



GSA AWARDS

2026

FINALIST BROCHURE

Contents

INTRODUCTION

Welcome	3
Our Judges	4
Our Finalists	6
Organisations at the 2026 Ceremony	8

BUSINESS AWARDS

Delivery Destination of the Year	10
Technology Innovator of the Year	13
Law Firm of the Year	15
Advisory Firm of the Year	19
Customer Experience Provider of the Year	21
Service Provider of the Year (Small)	23
Service Provider of the Year (Large)	27

PROGRAMME AWARDS

Utilities (inc. Telecommunications) Programme of the Year	30
Retail Programme of the Year	31
Financial Services Programme of the Year	33
Public Sector Programme of the Year	36
Collaboration Programme of the Year	39
Global Programme of the Year	42
Transformation Programme of the Year	45
AI/Automation Programme of the Year	49
AI Initiative of the Year	50
Customer Experience Programme of the Year	54
Business Services Programme of the Year	56

IT Services Programme of the Year	59
Sustainability Programme of the Year	61

INDIVIDUAL AND TEAM AWARDS

Onshore Delivery Team of the Year	64
Offshore Delivery Team of the Year	66
Rising Star of the Year	69
Team Player of the Year	72
Advisor/Consultant of the Year	74
Technology Champion of the Year	76
People Champion of the Year	79
Strategic Leader of the Year	81

GSA DISCRETIONARY AWARDS

Social Programme of the Year	86
GSA Excellence Award	87

WELCOME

Congratulations to every finalist

The Global Sourcing Association is delighted to congratulate all of this year's finalists. Your dedication, creativity and collaboration are truly inspiring, and every submission reflects a commitment to sharing innovation and progress on a global stage. For that, we are immensely grateful.

Your achievements highlight excellence within your organisations and drive the ongoing evolution of the strategic sourcing industry. This brochure celebrates the winners and finalists of the GSA Awards 2026, announced on Tuesday 22 September at The Brewery, London.

“

We received a great number of high-quality submissions this year. Shortlisting was a challenge and selecting winners was an incredibly difficult process for our judging committee, as the calibre was exceptional. Having had the privilege of overseeing the submissions and presentations, what stands out is the innovation, the transformation, the best practice and ultimately the business value our industry is delivering through partnership and collaboration. Congratulations to all who made the shortlist and of course our winners and thank you so much for sharing your best practices, as this sharing is what drives the industry forward and enables its ongoing growth.

Kerry Hallard
CEO, Global Sourcing Association

We would like to convey huge thanks to all the organisations that took part and to our esteemed panel of judges, listed on page 4.

Please note: not all finalists submitted a synopsis for inclusion in this commemorative brochure.

THANK YOU

Our Judges

Our thanks go to the 2026 judging panel, who gave their time and expertise to review this year's submissions through live judging and video judging.



CHAIR OF THE JUDGING COMMITTEE

Kerry Hallard

CEO, Global Sourcing Association (GSA)



Angela Kays

Lead: Investment Promotion
and Investor Relations, BPESA



Chamindã de Silva

Executive Director,
SLASSCOM



Chris Halward

Director at Ascea & Director of
Professional Development,
GSA



Daniel Keyworth

Head of Group Procurement,
SITA



David Jones

Founder, Clausify



Dominic Dryden

Partner, CMS



Helen Ricardo

SVP Market Engagement and
Advisors, Avenqa



Hemant Puthli

Co-Founder, Aokah



Henry Jacob

CTO, Aokah



Imran Syed

Partner, DLA Piper



James Cockroft

Business Leader and
Entrepreneur



Jean-Michel Pétin

CxO Strategic Advisor, NITEP
Consultants

Our Judges (continued)



Jo Merlini

Deputy Director, Government
Commercial Agency



Justin J Anthony

Chief Executive Officer,
Chartered Governance
Institute of Malaysia



Karl Fuhrmann

Senior Procurement Manager,
Monzo



Lena Rosenior

Director, De Graft Management
Ltd



Lisa Thorne

CEO and Founder, Together
Global



**Nataliya Shishkova-
Georgieva**

Executive Director, AIBEST



Nevin Khaled

International Marketing Lead,
ITIDA



Nick Dale

VP Police, CGI



Pawel Panczyj

Chief Development Officer,
ABSL Poland



Rajive Silva

CEO, Co-Founder and Board
Director, Azend Technologies



Robin Cook

Programme Director,
Totalmobile



Rosalyn Olney

Director of Procurement, Boots



Salma Tawfik

Senior International Marketing
Specialist, ITIDA



Terry Walby

Co-Founder, Chairman & CEO,
OpenDialog

THE 2026 SHORTLIST

Our Finalists

★ Category winner

BUSINESS AWARDS

Delivery Destination of the Year

★ South Africa

Uganda
Mauritius
Uzbekistan

Technology Innovator of the Year

★ Diligenta Powering the Future

Aokah
NTT DATA

Law Firm of the Year

★ Ashurst Perkins Coie UK LLP

Cameron McKenna Nabarro Olswang LLP
DLA Piper UK LLP
Charles Russell Speechlys LLP

Advisory Firm of the Year

★ Neo Group

Proservartner

Customer Experience Provider of the Year

★ Diligenta Leading the Industry

Scottish Power & TCS Enterprise CBO Unit
Shared Services Connected Ltd (SSCL)

Service Provider of the Year (Small)

★ ADEC Innovations

QX Global Group
Shared Services Connected Ltd (SSCL)
AdetiQ Ltd

Service Provider of the Year (Large)

★ Infosys BPM

TCS Enterprise CBO Unit
Wipro
Diligenta Leading the Industry

PROGRAMME AWARDS

Utilities (inc. Telecommunications) Programme of the Year

★ Scottish Power & TCS Enterprise CBO Unit

EDF & TCS Enterprise CBO Unit

Retail Programme of the Year

★ Morrisons & TCS Enterprise CBO Unit

Signet Jewelers & GEP

Financial Services Programme of the Year

★ Aviva, Wipro & Servaada

Standard Life & Diligenta
Aviva & Diligenta
ADEC Innovations
Nuveen & Simplex Services

Public Sector Programme of the Year

★ Ministry of Justice & Shared Services Connected Ltd (SSCL)

Sport England Active Places & AdetiQ
British Council & TCS Enterprise CBO Unit
Eden Brown & QX Global Group

Collaboration Programme of the Year

★ Lloyd's Register & Infosys BPM

EDF & TCS Enterprise CBO Unit
Aviva & Diligenta
The Nigerian Bottling Company (Coca-Cola) &
Greenwich Business School's Executive Business
Centre
The Dorsch Gruppe

Global Programme of the Year

★ ADEC Innovations

Lloyds Banking Group (Scottish Widows) & Diligenta
NTT DATA

Transformation Programme of the Year

★ Nuveen & Simplex Services

Signet Jewelers & GEP
Standard Life & Diligenta
NTT DATA
EDF & TCS Enterprise CBO Unit
Lloyds Banking Group (Scottish Widows) & Diligenta
The Dorsch Gruppe

Our Finalists (continued)

AI/Automation Programme of the Year

★ NTT DATA

Diligenta Powering the Future
More Than Equal & Avenga
QX Global Group
Microsoft & Infosys BPM
Aokah

AI Initiative of the Year

★ Shared Services Connected Ltd (SSCL)

Customer Experience Programme of the Year

★ Standard Life & Diligenta

Shared Services Connected Ltd (SSCL)
Wincanton & TCS Enterprise CBO Unit
Aviva
British Council & TCS Enterprise CBO Unit

Business Services Programme of the Year

★ Microsoft & Infosys BPM

Wincanton & TCS Enterprise CBO Unit
Diligenta Leading the Industry
Nuveen & Simplex Services
QX Global Group (Can-Gen Team)
ADEC Innovations

IT Services Programme of the Year

★ Simplex Services

Diligenta Powering the Future
Avenga

Sustainability Programme of the Year

★ Tata Consultancy Services (TCS)

ADEC Innovations

INDIVIDUAL AND TEAM AWARDS

Onshore Delivery Team of the Year

★ Adetiq

Lloyds Banking Group (Scottish Widows) & Diligenta

Offshore Delivery Team of the Year

★ ADEC Innovations

Morrisons & TCS Enterprise CBO Unit
Lloyds Banking Group (Scottish Widows) & Diligenta
Interact Medical & QX Global Group
Empiric & QX Global Group
QX Global Group (IDL Team)

Rising Star of the Year

★ Soumi Saha, Neo Group

Ajith Bharathi, Proservartner
Bridget Jurgs, Adetiq
Vipun Tyagi, QX Global Group
Harsh Gwalani, QX Global Group

Team Player of the Year

★ Emma Carter, Adetiq Ltd

Revathi T, QX Global Group
Sunny Taheliyani, QX Global Group

Advisor/Consultant of the Year

★ Dildeep Kaur, QX Global Group

Rakesh Kambhammettu, Simplex Services
Ananth Ravichandran, QX Global Group

Technology Champion of the Year

★ Dhrupad Patel, Proservartner

Manish Gami, QX Global Group
Matt Speight, Shared Services Connected Ltd (SSCL)
Liselott Lading, Avenga

People Champion of the Year

★ Kavya Srinivas, Neo Group

Jason Roberts, Kaleida International
Nishant Timbadia, QX Global Group
Varsha Jethani, QX Global Group

Strategic Leader of the Year

★ Sameer Jalundhwala, NTT DATA

Hemant Puthli, Neo Group
Rakesh Sangani, Proservartner
Sanj Prabhakar, Chain IQ

GSA DISCRETIONARY AWARDS

Social Programme of the Year

★ Avenga & More Than Equal

GSA Excellence Award

★ QX Global Group

THANK YOU FOR JOINING US

Organisations at the 2026 Ceremony

Our thanks to every organisation that joined us at The Brewery, London, on 22 September 2026.



