

WHERE EXCELLENCE MEETS COMMUNITY

Celebrating Shared Services Together

ssen Impact Awards

MARCH 18, 2026 at the SSOW Black-Tie Awards Gala

sharedservicesweek com/awards

SSON'S NORTH AMERICAN IMPACT AWARDS

Welcome to the prestigious North American Impact Awards—an annual celebration that is the gold standard in recognizing the boldest innovations and most outstanding achievements in shared services and global business services. Each year, we gather industry leaders to spotlight those who have transformed operations, delivered measurable value, and redefined what excellence looks like.

This is your moment to take center stage. Showcase your team's hard work, vision, and success at a premier black-tie gala during Shared Services & Outsourcing Week. Apply today and let your excellence be seen!



WHO CAN ENTER?

The 2026 SSON North American Impact Awards are open to all shared services initiatives, campaigns, or programs in the North American region.

- Organizations must have an office in North America, and the submission must be based on work carried out in the region.
- Organizations may submit applications to two categories per company, and only one entry per category.
- The SSON Impact Awards recognize outstanding SSO/GBS Organizations. We
 accept applications from practitioners representing their in-house SSO/GBS.
 Any submissions from professional services firms, technology providers, and
 other solution experts must submit on behalf of a named client. Submissions
 from professional services firms, technology providers, and other solution
 experts without a named client will not be accepted.

JUDGING CRITERIA

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. Applications are weighed on 5 key categories:

- **OVERVIEW** How well your organization presents its submission (flow and structure, clarity, relevant metrics, etc.).
- 2 STRATEGY How well your organization planned its strategy.
- **METHODOLOGY** How well your organization executes its methodology.
- RESULTS ACHIEVED Effectiveness of your organization's strategy.
- **CHALLENGES** How well your organization navigated the challenges involved in executing your strategy.

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 honor and nod to the team's hard work.

IMPORTANT DATES



Awards Open: September 15th, 2025



Submission Deadline: **January 16th, 2026**



Finalists Announced: February 18th, 2026



Winners Announced:
March 18th, 2026
at the SSOW Black-Tie
Awards Gala





measurable way, demonstrating clear, tangible benefits to service delivery performance.

APPLY TODAY



BUSINESS RESILIENCE IMPACT AWARD

The pandemic forced organizations to rethink how they maintain stability during crises. Shared services teams at the front lines of business operations have strengthened continuity strategies to ensure lasting security. This award honors programs that have successfully reinforced crisis response, risk management, and long-term operational resilience.

AWARDS CATEGORIES



CHANGE MANAGEMENT & BUSINESS TRANSFORMATION IMPACT AWARD

Transformation can manifest through new delivery models, enhanced expertise, digital acceleration, or preparing the workforce for the future. Yet transformation is only successful when change is managed effectively at every level of the organization. This award celebrates shared services teams that have executed strategic improvement programs, achieved measurable benefits, and navigated rapid change with skill and agility.

APPLY TODAY



CREATIVE TALENT MANAGEMENT IMPACT AWARD

Building and sustaining exceptional teams requires more than traditional talent practices. Whether it's developing future leaders, fostering digital skills, or cultivating a culture of accountability, innovative talent management is key. This award recognizes strategies and initiatives that have strengthened workforce capabilities, delivered measurable improvements, and elevated talent as a driver of organizational success.

APPLY TODAY



CUSTOMER CENTRICITY IMPACT AWARD

Delivering exceptional customer experiences requires more than meeting expectations. It's about anticipating needs and shaping every interaction. Shared services organizations are increasingly embedding customer-first thinking into all operations. This award spotlights initiatives that have implemented strategies, tools, and measurable improvements to provide seamless and consistent experiences at every touchpoint.



AWARDS CATEGORIES



FINANCE TRANSFORMATION IMPACT AWARD

Finance functions are transforming beyond cost control to deliver faster insights, standardized processes, and technology-driven decision-making. This award highlights projects that have redefined finance performance, and produced clear, quantifiable improvements when measured against the original baseline.

