

International ICT Awards – Philippines 2010
March 25, 2010

Nomination Closing Date: Received by 28 February 2010



Categories: (please tick)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | 1. BPO Company of the Year |
| <input type="checkbox"/> | 2. BPO Employer of the Year |
| <input type="checkbox"/> | 3. Shared Services Excellence Company of the Year |
| <input type="checkbox"/> | 4. Non-Voice Excellence of the Year |
| <input type="checkbox"/> | 5. Best New BPO Locator of the Year |
| <input type="checkbox"/> | 6. Fastest Growing BPO Company of the Year |
| <input type="checkbox"/> | 7. Most Innovative BPO Company of the Year |
| <input type="checkbox"/> | 8. ICT Individual Contributor of the Year |

Nominator Contact Information:

Name of nominee : _____

Contact person : _____

Designation : _____

Organization : _____

Address : _____

Telephone : _____

Fax : _____

Email : _____

AWARDS CRITERIA

Nomination process

Companies may nominate themselves or may be nominated by anyone from the general public. Nominations for awards for individuals may be submitted by the individuals themselves, anyone from the general public, or the judges.

Deadline for Nomination Submission is Sunday February 28th, 2010

Finalists for each category are voted on and chosen by the Awards Judging Board.

Finalist will be announced by March 18, 2010 and the Winners of each award will be presented during the Awards night on March 25, 2010.

Note: All submissions are confidential and will be shared only amongst the designated Judging committee to be used for assistance in the judging process.

Who may enter

Any company involved in providing business process outsourcing (BPO) services to offshore client organizations from Philippines during the year 2009 can be considered for the award. The company may provide services to internal clients (as a captive BPO) or to external clients (as a non-captive BPO). The services provided may be voice, non-voice, or IT-enabled. ***There is no fee for submission of nominations. Companies and finalists are encouraged to support the event and promotion of the ICT sector by attending the Awards Night.***

1. BPO Company of the Year

Open to any company, whether captive or third-party providers, based in the Philippines involved in providing business process outsourcing (BPO) services from the Philippines to offshore client organizations. Only pure BPOs serving international clients may be nominated for this award. (All judging criteria below refer to activity and accomplishments in CY2009.)

Judging criteria:

- 1) Size and growth in revenue and employees
- 2) Size, quality, and diversity of international clients (internal or external)
 - Size: revenue and employees
 - Quality: awards, citations, testimonials
 - Diversity: services provided
- 3) Depth and breadth of competencies as demonstrated through industry recognition, relevant certifications; investment in the development of people, processes, and technologies; and testimonials from clients, employees, other stakeholders
- 4) Evidence of management capabilities as reflected in the experience and accomplishments of the business's top leaders and the business's investment in management systems that ensure outsourcing success
- 5) Evidence, such as evaluations and testimonials from beneficiaries and other involved groups, of involvement in corporate social responsibility initiatives
- 6) Strong evidence, including testimonials from industry and other stakeholders, of actively supporting the international ICT industry in Philippines

2. BPO Employer of the Year

Open to any company, whether captive or third-party providers, based in the Philippines involved in providing business process outsourcing (BPO) services from the Philippines to offshore client organizations. Only pure BPOs serving international clients may be nominated for this award. (All judging criteria below refer to activity and accomplishments in CY2009.)

Judging criteria

- 1) Leadership
 - All levels of the organization are aligned in articulating, explaining, and confirming the company's vision, mission, values, business goals, policies, and programs at a level that is appropriate to their role.
 - Company policies and programs support good corporate governance and such practice is evident at all employee levels.
- 2) Strategic HR with particular focus on effective employee retention strategies
 - Number of employees
 - Employee retention rate
 - Percentage of new hires in the previous year
- 3) Commitment to continuous improvement by encouraging and nurturing the value of learning and a mindset of excellence through continuous training and development
 - Percentage of gross income spent on training and development
 - Conversion to full-time employment of "near-hires"
- 4) Involvement in corporate social responsibility (CSR) initiatives
 - Participating in sustainable CSR projects
 - Level of involvement of employees in all levels of the organization
- 5) Strong evidence of actively supporting the international ICT industry in the Philippines

3. Shared Services Excellence of the Year

Open to captive or shared services operators only, with minimum 100 employees at the end of 2009 involved in providing services from the Philippines to their company's global network.