01

Business Awards

- 10 Delivery Destination of the Year
- 13 Technology Innovator of the Year
- 15 Law Firm of the Year
- 19 Advisory Firm of the Year
- 21 Customer Experience Provider of the Year
- 23 Service Provider of the Year (Small)
- 27 Service Provider of the Year (Large)

Delivery Destination of the Year



South Africa



South Africa is a mature, globally competitive destination for Global Business Services (GBS), delivering customer experience, finance, technology and knowledge-based services to clients worldwide.

Scale and momentum: the sector created 26,346 new jobs serving international markets in the financial year April 2025 to March 2026, its highest annual total since 2018, across the Western Cape, KwaZulu-Natal, Gauteng and the Eastern Cape.

Talent: about 90% of new hires are young people, supported by the GBS Skills Strategy 2025–2030. The workforce offers strong English, multilingual capability and cultural affinity with Western markets.

Established ecosystem: Cape Town is the sector's core hub, while Durban, Gauteng and the Eastern Cape are expanding quickly. The UK and US are the largest source markets, and international operators continue to invest.

Time-zone advantage: working hours align with Europe and overlap with US business hours, enabling seamless, near-real-time collaboration.

Strong partnerships: government, industry and skills partners work together on investor support, incentives and talent development. The sector's goal is 350,000 to 500,000 cumulative new jobs by 2030.

About BPESA: Business Process Enabling South Africa (BPESA) is the national industry association for South Africa's GBS sector. This non-profit promotes trade, attracts investment and supports members and stakeholders. Working with government, investors, operators and skills partners, it positions South Africa as a leading destination for outsourcing and shared services, driving inclusive job creation and economic growth.

Delivery Destination of the Year

FINALIST

Uganda



Uganda is an emerging African destination for Information Technology and IT-Enabled Services, combining a youthful, English-speaking workforce, competitive operating costs and a favourable GMT+3 time zone. Its growing outsourcing ecosystem offers international businesses opportunities to access talent, diversify delivery locations and build partnerships.

Delivery capabilities: Ugandan enterprises provide customer support, software development, finance and accounting services, managed cybersecurity and remote business support. Data annotation and artificial intelligence support represent additional growth opportunities, alongside specialised services for financial, health and creative industries.

Demonstrated export readiness: Support under the UK Trade Partnerships Programme has enabled ten enterprises to achieve export readiness certification, two firms to secure commercial contracts and two enterprises to attain ISO/IEC 27001 certification. Thirty firms have been profiled in a national ITES and BPO directory, improving visibility for prospective buyers.

International delivery experience: Ugandan companies are serving overseas clients through software, business process outsourcing and cybersecurity services. Commercial engagements in the United Kingdom and Japan, alongside regional delivery experience, demonstrate the value of targeted buyer connections and specialised expertise.

Coordinated sector development: Uganda Free Zones and Export Promotions Authority champions services-focused Special Economic Zones and supports export readiness, market intelligence, buyer linkages and investment facilitation. The Authority collaborates with the Government Ministries responsible for ICT, Trade and Foreign Affairs, industry and academia to strengthen talent development, infrastructure, certification and international market access.

Uganda's proposition extends beyond cost competitiveness: it centres on developing dependable delivery, trusted business relationships and skilled employment. Its ambition is to become a competitive global services partner, translating digital capabilities into sustainable exports, investment and opportunities for its skilled young people.

FINALIST

Uzbekistan



Delivery Destination of the Year

FINALIST

Mauritius



Mauritius, a small-island economy, is globally recognised as a leading hub for global service delivery. This reputation is built on its consistently high-quality output, multilingual talent pool, agile and investor-friendly business environment, robust international connectivity and long-term financial competitiveness.

To further elevate its position, Mauritius is pursuing the following key strategies: developing a distinct brand identity for the sector to boost international recognition of Mauritian services and solutions; exploring bilateral agreements with strategic countries to unlock new markets, drive exports and spur domestic innovation; strengthening data protection frameworks to reinforce trust and compliance; and rolling out targeted reskilling and training programmes, especially in tech fields, to power the country's digital transformation agenda.

Outcomes: Mauritius ranks 32nd globally in the Kearney Global Services Location Index and holds the top position in Sub-Saharan Africa; Mauritius has successfully attracted leading global companies to establish niche delivery centres, reinforcing the island's role as a gateway for high-end services into Africa.

"Our 25-year presence in Mauritius showcases our vision, resilience and commitment to advancing human capital management. With a focus on people, innovation and technology, we positioned ourselves in Mauritius to better serve global Dayforce customers. Collaborating with local governments, universities and industry leaders, we have built a thriving ecosystem that empowers organisations across our region and beyond to unlock their full workforce potential and achieve quantifiable value. We are proud to have received numerous accolades over the years, particularly celebrating the launch of our industry leading payroll platform in the Mauritius market in 2020." Vidia Mooneegan, Global Head Shared Services, Dayforce

Technology Innovator of the Year



Diligenta Powering the Future



Diligenta is a leading UK-based, FCA-regulated subsidiary of Tata Consultancy Services (TCS), delivering transformative business process services to the Life and Pensions industry. Established in 2005, Diligenta combines deep sector expertise with the industry-leading TCS BaNCS™ platform and digital capabilities to provide best-in-class, platform-based administration. Supporting prominent UK insurers, it administers over 21 million policies with a proven track record of large-scale transformation and migration. Diligenta is uniquely positioned to improve customer outcomes, enhance operational efficiency and enable the successful launch of new products and propositions, helping its clients remain competitive in a rapidly evolving market.

Diligenta demonstrates how AI, intelligent automation and digital innovation are transforming customer experience and reshaping the future of financial services. By combining advanced technologies with deep operational expertise, Diligenta has streamlined processes, increased efficiency and enhanced service quality for customers and partners alike. The programme has empowered colleagues with smarter tools, reduced manual effort, strengthened operational resilience and accelerated decision-making through data-driven insights. Delivered through close collaboration across teams, the initiative balances technological advancement with a strong focus on people, ensuring innovation creates meaningful outcomes for customers, employees and clients. By embedding AI and automation at scale while maintaining trust, governance and customer focus, Diligenta sets new standards for the industry and is leading the way in future-ready service delivery.

Technology Innovator of the Year

FINALIST

Aokah



FINALIST

NTT DATA



Synopsis: [see page 49](#) (AI/Automation Programme of the Year)

Law Firm of the Year



Ashurst Perkins Coie UK LLP



Ashurst Perkins Coie is an elite technology transactions legal adviser on the global sourcing and technology stage. The team draws on deep sector experience to guide clients through the legal, commercial and regulatory complexity that accompanies strategic, high-value and frequently cross-border mandates.

This award recognises the firm's outstanding work across a diverse and demanding portfolio of business-critical sourcing matters. Highlights include high-profile defence sector matters, where security, resilience and regulatory compliance are paramount; large-scale financial services technology projects, supporting clients through complex digital transformation programmes; and the monumental Post Office Horizon replacement, one of the most significant and closely scrutinised technology projects in the UK public sector this year.

This is the second Law Firm of the Year award for Ashurst Perkins Coie in the last five years. This consistent track record, achieved in a highly competitive field, speaks to the quality of its client service, its delivery of sourcing best practice and its ability to bring clarity and momentum to challenging, multi-stakeholder engagements. Above all, it reflects Ashurst Perkins Coie's enduring commitment to excellence and its reputation as a trusted adviser to organisations navigating their most important technology decisions across both the public and private sectors.

