Shared Services Forum

Announces

4th Shared Services & BPM Excellence Awards and Recognition

Winners to be announced at 4th National SSC & BPM Conclave on 14th November, 2014

Award Brochure

"Champions do not become champions when they win the event, but in the hours, weeks, months and years they spend preparing for it. The victorious performance itself is merely the demonstration of their championship character"

– T. Alan Armstrong

Knowledge Partner

RvaluE™
Realizing Business Value

RvaluE Consulting

"Companies of excellence go the extra mile to achieve what's distinct and valuable."

The last decade has seen the emergence of true adoption of Shared Services & BPM in India. It is possibly the beginning of a new era where we are challenging existing legacies, and building an innovative Global India.

The time is now ripe for **Excellence Awards & Recognition** to those who have achieved Process Agility & Cost Optimization through Business Process Management (BPM). With this intent, the **Shared Services Forum (SSF)**, in collaboration with **RvaluE Consulting as Knowledge Partners**, has instituted **Shared Services & BPM Excellence Awards and Recognition.** These Awards have been established to **honour, recognize and promote BPM strategies** and for demonstrating winning practices.

Awards, Recognitions & Felicitations

Shared Services & BPM Excellence awards are designed to recognize contributions by Companies that are broadly comparable. With this objective, the **2014 Excellence Awards** will be in the following Categories:

- **Shared Services & BPM in India & Subcontinent: Excellence in Servicing for any of the critical Support Service Functions such as Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management and Information Technology Services.**

- **Effective BPM: Excellence in Delivering Business Impact through Transformation and/or by Leveraging Process Excellence & Redesign or Power of Technology in any of the Service Functions – F&A, HR, IT, Operations**

Recognitions

- **Successful Launch of Business Process Consolidation Strategy by Companies/Institutions in India** through Captive or Outsourced Shared Services

Felicitations

We will also felicitate Leaders to honour their stellar contributions. They are selected from among **Distinguished Individuals** who are key leaders in **Global India** to build the BPM space at the **Industry level as well as at the Company level**:

- **Exemplary Pioneering and Thought Leaders -** who introduced and enhanced BPM strategy in Global India by their visionary thinking & strategic execution

Parameters for Judgement:

The Shared Services & BPM Excellence Awards & Recognition is applicable to SSCs & BPM Companies who have excelled in their category. The assessment is based on the strategy and goals of such Operations and how the key strategic drivers are identified/ implemented to deliver value to all stakeholders – customers, employees and shareholders. The focus is on excellence in **seven parameters**, namely **Effective BPM Strategy, Establishing Customer Oriented Practices, Change, Culture & Communication, People & Talent Management, Knowledge Management, Automation and Value Orientation & Maturity.**

Independent Jury:

The Shared Services Forum has constituted an Independent Jury Panel comprising practitioners with proven experience and expertise in business process management and services. The process will be facilitated by the representatives of SSF. RvaluE Consulting, as Knowledge Partners to the Conclave, and SSF have been assigned the role to help in the process of short listing the entries by providing industry perspectives and analysis of various submissions made by companies with Shared Service Operations/BPM strategy.

Process Intended for determining the Awards

1. **Initial Nomination:** Nominations are invited from companies/ institutions who have their Shared Service Operations or BPM strategy established within the Indian Subcontinent

2. **Award Entry Form:** The award entry form as applicable needs to be duly filled in and has to be sent to us at awards@sharedservicesforum.in, to reach us **before 27th October, 2014.**

3. **Additional Information:** Any supplementary information, as required, will be sought and received from specific nominees by 3rd Nov, 2014.

4. **Jury Evaluation:** An independent panel of judges will evaluate and score each application. The panel has leading experts and practitioners in the BPM and shared services arena. Supporting sponsors who helped to make the awards possible have been in no way involved in determining award criteria.

5. **Final Selection:** The Jury will decide upon various stated parameters and ensure comparability of the scores for final selection of winners. A telephonic conversation will be held with the award entrants for any specific clarifications required before final selection.

6. **Workshop on Shared Services & BPM:** The conclave will include various eminent leaders from the Shared Services & BPM domain, sharing their perspectives on Process Agility & Cost Optimization – The Imperatives for Global India

7. **Awards & Felicitation Ceremony:** The Awards, Recognitions & Felicitations will start immediately after the Workshop Session on 14th Nov, 2014, followed by dinner.

Last date for receiving nominations is: Monday, 27th October, 2014

If you wish to participate in the awards, send your organization name, email id and the category you wish to participate in to: awards@sharedservicesforum.in

For more details or any other queries please contact: Manoj Kumar +91-9899990344

Process Intended for Felicitations of Leaders

Parameters for Selection:

The Shared Services & BPM Excellence Felicitations is applicable to exemplary leaders and achievers who have made stellar and unique contribution to BPM in Global India.

