Shared Services Forum
Enabling Process Edge and Competitive Advantage

Announces

6th Annual BPM & Shared Services Excellence Awards and Recognition

AWARDS BROCHURE

6th Annual BPM & Shared Services Conclave Theme:

REBOOTING BUSINESS PROCESS STRATEGY TO OUTCOMPETE
– BUILDING SUSTAINABLE DIFFERENTIATORS FOR GLOBAL INDIA

Winners to be announced at the 6th Annual BPM & Shared Services Conclave December 2nd, 2016 at Le MERIDIEN, New Delhi

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

"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 BPM & Shared Services 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 delivered Business Imperatives using the power of Process Discipline. With this intent, Shared Services Forum, has instituted BPM & **Shared Services Excellence Awards and Recognitions.** These have been established to **honour & promote** Process Discipline and transformative strategies for demonstrating winning practices.

AWARDS, RECOGNITION & FELICITATIONS

BPM & Shared Services Excellence awards are designed to recognize contributions by Companies and Individuals/ Professionals that are broadly comparable.

With this objective, the year 2016 Excellence Awards will be in the following Categories:

- **BPM & Shared Services in India/ Overseas: Servicing for any of the Service Functions such as Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management, Information Technology Services – within India or Overseas**
- **Effective BPM Adoption – Delivered Business Impact/ Achieved Business Excellence by any of the following:**
  - *Leveraging Process Discipline and Innovation in any of the Service Functions*
  - *Transformation in Technology* or digitization *in any of the Service Functions*
  - D*eploying Innovative People practices*
  - *Moving up the Process Value Chain*
  - *Exemplary Customer Experience Management*

  The above Awards will be for two separate sub-categories:
  - **Global In-House Centers**
  - **Corporations and Shared Services in India**
- **Effective Business Process Transformation for a Client by BPO, presenting a Client Case Study demonstrating value delivery**

Recognition

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

Felicitations

Felicitating Leaders/ Achievers to recognize and honour stellar contributions by **Distinguished Individuals** who are key leaders in **Global India** to build the BPM/ Shared Services space at the **Industry level as well as at the Company level**

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.

EMINENT JURY PANEL

V V RANGANATHAN

CO-FOUNDER & CHAIRMAN, COMPASSITES VENTURES INC

Ranga, as he is affectionately called, is a Finance Professional, an Entrepreneur and an Author. He is a published author of three books with raving reviews. He has co – founded many ventures with young talents which are at various stages of growth. Some of his ventures are social enterprises. He is also involved with large foundations that run hundreds of schools all over India as well leading a focused program on supporting economically weak but academically strong students. He was recently awarded 'Sankara Ratna Award' in recognition of his immense contributions towards the good work supporting the social missions of The Medical Research Foundation & The Vision Research Foundation that run the famous Eye Hospital Sankara Nethralaya.

Formerly, he was a Senior Partner with E&Y for many years and led several initiatives of the firm including co – founding & steering the Marquee Global Program – The Entrepreneur of the Year Awards, both in India and Monaco.

RAM S RAMASUNDAR

MANAGING DIRECTOR, BLUE RIVER CAPITAL

Ram S. Ramasundar was born on 1st September, 1950. He has about 38 years of work experience in various organizations such as Hindustan Unilever Limited (as CFO), PepsiCo India (as Director – Operations), Electrolux (as MD/CEO), Ranbaxy Laboratories Limited (as President & CFO) , DLF Hotels (as Senior Executive Director) and Jindal ITF Limited (as Group Director – Finance & Strategy).

After his super – annuation from Jindal ITF Limited, he has been associated with Blue River Capital (a Mauritius registered Private Equity Firm) as Managing Director for the last four years and involved in managing the operations of the portfolio companies and administration of the private equity fund. Prior to this, he has also worked at Unilever Exports (UK) and PepsiCo ((USA and Greece).

In terms of his academic background, he is a commerce graduate (Madras University), Chartered Accountant, Company Secretary and a Management Graduate (Indian Institute of Management, Ahmedabad), having qualified with distinction and merit rank. He has interests in Music, Sports and Books and has written articles and commentaries. His wife, Geetha is a post graduate and currently a home maker. He has one daughter, Sadhana, who graduated in Economics from Grinnell College, IOWA, USA and is currently working with KFC (Yum! Group) in Dallas, USA.

T CHANDRASEKAR

VICE PRESIDENT – FINANCE & CFO, IBM INDIA / SOUTH ASIA

Chandrasekar (Chandru) Thyagarajan has 27 years of experience in finance and operations in Indian and global companies in the areas of business finance, accounting, costing of products and services, business controls and financial risk management, financial restructuring, sourcing of funds, procurement, real estate and transport operations.