The Sourcing Team is led by Technology Transactions partner Chris Bates.

Law Firm of the Year

FINALIST

Cameron McKenna Nabarro Olswang LLP



CMS's Technology Sourcing practice is recognised as one of the leading technology sourcing practices in the City of London. Alongside its many longstanding relationships with FTSE companies, the team has, over the last two years, become the go-to adviser for technology sourcing deals involving Critical National Infrastructure (CNI).

These are among the most critical, high-risk and high-value technology projects in the market, where the consequences of failure are greatest. Over the past year, the team has advised on a number of deals that are shaping the future of its clients and the wider industry, with technology projects for CNI providers as a common theme.

Clients tell CMS that quality is taken for granted and that it is what the team brings on top that counts. First is a passion for technology, which is part of the firm's DNA. Second is the ability to see around corners: the team brings deep experience of market practice and of what similar organisations are doing and experiencing, and is often asked what is really different about contracting for CNI.

Third is relationships that last. CMS's overriding focus is on building sustainable relationships, which takes on extra significance in CNI. The team instils a culture of collaboration and an approach to contracting that keeps clients' relationships relevant and valuable over time, while the sourcing practice continues to deliver steady, incremental growth year on year.

Law Firm of the Year

FINALIST

DLA Piper UK LLP



DLA Piper's Technology and Sourcing team helps organisations deliver strategic technology, outsourcing and transformation programmes across borders. More than 200 lawyers work across over 90 offices in more than 40 countries, combining international reach with local market knowledge.

The team advises customers and suppliers across the sourcing lifecycle, including business process and IT outsourcing; procurement, managed services and technology transactions; cloud, Software-as-a-Service and digital infrastructure; AI contracting and governance; and telecommunications, e-commerce and strategic alliances.

The practice focuses on major cross-border mandates where technology, commercial priorities and regulation intersect. Integrated teams support clients from early deal shaping and competitive procurement through negotiation, implementation and contract management. A balanced customer and supplier perspective provides practical insight into market positions and helps develop agreements that work in practice.

DLA Piper also invests in repeatable frameworks, playbooks and legal technology to improve consistency, transparency and pace. Clear governance models, KPIs and service levels help clients manage risk, monitor supplier performance and retain flexibility as business and technology needs evolve. Clients can also access tailored training and market insight through DLA Piper's Outsourcing Academy and symposiums.

The team is ranked Band 1 by Chambers Global 2026 and Chambers UK 2026. DLA Piper was also included in IAOP's 2026 Global 100 for the eleventh consecutive year, receiving Sustained Excellence and All-Star distinctions.

Law Firm of the Year

FINALIST

Charles Russell Speechlys LLP



The commercial team at Charles Russell Speechlys helps organisations solve complex, business-critical challenges at the intersection of technology, data, outsourcing, regulation and innovation. Its international team combines deep sector knowledge with pragmatic, commercially grounded advice.

Comprehensive expertise: the practice advises across technology procurement and outsourcing, software licensing, cloud and managed services, strategic sourcing, supply chains, digital infrastructure, data governance, AI, emerging technologies and digital assets.

An international platform: approximately 40 qualified lawyers advise on commercial matters across seven jurisdictions, providing international capability through an agile, partner-led model.

Experience across key sectors: the team supports clients in financial services, technology, telecommunications, facilities management, retail, hospitality, asset management and government.

Market-leading insight: it helps organisations address evolving issues including data sovereignty, international data transfers, critical infrastructure, cybersecurity, AI risk, sanctions and complex global service delivery.

A distinctive client approach: it combines a detailed understanding of technology and operational realities with partner-led support, commercial decision-making and practical solutions rather than just academic analysis.

The team's agility is a particular strength. It enables Charles Russell Speechlys to guide clients through emerging issues where legislation, regulation and market practice are still developing. By focusing on commercial outcomes and the business objectives behind each project, the practice helps clients navigate today's challenges while preparing for tomorrow's operating environment.

Advisory Firm of the Year



Neo Group



For 25 years, Neo Group has helped enterprises evolve in the sourcing industry, moving beyond connecting clients to suppliers or tools, to shaping how the enterprise itself evolves: the operating model, the governance and the capability. A buy-side-only advisor since 1999, Neo Group advises buyers, never the sell side, and co-creates with clients as a true partner, never handing over recommendations and walking away.

Innovation is anchored in proprietary IP. The Sourcing Prism (six questions of what, why, how, where, who and when to source) is tailored to each client, combining leading practice with co-creation. It is backed by Neowisdom, Neo's codified outsourcing knowledge; Aokah, a sister company building AI-enabled Global Capability Centres; and whitepapers published this year on AI in sourcing, governance and the agentic BPO landscape.

This rigour translates into measurable client value. For The Campbell's Company, Neo built the business case, RFP package and collaborative-solutioning process for a People-and-Culture transformation, helping leadership navigate suppliers' AI and agentic pricing models. For a global pharma client with 60,000 suppliers and fragmented governance, Neo delivered a supplier-segmentation strategy, a current-state assessment across people, process and technology, a three-tier governance model and a transformation roadmap.

Underpinned by a 'people-first, client-next' culture and its Talent Without Borders model, Neo Group grows its own advisors while helping clients access talent globally. In an age where AI will be table stakes, Neo's conviction is clear: enduring advantage comes not from the tools but from how you help the enterprise evolve.

Advisory Firm of the Year

FINALIST

Proservartner



Proservartner is nominated for the GSA Awards 2026 Analyst/Advisory Firm of the Year in recognition of its innovative, AI-first approach to advisory services and business transformation. The firm's strategy is built around five key pillars: being an AI-first organisation, continuous improvement, thought leadership, customer obsession and fostering a culture of curiosity. These principles underpin its mission to deliver measurable value and sustainable outcomes for clients.

Innovation is central to Proservartner's delivery model. The firm combines AI-enabled tools, outcome-driven methodologies and a continuous improvement mindset to provide differentiated advisory services. Its collaborative partnership approach emphasises transparency, shared accountability, joint governance and flexible delivery models that adapt to changing client needs while maintaining long-term relationships built on trust.

The company demonstrates its effectiveness through successful client engagements. One enterprise sourcing transformation programme improved operational efficiency, accelerated delivery timelines and strengthened governance through AI-enabled delivery support and structured sourcing methodologies. Another engagement introduced an outcome-based advisory model where commercial arrangements were linked directly to realised client value, reducing risk and increasing focus on measurable business outcomes.

Proservartner's best-practice framework includes standardised playbooks, reusable assets, governance dashboards, benchmarking and more than 300 embedded AI use cases. Success is measured through a balanced scorecard covering cost, risk, speed, adoption and contract outcomes. The firm reports a client Net Promoter Score of +77 and strong client retention, with many relationships lasting over five years. Testimonials from clients praise Proservartner's flexibility, expertise, independence and ability to deliver practical, high-value transformation outcomes.

Customer Experience Provider of the Year



Diligenta Leading the Industry



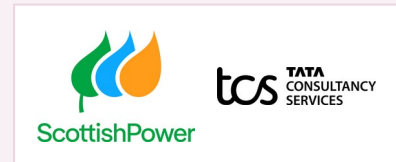
Diligenta is a leading UK-based, FCA-regulated subsidiary of Tata Consultancy Services (TCS), delivering transformative business process services to the Life and Pensions industry. Established in 2005, Diligenta combines deep sector expertise with the industry-leading TCS BaNCS™ platform and digital capabilities to provide best-in-class, platform-based administration. Supporting prominent UK insurers, it administers over 21 million policies with a proven track record of large-scale transformation and migration. Diligenta is uniquely positioned to improve customer outcomes, enhance operational efficiency and enable the successful launch of new products and propositions, helping its clients remain competitive in a rapidly evolving market.

Diligenta is leading the industry through a powerful combination of partnership, innovation and technology-driven transformation. The organisation has successfully delivered large-scale migration and operational programmes that support millions of policies and customer interactions. By integrating advanced technology, robust system controls and effective governance, Diligenta has enhanced resilience, improved customer outcomes and strengthened long-term operational capability. The programme united onshore and offshore teams around a shared vision, creating a culture of accountability, collaboration and continuous improvement. Through meticulous planning, modernisation and a relentless focus on doing what matters for customers, Diligenta continues to set new standards across the industry. This achievement demonstrates exceptional leadership in business services transformation and partnership excellence.

Customer Experience Provider of the Year

FINALIST

Scottish Power & TCS Enterprise CBO Unit



FINALIST

Shared Services Connected Ltd (SSCL)



SSCL and the Ministry of Justice transformed the overpayment recovery process into a customer-centric programme that balances financial responsibility with empathy and care. Overpayments can be complex and distressing for civil servants, while posing financial and reputational risks to the public sector. This programme set out to recover public funds fairly and efficiently while significantly improving the customer experience.