Judging criteria

- 1) Size and growth in revenue and employees
- 2) Size, quality, and diversity of international clients (internal or external)
 - Size: revenue and employees
 - Quality: awards, citations, testimonials, retention
 - Diversity: services provided
- 3) Depth and breadth of competencies as demonstrated through industry recognition, relevant certifications; investment in the development of people, processes, and technologies; and testimonials from clients, employees, other stakeholders
- 4) Evidence of management capabilities as reflected in the experience and accomplishments of the business's top leaders and the business's investment in management systems that ensure outsourcing success
- 5) Evidence, such as evaluations and testimonials from beneficiaries and other involved groups, of involvement in corporate social responsibility initiatives
- 6) Strong evidence, including testimonials from industry and other stakeholders, of actively supporting the international ICT industry in Philippines

4. Non-Voice Excellence of the Year

Open to any company, whether captive or third-party providers involved in providing non-voice business process outsourcing (BPO) services from the Philippines to offshore client organizations. Only pure BPOs serving international clients may be nominated for this award. (All judging criteria below refer to activity and accomplishments in CY2009.)

Judging Criteria

- 1) Presence of different lines of business spread across Business Process Outsourcing, IT Outsourcing and Engineering Services Outsourcing.
- 2) Proven competencies in each line of business serviced as manifested by performance metrics, client satisfaction surveys (end-user) and client feedback.
- 3) Most number of domains serviced such as Banking and Finance, Telecommunications, Healthcare, Automotive, etc...
- 4) Innovation: Capturing non-traditional and value added areas of outsourcing

5. Best New BPO Locator of the Year

Open to any company, whether captive or third-party providers, that set up in the Philippines in CY2008 involved in providing business process outsourcing (BPO) services from the Philippines to offshore client organizations. Only pure BPOs serving international clients may be nominated for this award. (All judging criteria below refer to activity and accomplishments in CY2009.)

Judging criteria

- 1) Size and growth in revenue and employees
- 2) Size, quality, and diversity of international clients (internal or external)
 - Size: revenue and employees
 - Quality: awards, citations, testimonials
 - Diversity: services provided
- 3) Depth and breadth of competencies as demonstrated through industry recognition, relevant certifications; investment in the development of people, processes, and technologies; and testimonials from clients, employees, other stakeholders
- 4) Evidence of management capabilities as reflected in the experience and accomplishments of the business's top leaders and the business's investment in management systems that ensure outsourcing success
- 5) Evidence, such as evaluations and testimonials from beneficiaries and other involved groups, of involvement in corporate social responsibility initiatives
- 6) Strong evidence, including testimonials from industry and other stakeholders, of actively supporting the international ICT industry in Philippines

6. Fastest-Growing BPO Company of the Year

Open to any company, whether captive or third-party providers, based in the Philippines involved in providing business process outsourcing (BPO) services from the Philippines to offshore client organizations. Only pure BPOs serving international clients may be nominated for this award. (All judging criteria below refer to activity and accomplishments in CY2009.)

Judging criteria

- 1) Percentage growth of revenues
- 2) Percentage growth of full-time employees

7. Most Innovative BPO Company of the Year

Judging criteria:

- 1) Evidence of a service to international clients that is considered unique to Philippines.
- 2) Evidence of a service that is of a sophisticated nature requiring special and in-depth training, processes or technology.
- 3) Evidence or description of innovations in operations and management systems introduced during the year and how they improved operations or systems.

8. ICT Individual Contributor of the Year Award (Public or Private Sector)

Any individual from the public or private sector involved in leading, promoting, facilitating, or assisting companies in the business process outsourcing (BPO) sector in Philippines during the year 2009 can be considered for the award. The award is meant to reward long-term contributions to developing and promoting the international BPO sector in Philippines.

Judging criteria

- 1) Long-term commitment to developing the international BPO industry in Philippines
- 2) Achieved measurable success in developing and promoting Philippines as a BPO destination
- 3) Strong evidence of actively supporting the international ICT industry in Philippines

Organized by



THE CANADIAN CHAMBER OF COMMERCE OF THE PHILIPPINES

and



THE BUSINESS PROCESSING ASSOCIATION OF THE PHILIPPINES