The selection of **Exemplary Leaders** is based on their focus on excellence in **six parameters**, namely **Pioneering Leadership in BPM Industry for Global India (Off-shoring or Domestic), Individual Contribution to Industry Growth & Transformation, Entrepreneurial Distinctions, Demonstrated Accomplishments, Sustained Engagement in BPM Space and resulting in Business & Social Impact.**

The selection of **Exemplary Achievers** is based on their focus on excellence in **six parameters** for any particular Company in India, namely **BPM Operations Leadership, Individual Contribution to Company on Strategic Execution, Sustained Focus to Enhance BPM Strategy, Transformation Orientation, Team Management & Governance and Organizational & Business Impact.**

1. **Jury Review:** The Jury Chair and Panel supported by the Knowledge Partners will apply the parameters for short listing of Individuals as Exemplary Leaders for Felicitation.

2. **Information:** The particulars relating to the short listed individuals are drawn from primary and secondary sources of published information available as well as personal interactions with such leaders and collated for discussion with the Jury Panel for selection.

3. **Selection:** Based on the chosen parameters and the above particulars, the Jury Chair & Panel will select the 'Key Leaders in the BPM space for Global India' for Felicitation. **Each Individual's contribution is always unique for the BPM space and therefore, not fully comparable.**

4. **Communication:** The Leaders are individually communicated of their Selection for Felicitation and are requested to honor their presence at the Conclave for Felicitation.

5. **Workshop on Shared Services & BPM:** The Conclave will include various eminent leaders from the Shared Services & BPM domain, sharing their perspectives on Process Agility & Cost Optimization – The Imperatives for Global India.

6. **Award and Felicitation Ceremony:** The Award Ceremony will start immediately after the Workshop Session on 14th Nov, 2014, followed by dinner.

Shared Services Forum with **RvaluE Consulting as Knowledge Partners** have come together to conceptualize and organize the **Annual National Conclave** with a focus on BPM & **Shared Services**. The key objectives of the Conclave are to capture and disseminate understanding/ impact of **Business Process Management (BPM)** by Indian Organizations through Shared Services and hybrid models, spreading and recognizing adoption of BPM & Shared Services in India, fully leveraging the best practices from global shared services and off shoring operations.

Past Conclave Events - 2011 to 2013:

The Shared Services Conclave event was initiated in 2011, in collaboration with **Delhi Management Association**, an LMA **under the umbrella of All India Management Association**. In the past 3 years, all the T**hree National Shared Services (NSS) Conclave** events have been organized successfully **at Le Meridien, New Delhi**. **The Three Conclave Themes so far have been:**
2011 - 'Finance and Accounting Transformation through Shared Services'
2012 – Shared Services as a Strategic Enabler
2013 – Redesigning Business Processes for Competitive Advantage

The NSS is now recognized as a **unique National Event,** with a winning combination of **renowned panel of speakers across many cities, attended by leaders from across the country,** with an evening of celebration for **Excellence & Recognition Awards for Companies across India.**

The NSS events have also now become the occasion for SSF to compile and release of knowledge sharing platform for two such publications: the **First-ever 'Shared Services Survey on Indian Organizations'** and the comprehensive **book on 'Business Process Management: The Inflection Point for Competitive Advantage'**.

In 2014, we are pleased to announce, 4th National Conclave on Shared Services & BPM on 14th November, 2014 at Eros Hotel, Nehru Place, New Delhi. A detailed brochure is separately attached for your reference

Snapshots of Past Conclave Events

The Three Conclave events received the best participation of around 100+ leaders from organizations like **Adani Group, Aircel, American Express, Bharti Airtel, Dr Reddys, Ericsson, Escorts, EXL, Future Group, Hindustan Unilever, ICICI Prudential, Maruti, Mother Diary, Nestle, PwC, Ranbaxy, Religare, Siemens, and Sopra group, many PSUs**, to name a few.

Eminent speakers from India and overseas put forward their ideas and shared their experiences under 4 panel sessions/themes during the day. The **key note speeches** were delivered by **industry leaders** like, Mr. **D Sundaram**, Former Vice Chairman & CFO, Hindustan Unilever and currently, Vice Chairman & MD, TVS Capital

Funds in 2011, and **Mr. Pramod Bhasin,** Vice Chairman, Genpact**, Mr S Ramasundar,** Former CFO, Ranbaxy in 2012, and the speaker's panel included current & former CFOs like **Mr Devang Desai,** Group CFO, Adani Group, **Mr Umang Vohra,** CFO Dr Reddy's Laboratories**, Mr Shantanu Ghosh** from GE& Genpact, **Mr Gilles Boutte** CFO, Volvo Eicher, Mr. Govind Sankaranarayanan, CFO&COO, Tata Capital, Mr Hitesh Vakil, CEO, SCE, Zee Group, Mr Ravi. S Ramakrishnan, Former VP & BL American Express, currently, Founder and CEO, RvaluE, **Mr K Ramesh**, Former CEO of HUL Shared Services, **Mr Nilanjan Roy**, CFO Airtel India and **Mr. Rahul Bishnoi**, Senior Consultant from London.