There was a clear strategy: reduce debt, ensure full compliance and build trust through transparency. Led by SSCL's Customer Experience team in partnership with MoJ, the programme embedded CX into strategic decision-making and addressed rising complaints and inefficient legacy processes.

Innovation played a critical role. Manual tracking was replaced with an automated overpayment database, providing end-to-end visibility and control. A specialist team was introduced, trained to manage sensitive cases with empathy, alongside a proactive outreach model to engage customers earlier and prevent escalation. Data analytics further enabled identification of root causes, driving preventative action.

Strong governance ensured consistent performance, with shared ownership, regular reviews and clear success measures including CSAT, recovery rates and complaint reduction. The results are compelling: £18 million processed, £14.5 million recovered and £1.6 million eliminated through corrective action. Recovery rates improved by 80%, customer satisfaction rose by 30% and CSAT reached 98%.

Underpinned by a strong partnership and a people-first approach, the programme delivers measurable financial outcomes while treating customers with dignity, setting a new benchmark for customer experience in the public sector.

Service Provider of the Year (Small)



ADEC Innovations



ADEC Innovations is a global impact-driven BPO with 3,500 employees operating around the world. With 30+ years of outsourcing history, ADEC positions itself as a strategic partner rather than a transactional provider, with impact embedded across its delivery model.

ADEC's delivery is underpinned by five strategic pillars: geo-diverse delivery, AI and digital transformation, industry best practice, a partnership model and impact sourcing and ESG focus. These support a clear 2030 ambition: to create 20,000 impactful, AI-enabled jobs while delivering \$200M in annual enterprise business services.

Africa is central to this strategy and the programmes delivered in 2025 reflect this.

In 2025, ADEC delivered three projects in parallel for a US-based financial services and insurance client group, drawing on 18+ years of embedded relationship: expanding Philippines operations to address rapid client growth; bringing operations to ADEC's Kenya site as the client's first African delivery centre to eliminate single-geography risk; and forming a joint Innovation Committee to identify and implement AI and automation opportunities.

The results delivered: \$1.6M+ annual operating savings; 61 FTEs added in the Philippines, with 5 new functions delivered on schedule; 46 FTEs recruited and trained in Kenya; 380 processes running in Kenya with all SLAs met (99.8% quality, 100% TAT, 97% attendance, 120% productivity by Week 6); and the Innovation programme led to the development of Aida, an AI Digital Assistant designed to improve new-employee time to proficiency, which passed POC and is now in phased rollout demonstrating 96.67% accuracy in early stages.

Service Provider of the Year (Small)

FINALIST

QX Global Group



QX Global Group is a transformation-led, AI-enabled business process management and consulting company with more than 3,100 professionals supporting clients across finance, accounting, recruitment, tax, compliance and business operations. As organisations increasingly seek measurable outcomes beyond cost savings, QX has evolved from a traditional outsourcing provider into a strategic partner focused on delivering intelligent, scalable and future-ready operations.

QX's approach is anchored in the QX Way: combining People, Process and Platform to drive sustainable business value. Through structured transformation programmes, automation, AI-led workflows and governance-led delivery models, QX helps clients improve productivity, strengthen controls, enhance visibility and accelerate decision-making.

QX continues to deliver strong growth and client impact, with QX F&A achieving 15% year-on-year growth and targeting a 28% CAGR between 2024 and 2029. Its client engagements demonstrate measurable outcomes across every stage of the relationship. For Cardinal Group, one of the leading US property management companies, QX has scaled to a dedicated 90+ FTE team delivering finance, payroll, FP&A, HRO, AR and IT support while consistently achieving 95% CSAT. For Pernod Ricard, QX transformed accounts payable operations through digitisation, workflow automation, ERP-enabled process redesign and stronger financial controls, improving efficiency, reporting capability and operational effectiveness.

Innovation at QX extends beyond AI to include process, operating model and commercial innovation. Through the QX AI Lab, Octopi Design Thinking Workshops and its proprietary solutions such as ROBO1040, QX helps clients unlock new value while ensuring governance, compliance and scalability. Backed by industry-leading governance frameworks, strong client partnerships and global recognitions including IAOP Global Outsourcing 100 Leader, Everest Group PEAK Matrix recognition and Great Place to Work certification, QX continues to shape the future of sourcing through transformation that is measurable, governed and built to last.

Service Provider of the Year (Small)

FINALIST

Shared Services Connected Ltd (SSCL)



SSCL delivers critical shared services across HR, payroll, finance and IT to 29 UK government departments, enabling more efficient operations while generating substantial savings for taxpayers. Founded with a clear mission to transform back-office delivery, SSCL allows departments to focus on frontline services and policy outcomes by providing reliable, scalable support to the machinery of government.

Over the past twelve years, SSCL has delivered over £900 million in savings, reinvested into essential public services. Performance remains consistently strong, with 100% achievement of KPIs and SLAs, a 93% First Call Resolution rate and a Relational Net Promoter Score of +86, reflecting high levels of customer trust and satisfaction. Annually, SSCL manages 3.2 million customer interactions and over 6.5 million transactions, pays 1.2 million invoices worth £38 billion and ensures accurate payroll for 250,000 civil servants, demonstrating exceptional scale and operational excellence.

Partnership is central to success, with integrated teams, shared governance and transparent communication enabling agility in response to shifting policies and operational demands. Continuous improvement of customer experience is delivered through digital self-service tools such as MyHUB and Formzy, streamlining processes and reducing complexity.

Innovation is embedded at scale, with automation, AI and hyperautomation unlocking efficiencies within a secure and resilient environment. Strengthened cyber security and data protection ensure services remain trusted and dependable.

Driven by an inclusive workforce and strong social value, SSCL invests in skills, career pathways and talent development. Together, this programme exemplifies how collaboration, innovation and people deliver measurable impact.

Service Provider of the Year (Small)

FINALIST

Adetiq Ltd



Adetiq is proud to enter Service Provider of the Year, Small, as a UK business services provider with more than 50 years of experience delivering accurate, secure and dependable operational support.

From its Brighton operation, Adetiq helps clients manage important data, documents and business processes, including data capture, document and archive scanning, digital mailroom, back office outsourcing, validation, telephone support and process management.

This entry focuses on Adetiq's work with L2P and NatCen, two partnerships that demonstrate the value of trusted UK delivery. For L2P, Adetiq has provided long-standing operational support built on reliability, ownership and genuine partnership. L2P described Adetiq as highly reliable, collaborative, supportive and solutions focused, with a team that is easy to work with and trusted implicitly. That trust is reflected in the results: only one client lost in 14 years, with new client or contract growth achieved at roughly every six working days.

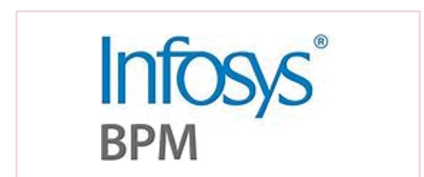
NatCen has also praised Adetiq's consistency, proactive attitude and investment in successful outcomes. Their feedback highlights a team that goes above and beyond, delivers reliably to a high standard under tight timelines, takes ownership, anticipates issues and contributes to better results.

Adetiq's approach combines experienced people, practical technology, quality checks and secure processes. Supported by ISO 9001, ISO 27001 and Cyber Essentials Plus, Adetiq believes it deserves recognition because it gives clients confidence, keeps critical work moving and delivers trusted UK business services with care, accuracy and accountability.

Service Provider of the Year (Large)



Infosys BPM



FINALIST

TCS Enterprise CBO Unit



Service Provider of the Year (Large)

FINALIST

Wipro



FINALIST

Diligenta Leading the Industry



Synopsis: [see page 21](#) (Customer Experience Provider of the Year)

02

Programme Awards

- 30 Utilities (inc. Telecommunications) Programme of the Year
- 31 Retail Programme of the Year
- 33 Financial Services Programme of the Year
- 36 Public Sector Programme of the Year
- 39 Collaboration Programme of the Year
- 42 Global Programme of the Year
- 45 Transformation Programme of the Year
- 49 AI/Automation Programme of the Year
- 50 AI Initiative of the Year
- 54 Customer Experience Programme of the Year
- 56 Business Services Programme of the Year
- 59 IT Services Programme of the Year
- 61 Sustainability Programme of the Year

Utilities (inc. Telecommunications) Programme of the Year



Scottish Power & TCS Enterprise CBO Unit



FINALIST

EDF & TCS Enterprise CBO Unit



Retail Programme of the Year



Morrisons & TCS Enterprise CBO Unit



Challenge: Morrisons operated in a highly manual, fragmented payroll environment with multiple reconciliation, validation and document-generation activities, creating risks related to payroll accuracy, turnaround time, compliance, employee experience and operational efficiency. Payroll-critical processes required significant manual intervention, increasing the likelihood of errors, delays, escalations and higher operating costs.

