have resulted in measurable change that has yielded tremendous benefits for clients and their customers.

For a UK-based insurer, WNS was able to automate crucial but non-judgmental manual processes for their claims process function to –

- bring down turnaround time (TAT) by 66% (from three days to one day)
- reduce failure demand by 10%
- bring down cost and Improve the process efficiency

There was lack of standardized governance framework and clarity around the delivery. WNS used agile delivery experience to build a strong governance structure for business leadership, process owners & client's IT team and implementing best practices.

Alongside automation, WNS also standardized customer experience across channels for the companies that the client acquired over the course of the last few years, thereby creating a seamless and consistent experience across the brand.

Digital Project of the Year

Intetics Inc



Intetics is a leading global technology company that provides SaaS via distributed professional teams. One of their clients needed to create a digital mapping solution for automotive navigation; this required gathering data from hard-to-reach locations.

Intetics assembled a team of 10 specialists, who were involved in the project development from scratch. Intetics' proprietary ODT® model was applied - a business model in which an offshore center exclusively works on a client's projects, delivering professional resources, administrative services, and complete infrastructure.

The ODT® carried out multiple tasks, including:

- Selecting and purchasing specific equipment
- Redesigning the standard workflow, taking into account travel bans
- Setting up Build-in-Place teams
- Organizing remote training
- Developing results monitoring software

Intetics remains in close collaboration with the client. Although the project is still ongoing, the client has already received meaningful business outcomes:

- Intetics' remote training mechanisms shortened the onboarding time for Build-in-Place team members
- 15% of the client's total volume of work was covered by Intetics' Build-in-Place teams.
- 100% of the client's objectives have been fulfilled
- Operational costs were reduced by 20%
- The teams collected 1,500,000 high-quality pictures and 20 TB of overall data, thus increasing the client's database by 7%.

Any company that works with Intetics receives this level of dedication. With over 27 years of experience, vast business domain knowledge, and adherence to the Predictive Software Engineering framework, Intetics delivers functional, award-winning solutions.

Case Study link <https://intetics.com/case-studies/field-data-collection-services-and-build-in-place-teams-20k-mi-of-north-american-highways-and-18k-km-of-europe-surveyed-in-2-months/>

GEP



A large supermarket chain based in the U.K. wanted to transform its indirect procurement operations across its 3,000-plus stores in the U.K and Ireland. It partnered with GEP and deployed the GEP SMART procure-to-pay solution to manage indirect procurement, replacing its homegrown software.

OBJECTIVES

- Enhance efficiency and build capabilities for higher performance
- Create greater process automation, reduce procurement cycle time
- Improve compliance and spend management
- Implement easy-to-use, accessibility-friendly, mobile-enabled software
- Use software that is scalable

CHALLENGES

- Purchasing process had to be simple so buying could be done efficiently without expertise in procurement or tool usage; manual intervention to be minimized
- A huge volume of documents had to be migrated into the system in a short time span
- The existing software had been in use for 20 years, so user adoption needed considerable effort

BEST PRACTICES AND GOVERNANCE

- Deployment planned and executed using Agile methodology
- Regular connects held at planned frequencies with stakeholders
- Phased deployment with gaps between rollouts to resolve issues

INNOVATION

- Receipt generation was automated to make reconciliation painless
- Restrictions were incorporated within catalog buying and rule-based approvals put in place to manage spend and prevent delays
- Collaborative buying was enabled through a common shopping cart feature

OUTCOMES

- Solution rolled out in over 3,000 stores for 15,000 users and 5,000 suppliers in less than 1 year
- Platform has WCAG accreditation and can be used by a diverse workforce
- 100% of indirect spend brought under management
- Increased automation by 15%-20%
- More timely supplier payments
- Mobile enablement has speeded up buying

Coeus Consulting



This project involved Coeus Consulting, and IT Advisory, pushing for industry-first collaborative innovation between the Client, a global energy firm, and two global software vendors.

To help meet its goal of being carbon neutral by 2050, the client needed to launch a new, digital, renewable energy offering to the global retail market (B2C) before the busy 'switching season' (9-month timeframe) via a customer-friendly digital platform.

No single vendor could meet the Client's demand for a world-class, differentiated offering, so Coeus pushed for, and led, a collaboration to integrate the various technologies. This was the first time this combination of SaaS products had been implemented and involved significant technical development. Frequently Coeus had to advise the vendors on how to navigate delivery challenges and adjust priorities.

At times, the project was so challenging that the Client had C-Level talks around stopping the build, but Coeus effectively built the vision and momentum using its delivery experience. Coeus adopted a best practice agile methodology, breaking the project down into agile sprints that built functionality over fortnightly periods. A senior governance team drove and reviewed weekly progress.

As well as the software integration being more complex than anticipated, global requirements also changed during the project, but these were managed via the governance mechanisms the project had in place.

The success of the project was measured by whether the new B2C business was up and running, initially in the Dutch market, within the 9-month timeframe, offering competitively-priced renewable energy products. This was achieved.

