

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*.

**Technology of the Year Award**

**About This Award**: There are hundreds, if not thousands, of technologies that Shared Services can utilize to improve their performance and outputs. This award category is focused on singling out one technology solution that has significantly impacted a Shared Services’ performance to the extent that it has become invaluable. This application could relate to a new implementation, or expanded use of an existing technology.

**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 – Technology of the Year Award - **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 GBS 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

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

**Technology of the Year Award Application**

**Please note:** The key technology 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 200 words, please provide a brief synopsis of your organization and your Shared Services Model, and describe the technology you are nominating, what it does, and why it is noteworthy:**

**Strategy**

Please describe the background and business context that led to this technology being implemented/expanded 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 implementation; and b) the key pain points that led to the tech implementation/expansion. How were these linked to business priorities?
2. What were the specific target outcomes/objectives of this technology? (e.g. improve customer experience, etc.)
3. What was the business case you proposed to greenlight this implementation?
4. How did you build the tech implementation team? Did you have the skills in-house, did you recruit externally, or did you use consultants/vendors?
5. Which specific processes/functions were affected in this implementation?

**Methodology**

Please describe the methodology(s) underpinning this tech implementation 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 tech implementation roadmap?
2. Did you tailor the solution to your needs? How and why?
3. How was your team trained on the tech solution – what was involved?
4. How did you manage “change” and address resistance, both within the SSC/GBS and across stakeholder groups/customers throughout the tech implementation?
5. How did you bring the SSO team and your customers on the journey?

**Results/Impact**

Please describe the measurable results (impact) resulting from this technology 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?
2. What were 3 case studies/examples of measurable impacts of this technology on the SSC/process/function compared to the starting baseline for each? List specific metrics/KPIs/values/metrics (write 300 words max on each example – 900 words total).
3. Did you meet the original target (impact) of the tech implementation? If not, why, and what was the gap?
4. How has the technology 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 technology 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 technology implementation, 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 tech implementation 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 tech vendor into your implementation?
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 technology from its competitors.

In 300 words or less, please provide a summary quote that outlines the impact and real benefit this technology 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].