Business need: Morrisons sought to improve payroll accuracy, reduce operational costs, enhance employee experience and establish a scalable, future-ready operating model aligned to its vision of delivering affordable, high-quality service.

Solution: TCS partnered with Morrisons to transform payroll operations through a combination of process standardisation, Agile execution, automation and intelligent controls. Key initiatives included automated payroll validation and reconciliation using Oracle enhancements, Cognix™, RPA, VBA, Power Query and Excel-based automation; intelligent payroll input and data-processing factories with embedded validation controls; automated reconciliation frameworks for gross-to-net, costing, overpayments, cheque/EFT validation and exception management; Employee Self-Service (ESS) and Manager Self-Service (MSS) capabilities for automated document generation and digital communications; and an exception-based delivery model supported by robust governance and continuous improvement practices.

Results: The programme has sustained 99.99% payroll accuracy with near zero-defect payroll delivery and delivered approximately £16 million in business value. Digitised workflows and automation achieved a 30% efficiency improvement, while enhanced employee experience and reduced cycle times realised a 30% improvement in business effectiveness. Self-service capabilities reduced document turnaround time by 50% and improved productivity by 100%. Printing and postage costs have been eliminated, while employee satisfaction and operational resilience have improved.

Retail Programme of the Year

FINALIST

Signet Jewelers & GEP



Financial Services Programme of the Year



Aviva, Wipro & Servaada



Aviva has become the Foundation partner for Wipro Group's establishment of a new UK regulated Business Processing Outsourcing (BPO) customer administration service, adding another major BPO into the Life and Pensions market. Aviva's growth required a partner capable of supporting its expanding customer base and facilitating resource augmentation. A significant factor in Aviva's decision was finding a UK regulated entity with the necessary FCA permissions, which was achieved through the partnership with Servaada.

Through collaboration, Aviva and Wipro completed an initial proof of concept transition phase, reallocating UK-based customer experts to handle more technical demands and build deeper relationships with customers. This collaboration has resulted in improved customer service with enhanced service stability, certainty and control environment. Aviva's delivery costs were managed within the business plan contingency, and arbitrage benefits have been realised. Based on the commercial and customer experience success of this programme, Aviva and Wipro agreed to proceed with the next phase of transition. This demonstrates the trust and partnership which developed during the initial phase.

Financial Services Programme of the Year

FINALIST

Standard Life & Diligenta

Standard Life



Synopsis: [see page 54](#) (Customer Experience Programme of the Year)

FINALIST

Aviva & Diligenta



AVIVA



DILIGENTA

Diligenta is a leading UK-based, FCA-regulated subsidiary of Tata Consultancy Services (TCS), delivering transformative business process services to the Life and Pensions industry. Established in 2005, Diligenta combines deep sector expertise with the industry-leading TCS BaNCS™ platform and digital capabilities to provide best-in-class, platform-based administration. Supporting prominent UK insurers, it administers over 21 million policies with a proven track record of large-scale transformation and migration. Diligenta is uniquely positioned to improve customer outcomes, enhance operational efficiency and enable the successful launch of new products and propositions, helping its clients remain competitive in a rapidly evolving market.

Diligenta and Aviva have built a partnership defined by collaboration, innovation and a shared commitment to delivering outstanding customer outcomes. Together, the teams have successfully transformed complex legacy systems while ensuring uninterrupted service for customers and strengthening operational resilience. Through a culture of trust, transparency and “day one” collaboration, colleagues across both organisations work side-by-side to solve challenges, share best practice and drive continuous improvement. The partnership supports millions of customer interactions each year and has delivered measurable benefits including reduced risk, enhanced service continuity and long-term strategic transformation. By combining expertise, people-first values and a relentless focus on customers, Diligenta and Aviva continue to create meaningful impact together, making this collaboration a standout example of partnership excellence.

Financial Services Programme of the Year

FINALIST

ADEC Innovations



Synopsis: [see page 42](#) (Global Programme of the Year)

FINALIST

Nuveen & Simplex Services



Synopsis: [see page 45](#) (Transformation Programme of the Year)

Public Sector Programme of the Year



Ministry of Justice & Shared Services Connected Ltd (SSCL)



SSCL's partnership with the Ministry of Justice to deliver the Prison Enquiry Centre (PEC) has transformed how prison-related enquiries are managed across England and Wales. The programme replaced a fragmented, under-resourced model, where over 100 prisons handled enquiries locally without consistent service levels, with a centralised, resilient and citizen-focused operation.

The challenge was significant: limited staffing, inconsistent processes and delays in responding to urgent public concerns created operational strain and risk. In response, SSCL designed a scalable solution that streamlined services, reduced pressure on frontline prison staff and ensured enquiries were handled quickly, safely and professionally within tight budget constraints.

Innovation has been central to success. The service was consolidated from over 200 roles into a highly skilled central team of 55 FTE, enabled by a smart IVR system, a unified database and multiskilled advisors capable of supporting all prisons. More recently, an AI conversational assistant has been introduced to further enhance efficiency and responsiveness. Importantly, innovation extended beyond technology to include redefined governance, capability and service delivery models.

Strong governance and standardised processes ensure transparency, performance management and continuous improvement. Service levels now guarantee 80% of calls are answered within 30 seconds, with faster response times for critical safer custody calls.

Built on deep partnership, the programme reflects real operational needs, supported by ongoing engagement and specialist staff training. The results are clear: reduced costs, improved performance and safer custody outcomes, delivering meaningful value to the public, prison staff and the taxpayer.

Public Sector Programme of the Year

FINALIST

Sport England Active Places & Adetiq



Adetiq's Public Sector Programme entry recognises its work with Sport England on Active Places, a national facility database that supports planning, investment and decision making across the sport and physical activity sector.

Active Places contains more than 115,000 sports facilities and more than 25,000 sector contacts. The programme helps save local authorities around £1 million each year and supported £14.4 million of investment in 2023 to 2024. Adetiq's role is to help assure the quality, accuracy and usability of the data behind those outcomes.

The programme requires a dependable service that can manage large volumes of information while maintaining accuracy, structure and clear communication. Adetiq works as part of one team with Sport England on Active Places, supporting a collaborative approach built on trust, openness and shared objectives. Feedback from Liz Clarke at Sport England described the relationship as a trusted partnership and highlighted that Adetiq is not simply a supplier, but part of the wider team delivering Active Places.

Innovation has been practical and focused on real benefit. This includes supporting better workflows, maintaining reliable data processes and helping reduce local authority workload through initiatives such as PitchPower integration.

Adetiq believes the Sport England Active Places programme deserves recognition because it shows how accurate data, strong governance and trusted partnership can create meaningful public sector value at national scale.

FINALIST

British Council & TCS Enterprise CBO Unit



Public Sector Programme of the Year

FINALIST

Eden Brown & QX Global Group



Collaboration Programme of the Year



Lloyd's Register & Infosys BPM



FINALIST

EDF & TCS Enterprise CBO Unit



Collaboration Programme of the Year

FINALIST

Aviva & Diligenta



Synopsis: [see page 34](#) (Financial Services Programme of the Year)

FINALIST

The Nigerian Bottling Company (Coca-Cola) & Greenwich Business School's Executive Business Centre



The University of Greenwich entered into a partnership with Nigerian Bottling Company for the purpose of providing certified courses for continuous professional development. These courses will be co-created with the partner to ensure a demand-led strategy. The initiative represents a valuable opportunity to strengthen its Knowledge Exchange and Knowledge Transfer Partnership (KTP) activities. By working closely with a globally recognised organisation such as Coca-Cola, the university is able to apply its research and teaching expertise in a real-world context, while also building long-term industry relationships. The collaboration contributes to the university's strategic objective of engaging external stakeholders and delivering business-facing education.

The collaboration is particularly significant as it marks a milestone partnership with a major multinational corporation. Coca-Cola's scale and global reputation elevate the profile of the initiative, positioning it as a flagship example of effective university–industry collaboration. Moreover, the emphasis on co-creation stands out as the programme's greatest strength, ensuring mutual value creation and sustained relevance for both partners.

Collaboration Programme of the Year

FINALIST

The Dorsch Gruppe



The Finance Transformation Programme at Dorsch Global was launched to address the challenges of rapid growth and a highly decentralised operating model, which had led to fragmented processes, inconsistent data and limited visibility. Its core objective was to create a faster, more connected finance function by standardising processes, improving data quality and strengthening governance across Tax, Treasury and reporting activities. The programme also aimed to enhance collaboration across historically siloed teams and enable faster, insight-driven decision-making while reducing manual effort.