EXL



At EXL we value our customers and one of the factors for our success is our drive to excel with their feedback and encouragement, we have listed only key client testimonials:

We are going through a strategic transformation to be the most customer centric services and solutions provider. One of the key aspects to achieve this vision is to simplify and improve the customer journeys. To deliver this strategic vision, it's about reimagining our operating model to provide the best possible service at the lowest possible cost. We partnered with EXL to deliver an all-inclusive, integrated large-scale transformation through digital and analytics solutions. This has three objectives - improved experience, better customer outcomes and increased efficiency. We and EXL jointly committed to leverage few key capabilities - MIA (which is an analytics-led insight engine), Robotics Process Automation and Operational Excellence. In our new ways of working, our Agile teams are using advanced analytics and digital solutions like MIA and RPA to remove complexity and eliminate failure in our customer journeys. - Matthew Egan, Customer Operations Director, Client (Excerpt from video testimonial given in Q4-2020)

Transformation Project of the Year

Infosys BPM Ltd. and Orange Business Services



Infosys BPM Limited, a wholly owned subsidiary of Infosys Limited (NYSE: INFY), was established in April 2002. The client, Orange Business Services (Orange), is a European telecommunications giant, and has been partnering with Infosys BPM for over 18 years. Orange wanted to reduce the amount of missed disconnects, which was at a high 18% and causing the business to lose out on millions of euros.

Orange partnered with Infosys BPM to embark on a transformation journey, whose collaborative approach based on the Prince2 methodology was the main driving force behind the transformation. The team identified initial improvement opportunities during a workshop, followed by regular governance, process standardisation and documentation, training and RPA solutions that ensured the reduction in the % of missed disconnects.

Benefits:

- Reduced missed disconnects from 18% to 1.76%
- Total annualised savings of over \$3.05 Mn
- Spent ~\$129k on the resources, and gained ~\$4 Mn, providing an ROI of 31:1

Wipro Limited



Wipro introduced “The Alchemist” which as the meaning suggests is to transform the ordinary into something extraordinary. Wipro’s technology led, advanced Analytics based, Proactive and Innovative solution leverages existing information across the Claim Value Chain to significantly improve Single Touch Index (STI). Wipro prioritized this project after deliberating on varied aspects of the claim life cycle with an intent to target all the drivers where there is opportunity to reduce post processing cost which is 40x more than the fresh claim. To identify the pain areas in the process, Wipro followed the best practices that include Data Door Approach, Process Door Approach, Due Diligence, SIPOC, FMEA, Process Mapping, Project Timelines, Root Cause Analysis and Probable Resistances with their mitigation plan. Wipro did an exhaustive Solution evaluation for Potential solutions basis Technology, Root Causes, Impact and Ease of Implementation. Wipro evaluated solutions like “The Alchemist” which is a gamut of integrated transformative solutions and works using predictive analytics and AI/ML. This transformation solution integrates the entire claim life cycle, which eliminates the multiple handoffs and reduces rework. By implementing “The Alchemist”, Wipro and their client have not only been able to touch the lives of 1.3Mn+ providers and 50Mn+ members with enhanced experienced but were also able to generate value worth \$184Mn+ in the span of 2.5 years. It has also won client sponsored all vendors Global Innovation Challenge in 2021.

Diligenta (a subsidiary of Tata Consultancy Services)



Phoenix Group, the UK's largest long-term savings and retirement business, partnered with Diligenta to deliver digital transformation for its heritage business. This digital transformation entailed delivering digital services to over 1.8 million long standing policyholders who were constrained by traditional paper and phone-based services leading to high cycle time for service and lack of agility in responding to evolving marketing dynamics. New and enhanced digital services meant anytime, anywhere services for the policy holders with great transparency into their long-term savings and life policies and helping them with the choice and guidance to make the retirement choices suitable for their lifestyle. Using human centred design, the transformation programme delivered innovative solutions to meet the unique needs of elderly policyholders such that they feel confident in engaging within digital channels. Deeply rooted into improving customer outcomes where customers' needs and circumstances were considered in designing the services and improving them over a period through continuous feedback, the programme delivered 8x improvement in speed of service for journey such as encashment, and 14x growth in registered customer base and usage since its inception, and consistently over 90% Customer Satisfaction score. In words of Gee Gillingham, the Head of Digital for Phoenix Life, ".... functionality, combined with the email promotion and ongoing drive to digital is evidencing some great results".

EXL



EXL is global analytics, digital and data company serving industries including utilities, insurance, healthcare, banking, and financial services. With 750+ clients and 39,000+ professionals, EXL provide futuristic proposition for clients in advanced analytics, digital interventions, and operations management.

The Command Centre was deployed for leading UK Utility major.

Objectives and business drivers

- Transform MI practices, establish standardized workflow and drive business outcomes through a centralized AI enabled engine.
- Integrate the siloed functional units
- Optimizing, automating, standardizing, and integrating day-to-day operations.
- Future ready operating model to drive efficiencies, business value and customer experience.
- Ensuring actionable insights through real time customer journeys.

Challenges faced and overcome

- Grouping of business units into high level applications
- Operating model design to leverage command centre
- Optimizing and automating all manual processes and interventions
- Cloud enabled intelligence centre for easy scaling and deployment
- Speed to Insights with real time visualization

Approaches to best practice, governance, and innovation

- Modular structure to eliminate siloed functioning.
- Due diligence of present state and to identify opportunities for change
- Feedback loop from respective stakeholders
- Integrate Voice of customer, Voice of staff and Voice of process
- Collaborative approach to support client and delivery of strategic needs
- Infuse advance Analytics with EXL MIA

Results achieved

- Single source of truth
- Accurate demand & capacity forecasts
- 360-degree view of customer's journey
- Enhanced Customer experience
- Value realized ~2.51MUSD, FTE reduction ~50

Excellence in Partnership Collaboration

Durhamlane



During the course of FY 21/23 durhamlane have once again worked in unison with Konica Minolta to execute an integrated demand generation campaign to create high quality, enterprise, new logo sales qualified engagements for the UK GEO team. The addition this year of tactical digital campaigning to support proactive sales outreach has helped further facilitate and accelerate our teams ability to create opportunity outside of Managed Print Solutions. More than 50% of opportunity creation this year has involved an element of ITS, a key global strategic focus. The seamless integration between our marketing and sales teams has seen durhamlane convert digital interest (MQL) from our campaigning into sales ready interest (SQL) at a conversion rate of 25% which is a trend line increase of circa 20% comparably to rates before durhamlane's involvement.

