

Shared Services & Outsourcing Impact Awards

SSON's Shared Services & Outsourcing Impact Awards is a globally recognized, annual industry awards ceremony, which honors and celebrates SSC and service delivery teams who have exceeded industry standards in their SS&O initiatives.

Deadline for Awards Applications: Friday, December 17, 2018

Award Finalists Announcement: January 31, 2019

Award Winners Announcement: Wednesday, March 13, 2019 at the Impact Awards Gala

[Automation Impact Award – Apply for this award here!](#)

Automation can take many forms, movement to workflow technology, self-service system, Robotic Process Automation and even in some cases Artificial Intelligence, the options are endless. This award category is focused on the strategic automation methodology that is being used, benefits, and hard improvements that the automation have brought to a shared services organization.

[Business Transformation Impact Award – Apply for this award here!](#)

Today's shared services operating models are the engine behind transformation. As companies transform themselves along the key pillars of the 21st Century Enterprise - Customer Engagement, Changing Nature & Value of Assets, Everything-as-a-Service and Workforce of the Future - how are companies successfully leveraging the Business Services operating model to advance the 21st Century Enterprise Operation Model? This award category is focused on the strategy, improvement methodology, benefits, and hard improvements that have been made by shared services organization.

[Change Management Impact Award – Apply for this award here!](#)

Regardless of where your organization may be on the maturity spectrum of shared services, change is a constant, and the ability to manage change as part of your day-to-day operations is crucial to ensure the cultural transformation needed for execution and growth. This award category is focused on the strategy, improvement methodology, employee engagement techniques, benefits, and hard improvements that a shared services organization have made to navigate through change.

[Creative Talent Management Impact Award – Apply for this award here!](#)

Managing talent effectively is a major challenge at every SSO. Coupled with the digital age now redefining business roles, SS leaders are being asked to expand their existing competencies with in-depth knowledge of technology and analytics, as well as broader leadership and business partnering skills. This award category is focused on the strategy, skill sets, improvement methodology, the rise of digital talent, benefits, and hard improvements that a shared services organization have made to talent management.

[Customer Centricity Impact Award – Apply for this award here!](#)

As customer expectations and behaviors have caused seismic shifts across entire industries and business models, companies have enhanced their focus on customer experience through front, middle and back office processes. This category will focus on how business services utilizing traditional Customer Experience (CX) tools – e.g. journey mapping, design thinking – to achieve a consistent and seamless experience across all of the touchpoints with both internal and external customers. This award category is focused on the strategy, methodology, benefits, and hard improvements a shared services organization has made to improve the focus on the customer.

[Process Improvement & Value Creation Impact Award – Apply for this award here!](#)

Process improvement can take many forms: Eliminating waste in operations, eliminating friction points for customers, process redesign as part of six-sigma, innovations in process outcomes or even training related processes. Value creation means delivering shareholder value in terms of either top-line growth, bottom-line improvements or even experience related value. This award category is focused on the strategy, improvement methodology and benefits/hard improvements in process improvement and value creation that have been made by a shared services organization.

How are they judged?

All applications are judged by leading practitioners who have been selected for their experience across multiple industries and are exemplary members of the services delivery community. Winners are selected through unanimous agreement between the judges – and since SSON and its vendor partners have no influence on decisions, winning an award is a genuine honour and nod to the team's hard work.

Where will the award winners be announced?

Winners are announced onsite at the 23rd Shared Services & Outsourcing Week during the Impact Awards Gala on Wednesday, March 13th.

****It is not required to attend the Gala Dinner to submit an application****

What happens if I win?

Aside from the honor (and bragging rights), all Awards Winners receive:

- Prestigious Crystal Award
- Published coverage on www.ssonetwork.com as well as other press distribution sites
- Featured articles and interviews by Barbara Hodge, SSON Editor; and potentially additional publications
- Social media coverage and inclusions through Facebook, Twitter and LinkedIn

Terms and Conditions

- In the event your organization becomes a finalist or a winner of an Award, you consent to your company's name being used in promotion for the awards program, either by IQPC directly, or by a third party member of the media covering the awards program and/or awards ceremony.
- Only one entry per company per category will be accepted but you may enter all categories if you wish!
- By submitting your application you hereby accept that you have reviewed the rules and regulations for entries, and agree that all information contained within each entry is 100% accurate.