Structured as a global, multi-year initiative, the programme is built around four key workstreams: Fast Close, Clear View Reporting, Tax and Treasury. It follows a phased approach from diagnosis through to continuous improvement, supported by strong CFO-led governance, cross-regional collaboration and robust change management. Digital enablement, including Power BI dashboards, ERP integrations and workflow tools, has been central to delivery.

The programme reflects best practice through its alignment with industry benchmarks, structured governance and emphasis on collaboration and continuous improvement. Innovation has been driven through end-to-end process redesign, automation and the introduction of a standardised reporting framework, enabling consistent KPIs and real-time insights.

Significant business value has been realised, including faster month-end close cycles, improved data accuracy, enhanced compliance and stronger treasury management. Beyond operational gains, the programme has transformed finance into a more strategic, value-adding function, supporting scalable growth and fostering a more collaborative, data-driven culture across the organisation.

Global Programme of the Year



ADEC Innovations



ADEC Innovations is a global impact-driven BPO with 3,500 employees operating around the world. With 30+ years of outsourcing history, ADEC positions itself as a strategic partner rather than a transactional provider, with impact embedded across its delivery model.

In 2025, a US-based financial services and insurance client group needed to scale operations quickly and reduce concentration risk from single-site delivery. ADEC ran two programmes in parallel, coordinated by a UK-based Programme Management Office across multiple geographies: the Philippines, Kenya and the United States, with South Africa added in Phase 2.

Programme 1 expanded Philippines operations, adding headcount and absorbing new business functions from other BPOs. Programme 2 transitioned client processes to ADEC's Kenya delivery centre for the first time, providing operational redundancy.

Philippines team members with long tenure (5-10+ years) travelled to Kenya to transfer knowledge and embed operational standards in person. Kenya's performance gave the client confidence to extend to a third site in Durban, South Africa, added in early 2026.

A Joint Innovation Committee ran alongside, leading to the development of Aida, an AI Digital Assistant designed to improve new-employee time to proficiency. Aida passed POC and is now in phased rollout demonstrating 96.67% accuracy in early stages.

The results delivered: 61 FTEs added in the Philippines, with 5 new functions implemented on schedule; 46 FTEs recruited and trained in Kenya; 380 processes dual-sited with all SLAs met (99.8% quality, 100% TAT, 97% attendance, 120% productivity by Week 6); \$1.6M+ annual operating savings; and delivery now active across the Philippines, Kenya and South Africa.

Global Programme of the Year

FINALIST

Lloyds Banking Group (Scottish Widows) & Diligenta



Diligenta is a leading UK-based, FCA-regulated subsidiary of Tata Consultancy Services (TCS), delivering transformative business process services to the Life and Pensions industry. Established in 2005, Diligenta combines deep sector expertise with the industry-leading TCS BaNCS™ platform and digital capabilities to provide best-in-class, platform-based administration. Supporting prominent UK insurers, it administers over 21 million policies with a proven track record of large-scale transformation and migration. Diligenta is uniquely positioned to improve customer outcomes, enhance operational efficiency and enable the successful launch of new products and propositions, helping its clients remain competitive in a rapidly evolving market.

Diligenta's partnership with Lloyds Banking Group and Scottish Widows demonstrates how collaboration, innovation and shared ambition can deliver transformational change at scale. Together, the teams successfully migrated complex investment portfolios and customer platforms while maintaining stability, resilience and a seamless customer experience. Through meticulous planning, repeated dress rehearsals and strong governance, the programme combined years of customer trading history onto modern technology platforms with minimal disruption. The partnership united onshore and offshore teams, creating a culture built on trust, transparency and collective accountability. By focusing on customer outcomes, operational excellence and future-ready technology, the programme has strengthened long-term capabilities for Lloyds Banking Group while supporting millions of customers in moments that matter. This achievement showcases the power of true partnership in delivering lasting business transformation.

Global Programme of the Year

FINALIST

NTT DATA



NTT DATA is a ~\$30B global technology leader with operations spanning 50+ countries. Within Technology Solutions, Business Operations is supported by ~1,800 specialists delivering services across 22 countries with 2 world-class service providers. Despite this global scale, the operating landscape was fragmented, with country-driven processes, tools, SLAs and governance creating inconsistency, siloed reporting, limited visibility and constrained scalability across countries.

The strategic response was the establishment of a unified global Centre of Excellence (CoE) operating model. This model standardised end-to-end processes across Sales Operations, Order-to-Bill and Source-to-Pay through a single taxonomy, harmonised SOPs and work instructions and a disciplined governance cadence, initially at a regional level, before expansion to Global. Best practices and governance were institutionalised through Lean and Six Sigma methodologies alongside a continuous improvement mindset driven by Kaizen, and enabled by robust workflow orchestration, Power BI dashboards and Signavio process mining, enabling transparency, auditability and data-driven decision-making at global scale.

Innovation was driven through standardisation, unlocking automation and GenAI across a consistent process backbone. A strong partnership approach aligned cross-functional towers, regional and country stakeholders and service providers through co-creation and structured governance forums, ensuring adoption and sustained performance.

The CoE model institutionalised delivery through shared global talent pools, multi-country processing, cross-training, volume balancing and continuous improvement. Benefits realisation includes contributions to renewal performance improving from 85% to 90%, consolidation of 10 renewal processes into one, Data Quality Index increasing from 88% to 96% with 29 KPIs, SOPs reduced from 545 to 132, work instructions from 800 to 200, 84% of exceptions eliminated, ~40% FTE efficiency gain, 30–60% invoice accuracy improvement and user sentiment rising from 55% to 80%.

This programme represents a globally scalable, governance-led, innovation-enabled CoE model, delivering sustained enterprise value and a replicable blueprint for global operations transformation.

Transformation Programme of the Year



Nuveen & Simplex Services



Following Nuveen's integration into the TIAA family, the organisation faced a complex challenge: disparate systems, fragmented identities, legacy infrastructure and inconsistent security across 24 global markets. To address this, Simplex Services designed and delivered the Alpha Programme, a multi-year transformation initiative that unified people, processes and technology into a single global operating model.

The programme established a cloud-first, scalable platform built around a unified Microsoft 365 environment, enterprise Active Directory consolidation, global virtual desktop infrastructure, regional service hubs, integrated ServiceNow operations and the successful exit from legacy data centres. Alongside technology modernisation, a robust governance framework aligned Nuveen, TIAA and Simplex through standardised operating procedures, cyber-security controls, change management and service governance.

The results were transformational. Support resolution times improved by 38%, user satisfaction reached 94% and more than 13 million files were successfully migrated to SharePoint. Security incidents reduced by 96%, while multi-factor authentication and single sign-on were implemented across critical business applications. The programme also enabled seamless collaboration for more than 1,000 users across 24 markets and supported expansion into new offices in Abu Dhabi, Madrid and Frankfurt. Sustainability benefits included over 21 metric tonnes of CO₂ savings and significant reductions in infrastructure footprint.

More than a technology upgrade, Alpha created a secure, scalable and repeatable blueprint for future mergers and acquisitions, transforming how Nuveen collaborates, operates and grows globally.

Transformation Programme of the Year

FINALIST

Signet Jewelers & GEP



FINALIST

Standard Life & Diligenta



Synopsis: [see page 54](#) (Customer Experience Programme of the Year)

FINALIST

EDF & TCS Enterprise CBO Unit



FINALIST

Lloyds Banking Group (Scottish Widows) & Diligenta



Synopsis: [see page 43](#) (Global Programme of the Year)

Transformation Programme of the Year

FINALIST

NTT DATA



NTT DATA is a ~\$30B global technology leader with operations spanning 50+ countries. Within Technology Solutions, Business Operations is supported by ~1,800 specialists delivering services across 22 countries with 2 world-class service providers. It delivered a large-scale Finance Transformation to address deeply fragmented, manual and inefficient finance operations.

Baseline challenges included 60–80% manual processing across AP, AR, Billing and Reconciliations, long cycle times (AP ~6 days, disputes up to 120 days), ~\$220M working capital impact and high error rates, significantly affecting cost, controls and stakeholder experience.

The transformation implemented a globally standardised, AI-first finance operating model, combining leading platforms (Esker, HighRadius, BlackLine) with a suite of GenAI-powered Smart AI Agents (Billing AI, AR Reconcile AI, Spend Guard AI, ETA AI, Translate AI) across Opportunity-to-Cash, Source-to-Pay and Record-to-Report. This enabled end-to-end automation, real-time data visibility and intelligent decision-making at scale.