Konica Minolta have once again committed to partnership with durhamlane for a further 12 months. A commercial investment of circa £400k at a time of significant market volatility for Konica.

E.on & Teleperformance



E.on partnered with Teleperformance to implement a "new way of Working" to support E.on and their customers through a large-scale system migration.

The key business objective was to deliver a "customer obsessed" culture change to deliver optimum customer care during COVID-19 Pandemic and a 10.5m customer migration to E.on's NEXT operating business.

Teleperformance provided in excess of 800 FTE both working from home teams in the UK and our Cape Town sites, working across 12 lines of business which included voice, live chat and back office.

Using agile and flexible way of working with E ON, both companies were committed to following the GSA Best Practice Governance models.

Working together, supercharging our people, given them real empowerment to help customers through:

An accountability model – a non-hierarchical structure formed into squads focused on a mission to serve customer end to end without any authoritative permission

THE RESULTS:

- Customer complaints reduced by around 50%
- Customer NPS increased from -8 to +20 and maintained
- Product renewals / retention increased 12% to 30% - this
- Smart meter exchanges increased from 11% to 18%.
- Transfer reduction from 31% to 14%
- Agent attrition reduced to less than 1% with absence reducing from 12% to 5%.
- Client satisfaction at 90%.
- Eon's cost to serve was reduced as more calls were being dealt with by Teleperformance – 15% less calls were being transferred into their internal teams.

NHS Shared Business Services and Medway NHS Foundation Trust



NHS Shared Business Services (NHS SBS) provides finance & accounting, digital, procurement and workforce services to more than half the NHS in England. Medway NHS Foundation Trust provides clinical services to almost half a million patients a year and employs around 4,400 staff.

Like most NHS trusts, Medway has needed to increase its number of registered nurses in recent years to be able to meet rising demand for clinical services. With over 1,300 registered nurses and an annual turnover rate of 14%, its workforce team was keen to explore innovative ways to use data to improve nurse retention.

Partnering with NHS SBS, the two organisations have piloted a solution that analyses workforce data to predict employees who are at high risk of leaving and the reasons why.

The Trust worked alongside data scientists and workforce experts from NHS SBS to analyse historic data from staff and leavers over a five-year period. The aim was to prove that statistical modelling could be used to accurately predict an employee departure.

The subsequent Workforce Analytics solution was developed to analyse employee information – predominately from the existing NHS Electronic Staff Record (ESR) – and produce a forecast of expected leavers with 95% accuracy.

James Kendall, Head of Workforce Intelligence at Medway, summarised: “Having such valuable insight enables us to actively address an employee's reasons for wanting to leave before it's too late. This means better retention rates, improved staff morale, significant recruitment cost savings and greater overall organisation stability.”

Employer of the Year

Durhamlane



durhamlane are a people business and have always put our staff at the heart of what we do. We have spent years building a supportive, innovative and empowering culture which gives every member of staff the same opportunities to develop and grow, everyone has an equal part to play in the success of the company. We pride ourselves on ‘raising the bar’ of the sales profession and we believe that starts with staff engagement, challenging our staff while ensuring work life balance.

You will often hear ‘shout outs’ and messages of encouragement on our sales floor. We celebrate the wins but we also acknowledge and address the losses as a company. Transparency is key, we believe that if staff are informed they feel involved and accountable and that drives engagement. Every month we have a company update detailing target vs actual. If we are behind then we ask for ideas on how we can get back on track. We run quarterly staff surveys to ensure our staff are happy and to understand where we can improve, this ties in with our Best Company to work for accreditations.

We have 6 core values that we base our people strategy on. These values run through everything that we do, from our recruitment to our annual reviews. These values reflect not only what we offer to our staff and clients but what we expect from them in return. These values are key to our culture and how we engage our staff.

Parseq



Parseq consists of industry thought leaders and thrives on perfectly combining technology with our expert people to solve our clients’ challenges. Throughout our 40+ year timeline, some of our clients from the very beginning are still with us now. Therefore, we invest in our people through different training programs such as Mental Health, Lean Six Sigma, Open University, and Prince2 training as well as other tailored leadership growth and opportunities. Over the last 5 years, we have invested £440,000 in training which has contributed to Parseq’s average length of service of 10 years for employees.

Parseq is proud to have a diverse workforce through our U.K, India, and Bulgaria sites by celebrating a multicultural operating environment throughout. Parseq recognises that encouraging high performance through the development of a diverse workforce is essential if we are to create an atmosphere at work that is beneficial to individual growth and to remain successful in a competitive industry. To help us ensure that diversity exists and is nurtured

within the workplace, we are committed to maintaining good practice in relation to equal opportunities and will regularly review and update our policies.

Parseq is passionate about giving back to the local community and regularly gets involved with staff benefits to raise money for local charities. As part of our efforts to create a sense of community amongst staff, we operate flexible working times to operate a positive work-life balance to increase overall productivity across our workforce as well as operating a staff recognition programme.

Infomate (Pvt) Ltd.



Infomate provides people with limitless opportunities. Infomate invites people to apply, whether they are fresh out of school or looking for a new challenge in their career. In addition, the company provides more opportunity to pursue a rewarding career in an open and inclusive environment that promotes originality and innovation.