Chandru has been with IBM for over 15 years and is currently the Vice President–Finance and CFO for IBM in India / South Asia. Prior to this role, Chandru has held several finance and operations leadership positions in IBM including that of CFO, IBM India/South Asia Domestic Business, COO for Global Business Services,

Services, IBM India/South Asia, CFO for Global Business Services, IBM Growth Markets based in Singapore, CFO for IBM Daksh Business Process Services and finance lead for IBM's global delivery missions located in India. Prior to joining IBM, Chandru worked for 12 years in several Indian companies in the automobile, financial services and IT industries.

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 November 11th, 2016.**

3. **Additional Information:** Any supplementary information, as required, will be sought and received from specific nominees by November 11th, 2016.

4. **Jury Evaluation:** An independent panel of judges will evaluate and score each application. The panel comprises 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 BPM & Shared Services:** The conclave will include various eminent leaders from the Shared Services & BPM domain, sharing their perspectives on achieving Business Imperatives through Process Discipline.

7. **Awards & Felicitation Ceremony:** The Awards, Recognitions & Felicitations will start immediately after the Workshop Session on **December 2nd, 2016**, followed by cocktails & dinner.

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

Last date for receiving nominations is: November 11th, 2016

Shared Services Forum (SSF) with RvaluE Consulting as knowledge partner has conceptualized and has been holding the annual BPM & Shared Services Conclave for six consecutive years now. The key objectives of this event are to capture, recognize and disseminate awareness/ impact of Business Process Management (BPM) by Global Indian Organizations through Shared Services, both captive and hybrid, thereby fully leveraging the best practices from global shared services and off- shoring operations. The 2016 Conclave is aimed to bring specific focus of the industry towards 'continuous rebooting' of business process practices to counter the changing world and achieve enhanced business outcomes, and fully leveraging the best practices from global shared services and off-shoring operations.

Past Conclave Events (2011-2015) – A Snapshot

The journey of SSF began in 2011 with the purpose of sharing the knowledge which was resident with a few leaders of the shared services and outsourcing industry. This journey so far has been extremely successful with its focus progressively widening from Business Process Consolidation (BPC) to a more holistic Business Process Management (BPM). Participants take back not only a myriad of experiences with regards to strategic execution of BPM, but also connections and awards that bring in 'Culture' and 'Value' to the Industry.

Visionary Themes

2011	Finance and Accounting Transformation through Shared Services
2012	Shared Services as a Strategic Enabler
2013	Redesigning Business Processes for Competitive Advantage
2014	Process Agility & Cost Optimization in Service and Support Functions: The Imperatives for Global India
2015	Delivering on Business Imperatives: Unleashing the Power of Process Discipline

An Overview

4	Pioneering Leaders Felicitated
21	Organizations Awarded/ Recognized
5	Research Papers Published
35+	Case Studies Presented
100+	Speakers Shared their Expertise/ Experience
5	Release of SSF Publications

The BPM & Shared Services Conclave event is one of its kind in India, with a winning combination of renowned panel of speakers, and attended by leaders from across the country, followed by an extremely charged-up evening of celebrations for Excellence Awards & Recognition for Leaders & Organizations across the Globe.

Felicitations, Awards & Recognition for Excellence in BPM & Shared Services

The Annual Conclave serves as the platform for recognizing and awarding Organizational Achievements and Professional Excellence, thus setting benchmarks, for Indian organizations to adopt BPM & Shared Services Strategy. These awards and recognitions have been conferred on the following organizations for their exemplary achievements:

Conclave Year	Organizations Awarded/ Recognized
2011	nuFuture Digital India and Hindustan Unilever Limited
2012	Bharti Airtel Ltd, Atlas Documentary Facilitators Company (ADFC) Pvt Ltd (An Associate of HDFC), ICICI Prudential Life Insurance Company Ltd, Dr Reddy's Laboratories Ltd
2013	Tata Motors Ltd, Adani Enterprises Ltd, ICICI Bank Ltd, ONGC
2014	Reliance Industries, Vodafone Shared Services Ltd, Dabur India Ltd, Brandix Mercury Asia (Sri Lanka), ZEE Media Corporation Ltd, VE Commercial Vehicles Ltd, AHL Business Solutions Ltd
2015	Cipla Ltd, Hindustan Unilever Ltd, Tata Motors Ltd, Infosys BPO Ltd, Piramal Enterprises, United Spirits Ltd, and SRF Ltd.