Governance and best practices were embedded through Agile and Lean methodologies, structured global governance and continuous improvement loops. A strong partnership ecosystem, integrating global teams, a GenAI CoE and strategic vendors, enabled co-creation, rapid adoption and enterprise-wide alignment.

Results include \$2.6M+ AR savings and \$991K AP savings; 35–45% manual effort reduction; AP cycle time reduced from 6 days to under 2; dispute cycles reduced by 40%; 80–95% automation across processes; 98%+ billing accuracy; a 7-day DSO improvement (from 50 to 43 days); and \$170–200M working capital acceleration. Beyond metrics, the programme delivered a GenAI-enabled finance transformation blueprint, driving cultural shift, enterprise scalability and sustained competitive advantage.

Transformation Programme of the Year

FINALIST

The Dorsch Gruppe



The Finance Transformation Programme at Dorsch Global was initiated to address the growing complexity resulting from rapid expansion and a buy-and-build strategy. Its primary objective was to standardise finance operations, enhance data quality, accelerate reporting and strengthen governance across a decentralised organisation. Structured around four key workstreams: Tax, Treasury, Clear View Reporting and Fast Close, the programme targets inefficiencies while enabling scalability and consistency.

A core strength of the programme is its integrated, multi-workstream approach, moving beyond siloed improvements to deliver holistic transformation. The introduction of digital tools such as Power BI dashboards, automated ERP controls and collaborative platforms has significantly reduced manual effort, improved real-time visibility and enhanced decision-making. The Clear View Reporting model has been particularly impactful, establishing a standardised framework for financial and operational metrics and enabling a single, reliable source of truth.

Tangible benefits have been realised, including a reduction in month-end close cycles by up to six days, improved reporting accuracy and stronger compliance through global frameworks and controls. These outcomes have been driven by structured governance, process standardisation and cross-functional collaboration, alongside measurable ROI through cost reduction, improved productivity and better capital management.

Underpinned by best practice benchmarks and a robust governance model, the programme ensures continuous improvement and long-term sustainability. A strong partnership approach, characterised by global collaboration, transparency and shared ownership, has been critical to its success, fostering engagement and innovation across the organisation.

AI/Automation Programme of the Year



NTT DATA



NTT DATA is a ~\$30B global technology leader with operations spanning 50+ countries. Within Technology Solutions, Business Operations is supported by ~1,800 specialists delivering services across 22 countries with 2 world-class service providers. It implemented a transformative GenAI-driven Smart AI Agents programme to redefine enterprise operations at scale.

Prior to implementation, finance and procurement processes were fragmented and manual (60–80%), with long cycle times (AP ~6 days, disputes ~120 days), high rework and limited automation (<30%). This resulted in inefficiencies, working capital constraints and inconsistent stakeholder experience.

In response, NTT DATA designed and deployed a secure, enterprise-grade GenAI platform, integrating SAP, Salesforce, Esker, HighRadius and BlackLine into a unified AI-driven ecosystem. A portfolio of Smart AI Agents, including Invoice AI, Dispute AI, Spend Guard AI, ETA AI and Process Coach AI, enabled end-to-end automation, real-time insights and intelligent decision-making across Opportunity-to-Cash, Source-to-Pay and cross-functional operations.

Governance and best practices were embedded through a structured GenAI innovation funnel, Zero Trust architecture and AI risk governance frameworks, ensuring scalability, compliance and sustainability. A co-creation-driven partnership model enabled strong adoption across business, operations and technology stakeholders.

The programme delivered significant measurable impact: 70–85% automation and up to 90% straight-through processing; 35–45% reduction in manual effort; AP cycle time reduced from 6 to 2 days; disputes reduced from 120 to 75 days; \$170–200M working capital acceleration; and 98%+ billing accuracy and 25–30% user satisfaction uplift.

This programme represents a scalable, enterprise-wide AI operating model, transforming shared services from transactional execution to intelligent, value-driven operations.

AI Initiative of the Year



Shared Services Connected Ltd (SSCL)



SSCL set out to transform its operations by embedding automation at scale, driven by rising transaction volumes, increasing complexity and the need for greater consistency and control. The strategic objective was clear: enhance user experience, accelerate processing, reduce risk and create sustainable capacity across the organisation. Through a structured sourcing approach, UiPath was selected as the foundation of the SSCL Automation Hub: a scalable, secure and cost-efficient platform aligned to long-term strategic goals.

SSCL standardised its development lifecycle, introduced strong governance and adopted a centre-led model to ensure every automation met rigorous standards for quality, security and compliance. Each bot followed a consistent methodology from assessment through to benefits tracking, with success measured through SLA improvements, accuracy gains, reduced processing time and enhanced customer satisfaction.

Innovation became a defining feature of the Automation Hub. SSCL introduced reusable components, a centralised opportunity pipeline, continuous improvement cycles and proactive risk-based automation. With more than 140 bots now completing 150,000 transactions each month, automation has become embedded in the organisation's culture.

Collaboration underpinned the programme's success. SSCL worked closely with operational teams, IT, governance and customers, maintaining transparency and adapting to challenges to protect service continuity.

The results are significant: 800 days of effort saved monthly, the equivalent of 30 FTEs reinvested into higher-value work. SSCL has delivered faster processing, improved accuracy, stronger controls and a clear return on investment. The Automation Hub is now a strategic capability, empowering people, strengthening partnerships and driving continuous innovation across the organisation.

AI/Automation Programme of the Year

FINALIST

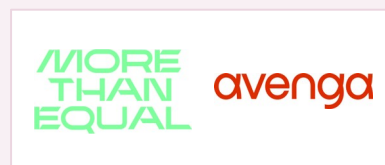
Diligenta Powering the Future



Synopsis: [see page 13](#) (Technology Innovator of the Year)

FINALIST

More Than Equal & Avenga



Avenga believes talent discovery should be driven by intelligence, not chance. On behalf of its client More Than Equal, Avenga set out to solve a major challenge in motorsport: identifying exceptional young drivers from a fragmented landscape of racing results, championships and performance data.

The result is FutureLap, an AI-powered intelligence platform that transforms how motorsport talent is discovered and evaluated. By combining artificial intelligence with official racing results and open-source motorsport data, Avenga developed a solution that collects, validates and standardises information from multiple sources, creating a unified view of emerging talent.

FutureLap enables racing teams, national federations and driver development programmes to make objective, data-driven decisions. Instead of relying solely on traditional scouting networks, organisations can analyse a driver's complete development journey, compare performance against global benchmarks and assess results within the context of technical factors such as equipment, teams and race conditions.

With historical data dating back to 2021 and continuously expanding, the platform provides actionable insights into driver progression, helping organisations identify strengths, measure development outcomes and uncover future stars earlier.

Beyond technology, FutureLap supports a broader mission: creating equal opportunities for talented drivers regardless of geography, background or gender. By focusing on performance intelligence, the platform helps ensure that promising athletes gain visibility based on merit rather than connections.

For Avenga, FutureLap demonstrates the transformative potential of AI, turning complex, fragmented data into meaningful intelligence that helps shape the future of motorsport and creates new pathways for talent to reach the highest levels of competition.

AI/Automation Programme of the Year

FINALIST

QX Global Group



QX Global Group's AI and Automation Programme is a strategic initiative designed to operationalise AI at enterprise scale across recruitment, finance and tax functions. Rather than deploying isolated automation tools, QX built a scalable ecosystem of domain-specific AI platforms that deliver measurable business value through improved efficiency, accuracy and service quality.

The programme centred around three flagship solutions: SonarHire for recruitment transformation, Finance360 for intelligent finance operations and RoBo1040 for tax automation. Supported by QX AI Labs and the Automation Acceleration Centre, these platforms combine vertical-specific intelligence with a reusable AI backbone, enabling rapid deployment, continuous learning and scalable innovation.

QX adopted a governance-led approach to ensure responsible AI deployment, embedding standardised frameworks, SLA and KPI tracking, explainability, auditability and enterprise monitoring across all solutions. Governance is further strengthened through ISO 27001:2022 aligned controls, ISO 27701 privacy frameworks, privacy-by-design principles, secure SDLC practices and continuous oversight.

The programme was delivered through a collaborative partnership model, with clients actively involved in discovery workshops, use-case design, agile implementation cycles and ongoing optimisation. This co-creation approach accelerated adoption while ensuring solutions remained aligned to evolving business needs.

The results have been significant. SonarHire delivered a 45% increase in candidate compliance efficiency and a 20% improvement in screening efficiency. RoBo1040 reduced manual intervention in tax processing by 40% and accelerated turnaround times by 30%. Overall, the programme generated more than 11,000 annual operational hours saved, achieved adoption across two business units and four global delivery centres, and supported organisation-wide AI enablement through 12,087 certifications and 2,796 trained employees. Through innovation, governance and measurable outcomes, QX continues to transform how businesses scale intelligent operations.