At Infomate, a strong sense of teamwork and togetherness pervades, healthy competition is fostered, and accomplishments are lauded. A happy workplace is a productive workplace. The company is creating a culture that encourages employees to collaborate while living their best lives at work and outside of work.

Infomate ensures that the team has fun through activities such as annual team outings, fitness challenges such as bike to work days, sports and athletic meets, and celebrations of seasonal events such as Christmas and Avurudu as a company that combines modern work practices that allow employees to have a work-life balance such as flexible hours. In addition, Infomate encourages everyone to participate in the CSR events hosted by the John Keells group through the John Keells foundation.

Sysco Labs Sri Lanka



Sysco LABS Pvt. Ltd. Is an associate company of Sysco Corporation and Breaks UK. It is the offshore technology and innovation arm of Sysco Corporation (NYSE: SYU), the world's largest foodservice company. Sysco is a Fortune 500 company and the global leader in selling, marketing, and distributing food products to restaurants, healthcare, and educational facilities, lodging establishments and other customers who prepare meals away from home. Sysco's family of products also includes equipment and supplies for the foodservice and hospitality industries. With more than 58,000 associates, the company operates approximately 343 distribution facilities worldwide and serves more than 650,000 customer locations. For fiscal 2021 that ended July 3, 2021, the company generated sales of more than \$51 billion.

Sysco LABS's engineering teams based out of Colombo, Sri Lanka and the US and innovate across the entire food service journey for our operations in North America, UK and Europe. We provide the enterprise grade technology that enables Brakes UK's Broadline business from the technology that revolutionizes the way that Brakes connects with restaurants to the technology that shapes the way those restaurants connect with customers and throughout the entire foodservice journey across multiple touchpoints.

Sysco LABS technology is present in the sourcing of food products, merchandising, storage and warehouse operations, order placement and pricing algorithms, the delivery of food and supplies to Sysco's global network, the in-restaurant dining experience of the end-customer and across the entire foodservice journey.

Social Programme of the Year

Infomate (Pvt) Ltd.



Infomate's biggest CSR project was a monumental milestone in not just the company's history, but that of Sri Lanka. The company launched the country's first recorded rural BPO in the village of Mahawilachchiya. The aim was to create jobs for these young people without them having to leave their families.

The first rural BPO project was in Mahawilachchiya, a rural village in the Anuradhapura district where Infomate was able to offer jobs for 45 young people. Transport is a problem in this village as buses are few and far apart and residents very rarely have their own vehicles. The families here engaged in agriculture as livelihood and there have been many instances where the employees have been able to work in the fields and support their families.

After the success of the first project, Infomate expanded their rural BPO services to Seenigama in the southern province where they were able to create jobs for 40 young people. This had been years after the tsunami affected many of the families here with loss of life and property.

The third project was in Jaffna in the northern province which is an area that had seen the worst of the 30-year-old civil war. We were fortunate to find and train 15 employees and do our part in the rebuilding efforts since the war.

EXL



EXL is global analytics, digital and data company serving industries including utilities, insurance, healthcare, banking, and financial services. With 720+ clients and 37000+ professionals, EXL provides futuristic proposition for clients in advanced analytics, digital interventions, and operations management.

Objective and Implementation

- To help the students get a strong foothold in the new world defined by digital and AI through quality education and market-relevant skills
- To provide holistic development to children from underserved communities and provide guidance until they start earning livelihood

Approaches to best practices, governance, and innovation

We collaborate with the school management to understand the needs of the students and help them in every possible way. Beyond providing financial assistance that meets a significant expense of the schools, we have helped the school with setting up smartboard classrooms, setting up computer lab, donating tablets etc. Apart from this whenever required we supported school through fund matching sum partner Give India.

Challenges faced and overcome

Since July, the school has been taking classes in a hybrid format - half of the students online and half of the students offline. The school faced two issues with online classes - first is network issues, which affects student attendance, particularly in grades 4th and 5th who could not get tablets because of limited number of tablets available with the school. The students of these grades attend classes using their parents' mobile phones, which are not available to them during the day because their parents carry their mobile phones when they go out for work.

To overcome this, we installed smart boards into the classrooms so that all the students of class can take online classes or volunteer sessions.

Results achieved

- About 176 students have passed out Class 10th from OM Foundation
- About 114 students have received sponsorship from OM and have completed Class 12th
- About 47 students have completed their graduation
- 35 students are currently doing job
- 10 of the students are running their own small businesses.
- Through our Skill Development Program, we have educated 400 students with skills like English communication, computer skills, life skills and personality development
- 150 students have been placed in various companies with an average salary of INR 12,000.
- One of our students, have started his own non-profit organization
- Last year, one of our students clear RRB PO exam and got appointed as a probationary officer in a bank
- This year, one of our students has joined Indian Air Force as an officer

Webhelp



Shared Service Centre of the Year

NHS Shared Business Services



NHS Shared Business Services (NHS SBS) is a joint venture between the Department of Health and Social Care and Sopra Steria, a European leader in digital services. It provides finance & accounting, digital, procurement and workforce services to more than half the NHS in England.

Over the last 12 months, NHS SBS has continued to play a critical role in the national response to the Covid-19 pandemic, providing essential business services to help ensure the smooth running of the NHS. At the same time, the organisation has focused on enabling the move to Integrated Care Systems – the most significant NHS reforms for a generation. Despite remote working for the majority of 2021, NHS SBS's expert teams have continued to:

- pay around 400k NHS employees at 90 different organisations
- manage £255bn NHS money
- process 6.7m accounts payable transactions
- reclaim £1.45bn VAT for NHS organisations

Sharon Churchley, Royal Free London NHS Foundation Trust: "From the outset we knew we had the right team in place with the right people. NHS SBS instilled confidence at every stage - despite it being a high pressure and high stakes period."