Institutionalized Awards & Recognition for Excellence in Shared Services

The Conclave included awards for companies that have demonstrated excellence through shared services in India. Many companies participated, governed by a well laid out process and the winners were identified in multiple domains by an accomplished **Jury** comprising: **Mr. V. V. Ranganathan**, Former Sr. Partner E&Y, **Mr. Gaurav Gupta**, Partner, Communications, Media & Technology Practice, AT Kearney, and **Mr. Vivek Gaur**, Former CFO, Genpact & currently, MD, Air Works.

Over the last **three** years, the **Excellence Awards** have been received by renowned companies like **Hindustan Unilever, Dr Reddys, nuFuture Digital (associate of Future Group), Bharti Airtel, ADFC (Associate of HDFC) and ICICI Prudential.** These leading Indian organizations showcased their **success stories of Shared Services and** how it has transformed their businesses**.**

In Year 2013, the Excellence Awards for Shared Services were conferred to:

Tata Motors Limited
(for SSC in India -Single Domain)

Adani Enterprises Ltd
(for SSC in India - Diversified Domains)

ICICI Bank Limited
(for SSC in India – Banking Domain)

ONGC
(for their successful ICE Project)

2012 Award Winners, L-R: Bharti Airtel, Dr. Reddy's, ADFC (An Associate of HDFC) & ICICI Prudential

2011 Award Winners: L-R: nuFuture Digital India and Hindustan Unilever Limited

Indicative List of Sponsoring Organizations in the past:

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INTELLIGENT ENTERPRISES POWERED BY PROCESS
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RANBAXY
VE COMMERCIAL VEHICLES
A VOLVO GROUP AND EICHER MOTORS JOINT VENTURE
pwc
business edge
IFC
KPMG
Thomas

The Event was well covered by the **CFO India Magazine** as part of their cover story in their **October 2012 issue**. **The Post Event report of last year's conclave is available for your reference**. **The Conclave was covered by ZEE News and APN News.**

About the Organizers

Shared Services Forum (SSF)

Shared Services Forum (SSF) has been launched as a National Forum in 2012 to progressively become the **Forum of Interactive Excellence in India, for Shared Services & Business Process Management**, with the strategic intent, to include the following purposes:

- **Shared Services & BPM Strategy:** Help spread Shared Services adoption and Business Process Management in Indian Organizations across private/public sector, SME segments in multiple domains
- **Winning Practices**: Enable exchange of best and winning practices from practitioners, industry leaders, global shared services and BPO Majors to adopt and adapt global practices to requirements of Indian Organizations
- **Knowledge Network**: Build industry network of leaders for knowledge sharing, and help nurture and develop capabilities of leaders to become successful
- **Awards & Recognition**: Honour, recognize, felicitate and promote transformative strategies in Shared Services and BPM as well as exemplary leaders who enable such transformation

RvaluE Consulting

RvaluE Consulting is a niche business process consulting organization with the mission of '**Realizing Business Value**' to its clients, partners and teams. RvaluE Consulting offers **specialized Business Process Management (BPM) services across domains in Sourcing Advisory, Shared Services** and **Process Excellence,** to improve business processes and enhance functional & business performance. The team comes with **strategic**, **operational** and **hands-on experience**, having been part of the global team to set up and grow the pioneering global shared services centre for American Express.

Bringing global and domestic BPM expertise, the RvaluE team has worked with large domestic and global corporations in multiple domains – Pharma, Retail, Manufacturing, Banking, Financial Services, Insurance, Telecom etc., **O**ver the last **9 years**, the team has partnered with Companies to evolve their **BPM strategy** and gained extensive experience during their assignments with more than **12 SSCs** within India and overseas – **both Captive & Outsourced Shared Services** - in **multiple functions including F&A, HR, IT, Supply Chain, and Marketing.** The team has successfully led the **end to end RFP Management** process to spin off one of the largest domestic F&A shared services operations in India for a large Pharma Major.

RvaluE Consulting is an **Authorized Organization** for implementing eSourcing Capability Model **(eSCM),** the global standard for BPO & Shared Services and developed by **Carnegie Mellon University, USA**. The RvaluE team has a special focus on providing **governance leadership on BPM** across segments - private sector, public sector, global shared services, BPO Majors and SME segments - in terms of **building capabilities and adopting best practices of BPM.**