APPLY TODAY



HUMAN RESOURCES IMPACT AWARD

Modern HR organizations are reimagining employee experiences while leveraging digital tools to reduce costs and increase efficiency. This award honors HR transformations that have achieved tangible results, whether through analytics, personalization, workforce innovation, or better talent partnerships that demonstrate meaningful impact on both the business and employees.

APPLY TODAY



PROCESS IMPROVEMENT & VALUE CREATION IMPACT AWARD

Shared services teams are driving efficiency, removing operational friction, and delivering measurable business value. Whether through process redesign, innovation, or continuous improvement programs, this award recognizes organizations that have executed strategies producing significant cost savings, growth contributions, or enhanced experiences for stakeholders.



AWARDS CATEGORIES



SERVICE PROVIDER OF THE YEAR AWARD

Third-party partners play an essential role in enhancing service delivery. For organizations leveraging BPO providers or other external partners, the true test of success is impact beyond the initial contract. This award acknowledges a service provider that has delivered exceptional value, operational improvements, and strategic partnership to shared services teams and the broader enterprise.

APPLY TODAY



TECHNOLOGY OF THE YEAR AWARD

Breakthrough tools and platforms are redefining how shared services create impact. This award celebrates a single technology solution, either newly deployed or significantly expanded, that has delivered substantial improvements to performance and has become indispensable to the organization.





IS THERE ANY COST INVOLVED FOR AWARDS SUBMISSION?

There is no cost, or prerequisite requirements to enter the awards. All companies, regardless of maturity stages, who aspire to excel in their shared services journey, are encouraged to participate. The SSON Impact Awards – Winners' Announcement will be done on March 18th, 2026, at Shared Services & Outsourcing Week.

WHERE CAN I DOWNLOAD THE APPLICATION FORMS?

You may access the application forms from our website, or email Will Thomae at Will.Thomae@ssonetwork.com.

HOW DO I SUBMIT THE APPLICATION FORMS?

Please e-mail Will.Thomae@ssonetwork.com with your completed application(s). Be sure to read the instructions on the form to format your email correctly for processing.

HOW MANY APPLICATIONS CAN BE SUBMITTED BY ONE ORGANIZATION?

We are limiting submissions to three categories per company, and only one submission per category. Make sure you speak with your teams to avoid multiple submissions and focus on which qualities your SSC embodies the closest.

DO WE NEED TO SUBMIT ANY ADDITIONAL DOCUMENTS?

You may submit supporting documents (graphs, charts, illustrations, videos* etc) or supporting images (photos, articles etc.) alongside the application form. Do NOT attach supporting documents or images to your completed application.

We encourage applications that demonstrate "excellence achieved"— i.e. measurable, tangible and verifiable results that reflects the success of your shared Sservices strategy.

*For videos, you may upload them into any video- sharing websites – e.g. YouTube. Set the privacy setting to "Unlisted" so that the video is accessible to only those with the link. Include the direct link in your entry submission document. If you include a password for protection, please include the access password in your document.

HOW CAN I ATTEND THE AWARDS GALA?

To win your award, all finalists must attend the Awards Gala on Shared Services & Outsourcing Week from March 18th, 2026, at the Rosen Shingle Creek Hotel in Orlando.

Each finalist receives one free pass to the gala, regardless of the number of categories. This pass does not include a ticket to the SSOW event. You can find more information on purchasing additional tickets to attend SSOW and the Awards Gala here:

TICKETS

Have a question that you don't see here? View the Awards FAQs on our website for more information:

AWARDS FAQS





Automation Impact Award



Change & Business
Transformation Impact Award



Creative Talent Management Impact Award



Customer Centricity Impact Award

T Mobile



Finance Impact Award





Human Resources Impact Award



Process Improvement & Value Creation Impact Award

Johnson&Johnson

Service Provider of the Year Award



Technology of the Year Award