Julie Crossley, Wigan Borough CCG: "What we have been able to achieve with NHS SBS has put us ahead of the game in preparing for the future Integrated Care System (ICS) way of working, particularly in relation to place-based services."

Louise Palmer, Cambridgeshire Community Services NHS Trust: "We put our trust in NHS SBS and it massively paid off."

Avient



The Royal Free London NHS Foundation Trust



Law Firm of the Year

DLA Piper



DLA Piper are consistently sought out for providing strategic advice on cutting edge instructions and our global sourcing team is recognised as a market leader internationally by all the leading legal directories. Working with the biggest names in both private and public sectors, and for both customers and suppliers on their most significant and strategically important deals. They are regularly engaged by clients on difficult, complex and novel deals such as collaborative outsourcings with big tech companies and hyperscale enterprise cloud arrangements.

The team work with both buyers and service providers on sourcing and outsourcing transactions involving virtually every aspect of business operations, including information technology, claims processing, call centres, human resources, facilities management, finance and accounting, supply chain management, R&D and telecommunications.

Clients include major retail banks, airlines, high street and online retailers, pharmaceutical companies, investment banks, outsource and IT service providers, and various multinational companies.

DLA Piper continue to invest heavily in creating market-leading products and initiatives, constantly striving to use technology and innovation to develop their offering further. Clients recognise their market leading ability to innovate and help them use the latest technology and so as to help streamline and "fast track" the procurement and negotiation process.

Ashurst



Ashurst helps clients to achieve digitalisation through strategic sourcing. We focus on high-value, "bet the shop" arrangements (including collaborative partnership/JVs, high complexity supply and outsourcing agreements, relational agreements and strategic services contracts) and our clients trust us with the business-critical, long-term arrangements which shape the way their businesses are conducted on a day-to-day basis.

We advise blue chip clients such as Meta, Uber, UK Government, McLaren, bp and Babcock on some of their most important strategic relationships.

We are known and trusted by clients to be pragmatic and commercial, but also incisive in our advice and inventive in our solutions. Put simply – we add value.

We are passionate about delivering best practice and promoting sourcing as a key agent of change in an increasingly dynamic and fluid world. Competitive advantage, in any industry, requires the ability to adapt and pursue new opportunities quickly. Sourcing is unique in achieving this, and advising on effective sourcing relationships delivers value in a way that is unrivalled by other services a law firm can offer.

Our passion and our drive have reaped tangible rewards. We are attracting top talent to our team; our reputation in the sourcing market is growing far ahead of our expectations; and we are winning awards. Most recently, our work with British Business Bank on the UKG emergency loan schemes was recognised through our Digital Economy team winning TMT Team of the Year at the British Legal Awards 2021.

Eversheds Sutherland

EVERSHEDS
SUTHERLAND

As a global top 10 law practice, Eversheds Sutherland provides legal advice and solutions to an international client base which includes some of the world's largest multinationals.

Our teams of lawyers around the world operate seamlessly to deliver the legal know-how and strategic alignment that clients need from their advisors to help further their business interests. Clients describe us as creative and well versed in cutting edge legal work – we listen well in order to understand how and where we can be most effective and add the greatest value.

We shape our advice to the unique circumstances and challenges of each project, and ensure the right people are in the right places to offer insight and certainty – from the day-to-day to the most complex, multijurisdictional matters.

What unites us is our commitment to service excellence through a solution-oriented approach. We know our clients' businesses, the industries and markets they operate in, and we know that great relationships yield the best outcomes

RPC



Great results, built on relationships.

Top quality legal advice is a given. Delivering consistently for our clients is just as critical. We do that by building strong relationships, providing the best experience along the way. Only through long-term relationships can we truly understand a business from the inside out. And only through understanding a business inside out can we truly offer commercial value. Value that comes from knowing what really matters.

Recognised as leaders in industries ranging from retail to insurance, technology to media, and well beyond, we have the expertise to handle bet-the-business litigation, complex regulatory challenges, transformational transactions and so much more. Globally.

Advisory Firm of the Year

KPMG



KPMG's global network, award-winning Sourcing Advisory capability has over 1,600 members across 143 countries. Our UK strategy is to improve our growth, connection, diversity and trust within the market, actively expanding to support this whilst prioritising improvements in our gender diversity, currently at 44% female, with a goal of achieving gender parity.

We have a track-record of delivering value for the largest and most complex organisations. Our breadth of capability means we deliver at scale across the transformation lifecycle, using our sourcing expertise and innovations (such as agile sourcing methods and digital capabilities) to produce rapid results and satisfied clients.

We are Pay.UK's strategic advisor in their procurement of the UK's next generation interbank payment infrastructure, which aims to enable substantial service improvements. We are accelerating the modernisation and futureproofing of CBS's technology architecture by developing and executing their sourcing strategy and go-to-market approach. We are a trusted advisor to C-suite stakeholders, building trust by working in flexible, transparent and pragmatic ways. We encourage collaboration by working with customers in hybrid teams which yields the best outcomes.

As a people business, our approach to developing and nurturing our staff is vital to our success. Thus, we have a range of initiatives which encourage a growth mindset amongst our people.

We continuously develop our robust Sourcing Methodology, tested with clients to ensure consistent, high quality delivery and outcomes. We recognise our role in developing the industry as a whole, actively playing our part in contributing to its growth and development.

Coeus Consulting



Coeus Consulting is an independent, award-winning IT advisory that empowers technology, business and procurement leaders to deliver more.

We do this by standing alongside clients to create, execute or manage tailored and strategic change, and drawing upon our truly independent and unique experience to exceed expectations.

