

First launched nearly 20 years ago, SSON's **Shared Services & Outsourcing Impact Awards** are globally recognized, annual industry awards that honor and celebrate Shared Services by recognizing *their measurable impact on enterprise operations*.

**Automation Impact Award**

**About This Award**: Automation has changed the nature of SSO/GBS work over the past decade plus. The impact of automation on service delivery can take many forms – workflow technology, self-service systems, Robotic Process Automation, and now also Artificial Intelligence. The options are endless and ever-expanding. This Automation Impact award is focused on the strategic automation methodology being implemented, its benefits, and the hard, quantifiable impact that the automation has brought to shared services.

**How to apply for the North America Impact Awards:**

Please email the completed application forms to Will Thomae ([will.thomae@ssonetwork.com](mailto:will.thomae@ssonetwork.com)) with the subject: SSON Impact Award Application – Automation Impact Award – [Your Company Name]

* Important Dates
  + Applications Due: Friday, August 29th, 2025
  + Finalist Announcement: Monday, September 22nd, 2025
  + Winners Announcement: Onsite at SSOW LATAM Bogota - Tuesday, October 21st, 2025

**How are the Impact Awards judged?**

All applications are judged by a panel of industry experts – practitioners who have been selected based on their broad experience within Shared Services. As such, the Impact Award judges are exemplary members of the services delivery community. Winners are selected through unanimous agreement between the judges. SSON has no influence on the judges’ decisions, so winning an award is a genuine honor and acknowledgement of the winning team’s success, impact – and hard work.

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| **Note: If a vendor chooses to apply for an award in their client’s name, this will only be acceptable where the client is named, and the client signs off on the award. Alternatives will not be considered.** |

**What happens if I win?**

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

* Prestigious Crystal Award to exhibit at your office
* Press coverage on [www.ssonetwork.com](http://www.ssonetwork.com) as well as other press distribution sites
* 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.
* No additional documents are to be submitted as part of the application. PowerPoint Presentations and Video Submissions will not be accepted or considered. The word count limitation must be adhered to.
* Third party providers/vendors who run their own Shared Services or GBS may enter for an award, but they must apply on behalf of their Shared Services/GBS only. Other applications will not be accepted.
* By submitting your application, you accept that you have reviewed the rules and regulations for entries and agree that all information contained within your entry is 100% accurate. The SSON team will use information provided in this application for relevant collaterals, including brochures, websites, social media posts, certificates and trophies (where relevant). SSON will not be responsible for any misinformation provided by the submitting organization.

- Begin Application –

**General Information**

**Your Organization:**

|  |  |
| --- | --- |
| **COMPANY** |  |
| **SSO/GBS NAME** |  |
| **CONTACT NAME/JOB TITLE** |  |
| **EMAIL ADDRESS** |  |
| **PHONE NUMBER** |  |
| **ADDRESS TO SEND AWARD TO** |  |

**This application represents a Shared Services Center(s) located in the following geographic area (note that you can only apply for an award in a region IF you have a Shared Services operation/center in that region):**

Asia/Pacific

Europe

Latin/South America

Middle-East/Africa

North America/Canada

Australia/New Zealand

Specific Country/Countries

**\*\*\* Applications for the regional Impact Awards will be accepted only on the proviso that you have a Shared Services Center/Operation located in the region \*\*\***

**Do you grant IQPC the right to publish key metrics and promote you as an Award winner?**

Yes, we grant IQPC the right to publish key metrics if we become finalists

Yes, should we win, we grant IQPC the right to promote us as award winners

No, we do not grant IQPC permission to publish key metrics

**What best describes your organization’s industry?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agriculture |  | Metal & Mining |
|  | Banking and Financial Services |  | Retail |
|  | Defense & Aerospace |  | Technology & Telecoms |
|  | Energy & Utilities |  | Transport & Logistics |
|  | Infrastructure & Construction |  | Travel & Hospitality |
|  | Insurance |  | Public Sector |
|  | Life Sciences & Healthcare |  | Professional Services |
|  | Manufacturing |  | Religious, charity and social organizations |
|  | Media & Entertainment |  | Other: |

|  |  |
| --- | --- |
| **HEAD OF SSO – Name/City/Country** |  |
| **Date Shared Services Operations Started in this region (MM/DD/YY)** |  |

**What is the total FTE (Full Time Equivalent) headcount in your SSO/GBS IN THIS REGION:**

**…. considering only captive team members?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 – 100 |  | 500 – 1,000 |
|  | 100 – 500 |  | > 1,000 |

