

National Outsourcing Association Awards shortlist announcement

The National Outsourcing Association Awards (NOAAs) -in association with Wipro Technologies - shortlist has been announced. The NOAAs are growing in stature: this year there is a record number of entries in every single category. The all-new categories have proved popular: **Outsourcing Rising Star, Shared Services Centre of the Year, Skills Development Programme of the Year, Outsourcing Works Award for Delivering Business Value in Outsourcing and In-house Outsourcing Professional of the Year** (sponsored by Olswang) have proved that they reflect the needs of an evolving industry and competition will be fierce.

The NOAAs is the only award ceremony dedicated to the UK outsourcing sector and takes place on Thursday 25th October 2012 at the Park Plaza Riverbank in London.

National Outsourcing Association Chairman, Martyn Hart said:

“Not only is this a record breaking year for quantity, all of the award submissions are of outstanding quality. We always look forward to this time a year, as it brings a unique opportunity to compare best practice and reward the companies who are pushing the industry forward. The effort and detail that has gone in to the submissions makes me proud to be a part of our rapidly maturing industry, and also proud that so many companies see the value of competing to win a NOAA. Shortlisting has been difficult – choosing a winner will be even harder.”

The Shortlist in Full

BPO Contract of the Year

- Infosys BPO Ltd - Everything Everywhere
- iQor - BBC
- Logica, now part of CGI and ELEXON
- Source - The Solicitors Regulation Authority (SRA)
- Sykes Global Services – Link Network

IT Outsourcing Project of the Year

- Capgemini - Smith Group plc
- CSC
- HM Revenue & Customs
- RR Donnelley - Barclays
- Wipro Technologies - BT

Financial Services Outsourcing Project of the Year

- Accounting Consultancy & Solutions (Pvt) Ltd - Sri Lanka
- ELIX-IRR - Standard Bank
- Friends Life - Diligenta
- Sykes Global Services – Link Network
- TLT - Exigent

Public Sector Outsourcing Project of the Year

- arvato - Sefton Metropolitan Borough Council
- BBC
- HM Revenue & Customs
- iQor - BBC
- Xceed

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

- CSC
- Firstsource Solutions - O2
- Firstsource Solutions - Sky
- Infosys BPO Ltd - Everything Everywhere

In-house Outsourcing Professional of the Year

- Amanda Wright - Standard Life Plc
- Jim Hemmington - BBC
- Stephen Dyke - CSC

Rising Star of the Year

- Amanda Wright - Standard Life Plc
- Jodi Singfield - BBC
- Nik Mellor - Source
- Paul Thomas - CSC
- Przemek Berendt - Luxoft

Offshoring Project of the Year

- Aegis
- Centrica
- Intetics - eFinancialCareers
- Wipro Technologies - BT Lean Engagement: MBN Dwell Time Reduction
- Wipro Technologies - BT Lean Engagement: Task Closure Rate Improvement

Outsourcing Service Provider of the Year

- 60k - Thomas Cook
- Aegis
- arvato
- HCL Technologies
- Luxoft

Outsourcing Contact Centre Provider of the Year

- 60k - Thomas Cook
- Aegis
- arvato
- Firstsource Solutions
- OpenContact - Go Ape

Outsourcing Advisory of the Year

- DLA Piper
- ELIX-IRR
- Herbert Smith
- Olswang
- Source

Outsourcing Works: Award for Delivering Business Value in Outsourcing

- arvato - Sefton Metropolitan Borough Council
- de Poel - Care UK
- HM Revenue & Customs
- Mahindra IT & Business Services
- RESPONSE - Hiscox

Offshoring Destination of the Year

- South Africa
- Spain
- Sri Lanka

Outsourcing End-User of the Year

- BBC
- HM Revenue & Customs
- National Rail Enquiries

Award for Innovation in Outsourcing

- Aquira - Vodafone
- bss digital – 3SC
- Firstsource Solutions - giffgaff
- Liberata - CapacityGRID
- Liberata - Focused Liability Order Workflow (FLOW)

Award for Academic Achievement

- Dr Albert Plugge - Delft University of Technology
- John Strachan – Baker Hughes
- Kevin Willans – The Co-operative Banking Group
- Lorna Baker – Land Registry
- Richard Smith – HML

Award for Corporate Social Responsibility

- Avasant - The Rockefeller Foundation
- Centrica
- SPi Global

Skills Development Programme of the Year

- IBM
- Infosys BPO Ltd
- ITIDA
- Luxoft
- SQS Group Limited

Shared Service Centre of Year

- Logica, now part of CGI
- Plan-Net
- Specsavers
- Teleperformance and Response – Student Loans Company
- UBS Poland

ENDS

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Notes to Editors

- The National Outsourcing Association (NOA) is a non-profit organisation that represents the interests of outsourcing end users, suppliers and support services. Its focus is on delivering education, excellence and collaboration opportunities in all areas of outsourcing inc. ITO, BPO and KPO.