



NOMINATION FORM 2020 ABSL AWARDS

Company name:

Short description (*max. 500 characters*):

Industry:

- Banking, Insurance, Financial Services (BIFS)
- Industrial & Consumer Goods
- Business and Professional Services (incl. BPO)
- Consumer Services (incl. Media, Retail, Travel & Leisure)
- Technology & Telecom
- Transport (Airline, Logistics...)
- Energy, Utilities and Basis Materials
- Real Estate
- Health Care
- Other (please specify):

Company type:

- Internal unit / captive center
- Commercial provider / outsourcing center
- Hybrid model (both internal and external clients)

FTE Headcount în România:



Over the last few years, the Business Services sector has moved from transactional and fairly simple operations to more advanced, complex and even automated activities and processes.

This category focuses on rewarding the development of innovative solutions or a successful delivery of complex or advanced services. Either of them should be considered means to further enhancement of business services capabilities. Your success story needs to demonstrate how your organization gained competitive advantage or improved its performance due to implementation of the innovative solution.

NOMINATION CRITERIA:

- » Timeline of the project
- » Project goal of the innovative solution
- » Impact for the company and the business
- » Innovativeness
- » Recognition of the solution

Short description of the project *(max. 1000 characters):*

(In case of winning the 1st place, this description will be used to promote your project during the Awards Gala, on the website or other channels.)

Project goal *(max. 1500 characters):*

- What was the need behind the project initiation? Describe the background on why you wanted or needed to innovate.
- What were the business objectives (cost savings, roles eliminated, increase in customer satisfaction, efficiency improvement)?

- Which of the processes were selected to be innovated?

Innovativeness of the project

- What were the specific steps/actions in the innovation process?
- What does it make your project/solution unique and cutting edge? (*max. 1000 characters*)

- What is the main characteristic that distinguishes you, your team and the initiative itself from other projects? (*max. 500 characters*)

- Can this innovative project/ solution be replicated in other business areas/companies? (*max. 500 characters*)

Impact for the company and the business

- What were the main changes/improvements after the solution was implemented?
- How did the project influence or change the way business is done? *(max. 1000 characters)*

- How did the project improve your competitive advantage? *(max. 500 characters)*

- To what extent did the change impact the clients? Please provide evidence of customer satisfaction, if the case.
- Has the innovation had unexpected benefits on other areas, employees, processes? *(max. 1000 characters)*

Recognition of the solution *(max. 500 characters)*

- Has this innovation / improvement been internally or publicly recognized (e.g. in media)?