We have been recognised by the Financial Times as one of the UK's Leading Management Consultants (2022) and have been certified as a Carbon Negative

organisation since July 2017. Read about our Awards and Memberships and Accreditations.

Our capabilities are the application of our rich and deep expertise to the three phases of the project life cycle (Strategy, Execution, and Optimisation). Based on the unique requirements of individual client engagements, we combine these capabilities to create highly tailored services.

Through our Insights, we help clients evaluate technology innovations against the needs of their business (such as RPA, AI and Customer Experience Management)

We have a proven track record of helping IT leaders of large organisations, particularly in highly-regulated industries, implement strategic change and maximise their contribution to the business. Our clients clearly recognise the value we add, with 97% of them choosing to do business with us again and again.

Neo Group Inc



Established in 1999 with the vision of “Talent Without Borders”, Neo Group founded the global Sourcing Advisory space. We have since expanded our capabilities to the key Sourcing levers analytics, automation, and global talent. What has not changed is our focus on designing solutions rather than transaction and getting to outcomes rather than reports.

Since 1999, Neo Group Advisory Services has been empowering organizations across industries to build new capabilities and significantly reduce costs by optimising the three key sourcing levers of analytics, automation and global talent.

What makes Neo Group unique:

- Only Advisor with no revenue relationships with suppliers
- Outcome focused, data-driven Advisory
- 360-degree services including ongoing Managed Governance

Peru Consulting



We have a proven track record of helping IT leaders of large organisations, particularly in highly-regulated industries, implement strategic change and maximise their contribution to the business. Our clients clearly recognise the value we add, with 97% of them choosing to do business with us again and again.

What makes us different:

- Accelerate – deliver value quickly
- Assure – provide certainty

- Augment – be part of the team

We put the client at the centre of everything we do. We're not work-shy. We roll up our sleeves to be engaged, committed and add value. We always strive to be the best and do our best, remaining outcome-focused and proud to promote Peru services.

- We believe in a practical approach to IT – "if it ain't broke, don't fix it". We don't suggest change for the sake of it
- We challenge each other and develop the Peru service offering by sharing knowledge and building our capability
- We customise our approach to client needs, but are mindful of market and technology trends
- Every Peruvian is encouraged to shape the business with their diverse skills
- We seek optimal performance rather than absolute perfection
- We use creative and intelligent approaches to problem-solving, ensuring potential solutions are appropriate and tailored to meet client requirements, operating model and scale

Customer Experience Provider of the Year

Webhelp



With over 100,000 passionate employees across more than 55 countries thriving on making a difference for the world's most exciting brands, Webhelp designs, delivers & optimises unforgettable human experiences for today's digital world by creating game-changing customer journeys. From sales to service, content moderation to credit management, Webhelp is an end-to-end partner across all B2C & B2B customer journeys.

Across the UK, South Africa & India, the focus is on improving customer experience for clients & their customers across a wide range of sectors which has never been greater. Multiple customer experience transformation projects have been delivered with existing clients with a series of new clients coming on board in a year that has seen significant growth in revenue, employees, customers supported & overall client numbers.

A highly talented workforce delivers service, sales, content moderation & technical support across the full range of customer contact channels, underpinned by centres of excellence and a training community that shares methods, encourages peer-to-peer learning promotes best practice.

Working in close partnership with clients, decision-making is always data-led, continually harnessing feedback about client operations to test, learn & transform their customer experience, piloting new tools and processes to drive continuous improvements in their customer & operating model.

Webhelp rounded off an exceptionally strong year with the launch of Webhelp Anywhere, a truly stand out customer experience solution encompassing a service design strategy, consistent ways of working, best practice & a technology platform that ensure clients are ready to deliver exceptional customer experiences in a post-Covid world.

Diligenta (a subsidiary of Tata Consultancy Services)



Diligenta, an FCA-regulated subsidiary of Tata Consultancy Services, provides transformational Third-Party Administration (TPA) Services for UK Life and Pension (L&P) clients. Diligenta services around 18 million policies on behalf of their clients.

Diligenta has successfully modernised and transformed L&P administration across the industry, leveraging their Digital Platform ecosystem. Diligenta's service model focusses on improving Customer Experience, this coupled with a track record of delivering transformation 100% of the time makes Diligenta unique in the UK marketplace.

Diligenta have also brought to the market a new cutting edge **Digital Operating Platform – Experience** Centre this is connecting all TPA business functions over one standardised set of guided digital processes, enabling First point resolution with embedded controls and providing real time insights.

- 95% C-SAT scores
- 7 out of 10 Bereavement claims settled in under 10 days
- 6x increase in Speed of Service in processing claims
- 4 million customers able to access multi-channel digital services

A recent example of innovation driving customer experience is the Platform Analytics solution, Phoenix launched in partnership with Diligenta to enable insights and data driven decisions for their Workplace Pension clients.

“This is the first joint development we have undertaken with TCS Diligenta as part of our partnership and will be one of many innovations the partnership will deliver in the future.” – Gail Izat, MD of Workplace, Phoenix Group.

Teleperformance



E.on partnered with Teleperformance to implement a new “Way of Working” to support E.on and their customers through a large-scale system migration.

The key business objective was to deliver a “customer obsessed” culture change to deliver optimum customer care during COVID-19 Pandemic and a 10.5m customer migration to E.on’s NEXT operating business.

Teleperformance provided in excess of 800 FTE both working from home teams in the UK and our Cape Town sites, working across 12 lines of business which included voice, live chat and back office.

Using agile and flexible way of working with E ON, both companies were committed to following the GSA Best Practice Governance models.

