

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*.

**Service Provider of the Year Award**

**About This Award**: Service providers form an invaluable part of the service delivery ecosystem. For those SSO/GBS that elect to use a third party BPO (business process outsourcer), the resources they can tap, along with the expertise and technology thus offered, are core reasons for outsourcing. There are hundreds of service providers that Shared Services Organizations can utilize to help improve their processes, apply their technologies and achieve a higher level of service for internal customers. This award category is focused on singling out a service provider that has improved an SSO’s impact and efficiencies beyond the original scope – and which has, therefore, become an invaluable partner – not only to the SSO, but the business, as well.

**How to apply for the SSON Impact Awards:**

Please email the completed application forms to [will.thomae@ssonetwork.com](mailto:will.thomae@ssonetwork.com) with the subject: SSON Impact Award Application – Service Provider of the Year - **Your Company Name**

* **Important Dates**
  + Applications Due: Friday, January 16th, 2026
  + Finalist Announcement: Wednesday, February 18th, 2026
  + Winners Announcement: Wednesday**,**March 18th, 2026

**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.

**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](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.

**General Information**

**Your SSO/GBS Organization:**

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

**This application represents a Service Provider operating in the following geographic area (note that you can only apply for an award in a region IF you have an operation 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 only be accepted 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 applying for this award:**

Number of total business units served

Number of employees in these business units

Number of countries you are servicing

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your Service Provider of the Year Award Application**

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

|  |
| --- |
| **Overview** |

**In 300 words, please provide a brief synopsis of your organization and your Shared Services Model. Please also describe the service provider you are nominating, the services it provides, and why the BPO is noteworthy:**

**Strategy**

Please describe the background and business context that led to the Service Provider being introduced in 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 a) the baseline / situation prior to the BPO; and b) the key pain points that led to the BPO’s introduction. How were these linked to business priorities?
2. What were the specific target outcomes/objectives of the BPO engagement? (e.g. improve customer experience, etc.)
3. What was the business case you proposed to greenlight the BPO integration?
4. How did you build the project management/integration team?
5. Which specific processes/functions were affected in this BPO project?

**Methodology**

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

1. What were the specific steps taken and the timeframe of the BPO implementation roadmap?
2. Did you tailor the approach to your needs? How and why?
3. How was your team prepared for the BPO engagement? What was involved?
4. How did you manage “change” and address resistance, both within the SSC/GBS and across stakeholder groups/customers throughout the BPO integration?
5. How did you bring the SSO team and your customers on this journey?

**Results/Impact**

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

1. What is your measure of success for this BPO project?
2. What are some examples of measurable impacts of the BPO on the SSC/process/function compared to the starting baseline? List specific metrics/KPIs/values.
3. Did you meet the original target (impact) of the BPO project? If not, why, and what was the gap?
4. How has the BPO impacted the enterprise beyond the metrics listed above: e.g., in terms of competitive advantage, value-add, etc.?
5. How has the impact of this BPO been recognized/celebrated/communicated internally (and externally)? Has this been reflected in employee/customer satisfaction or engagement metrics?

**Challenges Overcome**

Please describe challenges and hurdles you faced during the BPO project, 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 BPO integration 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 integrate and engage the BPO provider into change management initiatives?
5. What was the single most effective action you took to bring stakeholders on board, and which groups were most appreciative of the impact/result?

In 200 words, please explain what differentiates this BPO from its competitors.

In 300 words or less, please provide a summary quote that outlines the impact and real benefit this BPO has provided to your Shared Services.

Thank You!

Your application has been completed.

Please email this application and any supporting documents to [[event](mailto:will.thomae@ssonetwork.com) producer].