



## National Outsourcing Association Awards shortlist announcement

The National Outsourcing Association is delighted to announce the 2014 NOA Awards shortlist after a record number of entries. Winners will be announced on Thursday 20<sup>th</sup> November 2014 at the 5\* London Marriott Hotel Grosvenor Square sponsored by Sitel and Capgemini.

The National Outsourcing Association Awards (NOAAs) now in its eleventh year recognises and celebrates the efforts of companies who have demonstrated best-practice in outsourcing.

### **National Outsourcing Association CEO, Kerry Hallard said:**

“The outsourcing industry is going from strength to strength. Not only is it enjoying significant growth across both the public and private sectors, but its focus is changing too, to truly deliver value add beyond cost savings. This was apparent in many of these award submissions which demonstrated an increasing display of innovation and business transformation through outsourcing. It’s set to be a very exciting Awards ceremony, with strong submissions from many of the industry’s key providers, as well as entries from an increasing number of exciting newer players”.

### **The Shortlist in Full**

#### **International Contract of the Year**

60k  
CSC and Zurich Insurance Group  
eClerx Services Limited  
ELEKS  
KPMG LLP (UK) and Global Pharmaceutical Company  
SoftServe and Engage Global Solutions  
SoftServe and Lviv City Council

#### **Offshoring Project of the Year**

HCL Technologies  
Infosys BPO and Openreach  
TechMahindra and GlaxoSmithKline  
Telefonica and Capita  
Zurich Insurance

#### **Offshoring Destination of the Year**

Bulgaria  
Fiji  
South Africa  
Sri Lanka

#### **Telecommunications, Utilities and High-Tech Outsourcing Project of the Year**

CBRE & Global Cloud Xchange  
EXL Service & British Gas  
Firstsource Solutions Ltd and giffgaff  
Infosys and BT - Field Dynamics  
Infosys and BT - IT & BPO led service management transformation  
Mirstech and Genesys  
Sofica Group

**Public Sector Outsourcing Project of the Year**

BBC - Project Star

Capgemini UK and the Environment Agency

CSC and Ministry of Defence – Military Personnel & Veterans UK

ELEKS and Revenue and Goods Control department of States of Jersey Customs and Immigration Service

RPC and the Royal Free London NHS Foundation Trust (RFL), University College London Hospitals NHS Foundation Trust (UCLH) and North Middlesex University Hospital NHS Trust (NMUH)

Serco and Hertfordshire County Council

Serco and London Borough of Enfield

**Financial Services Outsourcing Project of the Year**

Cognizant

CSC and Zurich Insurance Group

eClerx Services Limited

HCL Great Britain Ltd

Herbert Smith Freehills LLP and TSB Bank plc separation project

RESPONSE and Hiscox

Serco and Aegon UK

**Best Contribution to the Reputation of Outsourcing**

Capita and Southampton City Council

HML - Destination 100%

KPMG LLP (UK)

Serco

Source

WNS Global Services

**Award for Corporate Social Responsibility**

60k - Animal Rescue Sofia

Capita and Southampton City Council

HCL Great Britain Ltd - Power of One

Spi Global

Teleperformance and Citizen of the World (COTW)

WNS Global Services

**BPO Contract of the Year**

eClerx Services Limited

Hexaware Technologies Ltd

Mindpearl and Weight Watchers

Serco and De Vere

Sykes Global Services and Citi Commercial Card Partnership

**ITO Project of the Year**

CSC and Zurich Insurance Group

Deloitte

eClerx Services Limited

HCL Technologies

HML & Irish Mortgage Lenders

KPMG LLP (UK) and Global Pharmaceutical Company

Miratech and Genesys

**Award for Innovation in Outsourcing**

Blue Prism and Genfour  
eClerx Services Limited  
EXL Service  
Firstsource Solutions Ltd  
Parseq and Metalcashcard Ltd  
Steria - Criminal Justice  
Zurich Insurance

**Shared Service Centre of the Year**

CGI's UK Service Centre  
Steria - NHS Shared Business Services  
Zurich Insurance

**Outsourcing Advisory of the Year**

Alsbridge  
Avasant LLC  
Elix-IRR  
Herbert Smith Freehills LLP  
KPMG LLP (UK)  
Slaughter and May  
Source

**Outsourcing Contact Centre Provider of the Year**

60k  
Conectys  
Mindpearl  
Sykes Global Services and Citi Commercial Card Partnership

**Outsourcing Service Provider of the Year**

60k  
HCL Great Britain Ltd  
MidlandHR  
Parseq Limited  
Sofica Group

**Outsourcing Buyer of the Year**

BBC  
GlaxoSmithKline  
Metalcashcard Ltd  
Thomas Cook Group  
Zurich Insurance

**Outsourcing Works - Award for Delivering Business Value**

60k and Thomas Cook Group  
Conectys  
eClerx Services Limited  
Parseq Limited and Metalcashcard Ltd  
Serco  
Serco and BT Liveperson  
TechMahindra and GlaxoSmithKline

**ENDS**

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**Notes to Editors**

The NOA is the leading association serving both the outsourcing professional and the global outsourcing industry. Our vision is to grow the size and positive reputation of the outsourcing industry. Our mission is to be both the home and global ambassador of world class outsourcing.