**…. considering only outsourced team members?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 – 100 |  | 500 – 1,000 |
|  | 100 – 500 |  | > 1,000 |

**What is the total FTE (Full Time Equivalent) headcount in your SSO/GBS GLOBALLY considering captive AND outsourced team members?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1 – 100 |  | 500 – 1,000 |
|  | 100 – 500 |  | > 1,000 |

**Which geographies do your Shared Services (in the region you are applying for) provide services to? (select all that apply)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Global |  | Middle East |
|  | North America/Canada |  | Africa |
|  | Caribbean, Central & South America (LatAm) |  | Asia |
|  | Western Europe |  | Australasia |
|  | Eastern Europe |  |  |

**What functions do your Shared Services (in the region you are applying for) support? (select all that apply)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Procurement |  | HR |
|  | IT |  | Real Estate/Facilities |
|  | Finance & Accounting: Please specify your process if applicable (i.e. P2P, AP, O2C, R2R, etc.) |  | Other – Please specify |

**Customer Information – Scope of Shared Services**

**Regarding all business units served by your Shared Services (in the region you are applying for) applying for this award:**

Number of total business units served

Number of employees in these business units

Number of countries you are servicing

**Your Automation Impact Award Application**

**Please note:** The key “showcase” this Impact award application is based on **must relate to initiatives/achievements from the past year**. Judges are looking for measurable, quantifiable impact against a starting base line.

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| **Overview** |

**In 200 words, please provide a brief synopsis of your organization and your Shared Services Model and describe the Automation initiative your application is based on:**

**Strategy**

Please describe the background and business context that led to this Automation initiative being introduced to your SSC(s) by specifically answering these questions. Please respond to each question in 100 words max and provide supporting metrics and data.

1. Please describe the Automation initiative. What were a) the baseline/situation and b) the key pain points that led to the Automation initiative, and how were these linked to business priorities?
2. What were the specific target outcomes/objectives of this Automation initiative? (e.g. improve customer experience, etc.)
3. What was the business case you proposed to greenlight this transformation?
4. How did you build the Automation team? Did you have the skills available in-house, did you recruit externally, or did you use consultants?
5. Which specific processes/functions were affected in this program (i.e., were automated)?

**Methodology**

Please describe the methodology(s) underpinning this Automation initiative by specifically answering these questions. Please respond to each question in 100 words max. Please provide supporting metrics and data.

1. What improvement methodology(s) (e.g. Lean, Six Sigma, Kaizen, etc.) did you implement, and how did you tailor them to your requirements?
2. What were the specific steps taken and the timeframe of the Automation roadmap?
3. What technology(s) and analytics did you use, and did this involve new investments? Why were these technologies/analytics key?
4. How did you engage/communicate with the SSC/GBS team and customers throughout this transition?
5. How did you manage “change” and address resistance, both within the SSC/GBS and in stakeholder groups/customers?

**Results/Impact**

Please describe the measurable results (impact) resulting from this Automation initiative by specifically answering these questions. Please respond in 100 words max to each question. Please provide supporting metrics and data.

1. What was the measurable impact of this Automation initiative on the SSC/process/function, and what was your starting baseline? List the specific metrics and values, e.g., cost reductions, efficiency improvements, reduction in error etc. with clear metrics. What is your measure of success?
2. Did you meet the original target (impact) of the Automation? If not, why, and what was the gap?
3. How has the Automation impacted the enterprise beyond the metric listed above (Q1): e.g., in terms of competitive advantage, culture, engagement, value-add, etc.?
4. How has the impact of Automation been recognized/celebrated/communicated internally (and externally)? Has this been reflected in employee/customer satisfaction or engagement metrics?
5. Have there been other, unexpected benefits or consequences of this Automation?

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | | **Challenges Overcome**  Please describe challenges and hurdles you faced during the Automation initiative, and how you overcame these by specifically answering these questions. Please respond in 100 words max to each question.   1. What was your single biggest challenge to overcome in this Automation initiative and how did you do this? 2. Which of your stakeholder groups offered most resistance and why? 3. How did you develop a targeted communications/change management approach to ensure you engaged resisters, as well as other stakeholders? 4. How did you bring stakeholders into your transformation initiative/teams, and how did you engage them successfully? 5. What was the single most effective action you took to bring stakeholders on board, and which groups were most supportive of the transformation?   **Lessons Learned:**  What are three lessons you have learned from this experience / achievement? Please explain with a paragraph each.   |  | | --- | | Thank You!  Your application has been completed.  Please email this application and any supporting documents to [[event](mailto:will.thomae@ssonetwork.com) producer]. | | |