Working together, supercharging our people, given them real empowerment to help customers through:

An accountability model – a non-hierarchical structure formed into squads focused on a mission to serve customer end to end without any authoritative permission

THE RESULTS:

- Customer complaints reduced by around 50%
- Customer NPS increased from -8 to +20 and maintained
- Product renewals / retention increased 12% to 30% - this
- Smart meter exchanges increased from 11% to 18%.
- Transfer reduction from 31% to 14%
- Agent attrition reduced to less than 1% with absence reducing from 12% to 5%.
- Client satisfaction at 90%.
- Eon’s cost to serve was reduced as more calls were being dealt with by Teleperformance – 15% less calls were being transferred into their internal teams.

WNS Global Services Private Limited



Omnichannel interactions have become the order of the day when it comes to customer behaviour. To be able to deliver unparalleled and seamless experiences across platforms while optimizing on tools and resources, it is essential to be able to leverage critical information from various platforms and weave it into interactions so that customers do not have to repeat themselves. WNS has placed special emphasis on delivering impeccable end-customer experiences (CX) and enhancing Net Promoter Scores (NPS) while using effective strategies to drive consumers to non-voice and self-serve platforms. WNS service delivery teams have adopted the Quick-Easy-Resolve approach that ensures all queries and complaints are addressed swiftly; makes the overall experience of the customer simple yet effective and targets resolution of complaints in the most effective manner possible.

For a top utilities company based in the UK, WNS was able to bring about 140% and 60% improvement in NPS for Sync and ASync channels, respectively. Customer resolution was maintained at >80% consistently with same day closure percentage at >70% month-on-month and 35% reduction in average response time. Scores for Sync online channels went

up from +0.5 in Oct'20 to +36.02 in Aug'21 while that for offline ASync channels improved from +34.1 in Oct'20 to +55.7 in Aug'21.

Firstsource



Parseq

PARSEQ

Parseq is a leading Business Process Partner that provides business critical software enabled solutions to a range of blue-chip clients across the UK. With over 45 years' experience within highly regulated and rapidly changing environments, which has shaped our service delivery proposition. Our vision is to be the UK's most trusted BPO solutions company and the cornerstone to our client's customer experiences.

For a company of our size, we have the most diverse range of services. That means we develop and configure solutions that deliver compliance, cost savings and customer satisfaction. We're experts in transition and transformation projects. On average our clients save 30% by migrating to Parseq and have improved their bad debt by circa 20%.

Clients choose us because we're innovative. It's in our DNA. Our solutions are delivered using tried and tested in-house systems and best of breed software and hardware. That's why we achieve 99.9% accuracy levels. We specialise in working with companies in mainly regulated industries and have attained the highest standards of compliance.

As an example, the big four banks rely on us, for which we process £36 billion payments annually as well as 94 million images automated through OCR/ICR technology along with 27 million mail items received annually, all of which are automated up to 90% provided to a wide variety of industries in public and private sectors.

We consider ourselves to be industry thought leaders and we thrive on perfectly combining technology with our expert people to solve our clients' challenges.

Service Provider of the Year

Infosys BPM Ltd. and BT-EE



Infosys BPM Ltd., the business process management (BPM) subsidiary of Infosys Ltd. (NYSE: INFY), was established in April 2002, and offers integrated end-to-end transformative BPM services.

The client, EE Ltd. - BT Group (EE) is a British multinational telecommunications company headquartered in London, England and is the largest provider of fixed-line, broadband and mobile services in the UK. Client also runs UK's biggest and fastest mobile network, offering 4G services and a pioneer to launch 5G in May 2019.

Infosys BPM has had an over 12 years of partnership with EE, primarily involved in delivering finance and accounting (F&A), billing and assurance services. The continuation of the partnership was enabled through the new BT-EE stakeholders appreciating the close alignment of the organisational values of both partners.

Infosys BPM and EE collaboratively leveraged their capabilities and aligned the transformation framework to successfully execute the digital initiatives resulting into higher business value delivery, process excellence and effective deployment of key financial controls. The joint roadmap was derived to cater to the client's and Infosys' objectives of 'Creating World Class Operations' resulting in achieving below savings and recognitions:

- 9X incremental revenue benefit of the contract value driven worth £32 Mn
- 23% Efficiency realised by successfully executing Automation, Six Sigma and Lean projects
- Won multiple awards at industry and org-level forums (SSON Europe, Inspire 2021, etc.)

Parseq

PARSEQ

Parseq is a leading Business Process Partner that provides business critical software enabled solutions to a range of blue-chip clients across the UK. With over 45 years' experience within highly regulated and rapidly changing environments, which has shaped our service delivery proposition. Our vision is to be the UK's most trusted BPO solutions company and the cornerstone to our client's customer experiences.

For a company of our size, we have the most diverse range of services. That means we develop and configure solutions that deliver compliance, cost savings and customer satisfaction. We're experts in transition and transformation projects. On average our clients save 30% by migrating to Parseq and have improved their bad debt by circa 20%.

Clients choose us because we're innovative. It's in our DNA. Our solutions are delivered using tried and tested in-house systems and best of breed software and hardware. That's why we achieve 99.9% accuracy levels. We specialise in working with companies in mainly regulated industries and have attained the highest standards of compliance.

As an example, the big four banks rely on us, for which we process £36 billion payments annually as well as 94 million images automated through OCR/ICR technology along with 27 million mail items received annually, all of which are automated up to 90% provided to a wide variety of industries in public and private sectors.

We consider ourselves to be industry thought leaders and we thrive on perfectly combining technology with our expert people to solve our clients' challenges.