The Felicitations, Awards and Recognitions have so far covered the following categories:

Felicitations

The 2014 Conclave had marked a new tradition of felicitating BPM Industry Leaders with Pioneering Leader Awards to honor their stellar contributions in the BPM space at the Industry level as well as at the Organizational level. **Akhil Gupta** (Vice Chairman, Bharti Group & Executive Chairman, Bharti Infratel Ltd) honoured with the **PIONEERING 'BUSINESS LEADER' IN GLOBAL INDIA** for his Creativity & leading Enterprise-wide Outsourcing & BPM Mission, delivering Value and Business Transformational Impact; and the **PIONEERING 'ENTREPRENEURIAL LEADER' IN GLOBAL INDIA** award was conferred on **Raman Roy** (CMD, Quatrro) for his Creativity & for leading Global Outsourcing missions to India, delivering Value and Impact to Business, Industry & Society.

In the 2015 Conclave too, two Industry veterans were honoured for their stellular contribution to the Industry. SSF honoured **Rakesh Kumar Gupta** (former Managing Director, Allianz Cornhill Information Services) with the **PIONEERING 'BUSINESS LEADER' IN GLOBAL INDIA**, award for his Creativity & Leading Enterprise-wide Shared Services & BPM Mission, delivering Value and Impact to Business, Industry & Society.' Mr Ram Ramasundar, MD of Blue River Capital, read the citation and presented the Award.

Mr Gupta in his message said that "selecting a Tier 2 city such as Trivandrum a decade ago, paid well with extraordinary ROI and has now become a trend." He further added "eSCM helped us in achieving as well as sustaining business performance and I recommend to all GICs and SSCs to adopt this global framework. "

The **PIONEERING 'BPM ACHIEVER' IN GLOBAL INDIA** award was conferred upon **K Ramesh** (former Head HUL Shared Services & currently CEO Rural Shores) for Creativity & Leading Enterprise-wide BPM & Shared Services Mission, delivering Value and Business Transformational Impact.

Mr T Chandrasekar (CFO, IBM) read the citation and presented the Award on behalf of SSF. "Consolidation of processes into Shared Services is the best approach to bring about Process Discipline. There is no way Business can be seen in isolation of business process – they are very much interconnected to manage risks for business and sustain growth" said Mr K Ramesh and thanked SSF and Jury for this honour.

Awards

In the year 2015, SSF Excellence Award for companies included 4 awards for BPM & Shared Services.

- Shared Services in Indian Subcontinent: Servicing for any of the Service Functions such as Finance & Accounting (F&A), Human Resource (HR), Supply Chain Management, Operations, Customer Life Cycle Management, Information Technology Services – for locations within India or including Overseas

- Effective BPM adoption – Delivered Business Impact/Achieved Business Excellence by any of the following:
  - Leveraging Process Discipline and Innovation in any of the Service Functions
  - Technology Transformation or digitization in any of the Service Functions
  - Deploying Innovative People practices
  - Moving up the Process Value Chain

- Effective Business Process Transformation for a Client by BPO, presenting a Client Case Study demonstrating value delivery

Cipla Limited
Shared Services in India – Single Domain

Tata Motors Limited
Delivering Business Impact through Process Excellence

Infosys BPO Limited
Effective Business Process Transformation for a Client

Hindustan Unilever Limited
Delivering Business Impact by Moving Up the Process Value Chain

Recognition

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

Piramal Enterprises Limited

United Spirits Limited

SRF Limited

About the Organizers

Shared Services Forum (SSF)

Shared Services Forum (SSF) has been launched to progressively become the Forum of Interactive Excellence in India for BPM & Shared Services, with the strategic intent, inter alia, to include the following purposes:

BPM & Shared Services Strategy: Help spread Shared Services adoption and Business Process Management in Indian Organizations across private/public sector, large/medium/small/rural enterprises and multiple domains/ verticals

Winning Practices: Enable exchange of best/ next and winning practices from practitioners and industry leaders, and adapt global practices to apply to requirements of Indian Organizations

Community Network: Build industry network of leaders and help nurture/develop the capabilities of leaders to become successful

Awards & Recognition: Honour, recognize and promote transformative strategies for Shared Services as well as Leaders who enable such transformation

Publications: SSF compiles and releases knowledge-sharing publications, like Research Papers, Survey Reports, Quarterly Journal, BPM books, White Papers, etc., consistently. These publications serve as a tool to innovate further, thus improving business efficacy.

Knowledge Partner

SSF leverages the immense global and India BPM industry experience of RvaluE Consulting in multiple domains, across many functions and in all forms of operating models. They come with a strong association with the BPM ecosystem within India – Global Captives, Indian Corporations, Shared Services, BPO Majors, Pioneering Research & Publications, Industry Models & Standards etc., and draw upon their expertise to enable SSF to become a unique platform for enabling BPM Excellence in Global India.

RvaluE™
Realizing Business Value