Diligenta (a subsidiary of Tata Consultancy Services)



Diligenta, an FCA-regulated subsidiary of Tata Consultancy Services, provides transformational Third-Party Administration (TPA) Services for UK Life and Pension (L&P) clients. Diligenta services around 18 million policies on behalf of their clients.

Diligenta has successfully modernised and transformed L&P administration across the industry, leveraging their Digital Platform ecosystem. Diligenta's service model focusses on improving Customer Experience, this coupled with a track record of delivering transformation 100% of the time makes Diligenta unique in the UK marketplace.

Diligenta have also brought to the market a new cutting edge **Digital Operating Platform – Experience** Centre this is connecting all TPA business functions over one standardised set of guided digital processes, enabling First point resolution with embedded controls and providing real time insights.

- 95% C-SAT scores
- 7 out of 10 Bereavement claims settled in under 10 days
- 6x increase in Speed of Service in processing claims
- 4 million customers able to access multi-channel digital services

A recent example of innovation driving customer experience is the Platform Analytics solution, Phoenix launched in partnership with Diligenta to enable insights and data driven decisions for their Workplace Pension clients.

“This is the first joint development we have undertaken with TCS Diligenta as part of our partnership and will be one of many innovations the partnership will deliver in the future.” – Gail Izat, MD of Workplace, Phoenix Group.

WNS Global Services Private Limited



Omnichannel interactions have become the order of the day when it comes to customer behaviour. To be able to deliver unparalleled and seamless experiences across platforms while optimizing on tools and resources, it is essential to be able to leverage critical information from various platforms and weave it into interactions so that customers do not have to repeat themselves. WNS has placed special emphasis on delivering impeccable end-customer experiences (CX) and enhancing Net Promoter Scores (NPS) while using effective strategies to drive consumers to non-voice and self-serve platforms. WNS service delivery teams have adopted the Quick-Easy-Resolve approach that ensures all queries and complaints are addressed swiftly; makes the overall experience of the customer simple yet effective and targets resolution of complaints in the most effective manner possible.

For a top utilities company based in the UK, WNS was able to bring about 140% and 60% improvement in NPS for Sync and ASync channels, respectively. Customer resolution was maintained at >80% consistently with same day closure percentage at >70% month-on-month and 35% reduction in average response time. Scores for Sync online channels went

up from +0.5 in Oct'20 to +36.02 in Aug'21 while that for offline ASync channels improved from +34.1 in Oct'20 to +55.7 in Aug'21.

Enterprise Buyer of the Year

Centrica



As an energy services and solutions company, we put customers and colleagues at the heart of everything we do, to add value for all.

Through our trusted brands, we deliver innovative energy and services solutions to help solve customers' needs, supported by around 7,000 engineers and technicians. We are committed to creating a cleaner and greener future. And we're making big changes to help us get there. That means cutting customers emissions and our own to reach net zero. And because our people are the beating heart of our business, we will continue to champion inclusivity, develop future skills and invest in our local communities to create a better world for everyone.

E.on



Phoenix Group



Changemaker of the Year

Intetics Inc



Intetics is a leading global technology company that provides SaaS, distributed professional teams, All-Things-Digital Solutions, and TETRA-enabled software product quality assessment. The company is an agent for change: it is determined to pave the way for a more dynamic, digital future.

Intetics' vision for the outsourcing industry involves heightened innovation, trust, and team member development - and they've been brought to life through:

- TETRA™ platform: a comprehensive quantitative assessment for software product quality, based on ISO standards, 6,000+ hours of original research, and 25+ years of

project expertise - Proprietary Remote In-Sourcing®: a remote team of experts that seamlessly integrates with the client's in-house staff

- Proprietary Offshore Dedicated Team®: a business model in which an offshore center exclusively works on a client's projects, delivering professional resources, administrative services, and complete infrastructure

Furthermore, Intetics uses predictive software engineering for smoother development processes, as it focuses on meaningful customer care, transparent end-to-end control, proven productivity practices, measurable quality management, and more.

With over 27 years of experience, vast business domain knowledge, and adherence to the Predictive Software Engineering methodology, Intetics delivers functional, award-winning solutions. At the end of the day, Intetics strives to build professional relationships and bring innovation to the outsourcing industry - as well as to the IT space as a whole.

UST



Solving for an increasingly outpaced sourcing model, UST, a 26k person, global digital transformation solutions company, established the Open Talent Ecosystem Center of Excellence (OTE COE), a unique ecosystem of partners adding innovative open talent models to its workforce strategy, and also to UST's key clients.

- A longstanding UST healthcare enterprise client with almost 100,000 employees came to UST seeking a solution to their talent gap.
- The client was experiencing huge attrition due to a loyal workforce segment reaching retirement age.
- Backfilling this huge churn was difficult due to shortage of healthcare professionals due to the pandemic, and lengthy industry training and onboarding processes.
- UST's open talent team was consulted resulting in the solution of both a playbook and end to end process for using open talent practices among the internal customer service segment.
- The approach combined governance models of open talent with healthcare industry data privacy and IP constraints.
- Clients were given an actionable framework to make a rigid internal workforce more elastic to adapt to dynamic work demand.
- Retained specialist knowledge of company healthcare standards.

"The UST OTE COE was a thoughtful, experienced partner that helped us review our workforce strategy to include gig resourcing methodology for our talent channels. The new protocols have enabled us to explore greater flexibility to our employees and contractors, and more workforce options for our leadership team. The program defined a playbook for greater resilience, engagement, and retention," said Kumar Gudavalli, Customer Experience Leader and Tracy Zucco, HR Leader, Anthem.

Durhamlane