FINALIST

Microsoft & Infosys BPM



AI/Automation Programme of the Year

FINALIST

Aokah



For most large enterprises, the decision to build a Global Capability Centre is high in value and high in risk, and it has traditionally moved at the pace of a consulting engagement. Location studies run for weeks, business cases are assembled by hand, and once the advice is delivered the intelligence behind it leaves with the advisers. The enterprise is left to execute a months-long programme without the system that shaped it, and to discover risk late, in periodic status reviews, when correction is expensive.

The Aokah programme changes that reality through AI-native Execution Intelligence and Adaptive Orchestration, delivered on the Aokah GCC Operating System™. It carries one connected decision intelligence from strategy through execution and into continuous optimisation, so that the same evidence that shapes a location choice also governs the build and measures the result. The effect on enterprises is measurable. In a documented engagement verified by the independent analyst firm HFS Research, a Fortune 500 chemical manufacturer compressed GCC site selection from ten weeks of consultant output to less than one week, with the location choices stress tested in real time against CFO-level cost scrutiny.

That outcome is not isolated. Across more than 300 enterprise programmes and more than 800 cities, the programme has consistently accelerated GCC build timelines by 6 to 12 months, reduced decision friction by 50 to 70 percent, made risk detection and correction roughly ten times faster and protected 30 to 50 percent of programme cost that would otherwise be lost to avoidable missteps. HFS Research recognised Aokah as a Hot Tech Vendor for 2026, describing it as one of the first vendors to address the GCC advisory bottleneck.

Customer Experience Programme of the Year



Standard Life & Diligenta



Diligenta is a leading UK-based, FCA-regulated subsidiary of Tata Consultancy Services (TCS), delivering transformative business process services to the Life and Pensions industry. Established in 2005, Diligenta combines deep sector expertise with the industry-leading TCS BaNCS™ platform and digital capabilities to provide best-in-class, platform-based administration. Supporting prominent UK insurers, it administers over 21 million policies with a proven track record of large-scale transformation and migration. Diligenta is uniquely positioned to improve customer outcomes, enhance operational efficiency and enable the successful launch of new products and propositions, helping its clients remain competitive in a rapidly evolving market.

Workplace Connect has transformed the digital workplace experience, delivering greater efficiency, engagement and customer value. Developed to address rising service costs, legacy system dependencies and evolving regulatory requirements, the programme introduced innovative digital capabilities that simplify processes and enhance member interactions. Through personalised interfaces, real-time insights and self-service functionality, Workplace Connect has empowered employers to manage their pensions more effectively while improving accessibility and user experience. The partnership has driven measurable results, including increased customer satisfaction, strong growth in registrations and logins and significant adoption of digital onboarding. Supported by collaborative innovation, including the Edinburgh Innovation Lab, Diligenta and Standard Life have successfully modernised workplace pensions, creating a future-ready platform that delivers sustainable benefits for customers, employers and the wider business.

Customer Experience Programme of the Year

FINALIST

Shared Services Connected Ltd (SSCL)



Synopsis: [see page 22](#) (Customer Experience Provider of the Year)

FINALIST

Wincanton & TCS Enterprise CBO Unit



FINALIST

Aviva



FINALIST

British Council & TCS Enterprise CBO Unit



Business Services Programme of the Year



Microsoft & Infosys BPM



FINALIST

Wincanton & TCS Enterprise CBO Unit



Business Services Programme of the Year

FINALIST

Diligenta Leading the Industry



Synopsis: [see page 21](#) (Customer Experience Provider of the Year)

FINALIST

Nuveen & Simplex Services



Synopsis: [see page 59](#) (IT Services Programme of the Year)

FINALIST

QX Global Group (Can-Gen Team)



Business Services Programme of the Year

FINALIST

ADEC Innovations



ADEC Innovations is a global impact-driven BPO with 3,500 employees operating around the world. With 30+ years of outsourcing history, ADEC positions itself as a strategic partner rather than a transactional provider, with impact embedded across its delivery model.

Since 2007, ADEC has delivered business services for a US-based financial services and insurance client group across Finance and Accounting, Tax, Treasury, HR, Payroll, Implementation, Client Services, Employee Benefits and Payroll Support.

In 2024, the programme needed to consolidate fragmented BPO supply, absorb rapid client growth, address single-site delivery risk and launch a permanent AI innovation function. All ran at the same time, alongside live high-volume service delivery.

ADEC mapped all 1,590 SSO processes by criticality and complexity to sequence the transition. Philippines team members with long tenure (5 to 10+ years) travelled to Kenya to transfer knowledge and build the new team in person.

A Joint Innovation Committee, established August 2025, runs permanently with joint governance. Its first output, Aida, an AI Digital Assistant designed to improve new-employee time to proficiency, passed POC and is now in phased rollout demonstrating 96.67% accuracy in early stages.

The results delivered: 107 FTEs added across the Philippines and Kenya; 380 processes live in Kenya by Q3 2025, on schedule; all SLAs met (99.8% quality, 100% TAT, 97% attendance, 120% productivity by Week 6); \$1.6M+ annual operating savings through consolidation of fragmented BPO supply; South Africa added as a third delivery site in early 2026; and the full 1,590 processes across dual sites targeted by Q2 2027.

IT Services Programme of the Year



Simplex Services



The Alpha Programme transformed business services across Nuveen following its acquisition by TIAA, addressing fragmented support models, inconsistent service delivery and legacy infrastructure that limited operational efficiency and client experience. Simplex Services was engaged to create a unified global business services ecosystem capable of supporting growth, reducing cost-to-serve and delivering a consistent experience across all markets.

Built around four strategic pillars (one global identity, one support model, one collaboration platform and one standard of service excellence), the programme reimagined how business services were delivered worldwide. Key innovations included a unified Microsoft 365 environment, enterprise-grade virtual desktop infrastructure, regional service hubs in London and Singapore, a consolidated ServiceNow platform and a cloud-first operating model that eliminated dependence on legacy data centres.

To ensure sustainable success, a comprehensive governance framework standardised service levels, performance metrics, incident management, compliance processes and support operations across regions. This created a consistent experience for employees regardless of location while improving operational visibility and accountability.

The programme delivered measurable business outcomes, including a 38% improvement in support resolution times, 94% user satisfaction, seamless collaboration across 24 markets and migration of 13 million files to modern collaboration platforms. More than 140 servers were decommissioned, global network connectivity was enhanced and a repeatable M&A integration playbook was established to accelerate future growth initiatives.

Alpha successfully transformed business services from a fragmented operating model into a unified, scalable and globally consistent service foundation, enabling Nuveen to deliver better experiences, operate more efficiently and support future expansion with confidence.

IT Services Programme of the Year

FINALIST

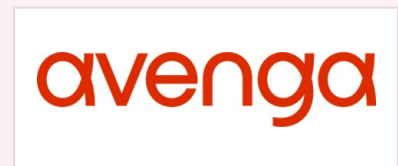
Diligenta Powering the Future

Synopsis: [see page 13](#) (Technology Innovator of the Year)

**FINALIST**

Avenga

Synopsis: [see page 51](#) (AI/Automation Programme of the Year)



Sustainability Programme of the Year



Tata Consultancy Services (TCS)



Sustainability Programme of the Year

FINALIST

ADEC Innovations



ADEC Innovations is a global business solutions, sustainability consulting and ESG technology firm, operating across 29 business units in the UK, US, Philippines, Kenya, Australia, India and beyond. ADEC builds the data platforms, runs the advisory programmes and delivers the managed services that help organisations worldwide measure and improve their ESG performance.

In 2024, ADEC launched its "Practice What You Measure" programme, applying the same rigorous standards internally that it delivers for clients across four pillars.

First, ADEC deployed its own ESG technology infrastructure across 14 business units using B Corp methodology, producing published scores of 32–57% as a real improvement baseline. Second, the Philippines business solutions hub runs a quantified environmental programme: electricity savings equivalent to 362 trees, rainwater harvesting and 3,438 kg of non-hazardous waste managed in 2023.

Third, delivery hubs in Kenya and the Philippines are structured as impact sourcing operations, with first-job hires from low-income backgrounds, achieving 45–79% female representation. Fourth, group-wide certification across ISO 14001, ISO 9001, ISO 27001, SMETA and HIPAA provides the governance backbone.

Future plans include annual self-assessments, hub expansion and B Corp certification by 2027. For ADEC, sustainability is not a service it sells: it is how it operates.

03

Individual and Team Awards

- 64 Onshore Delivery Team of the Year
- 66 Offshore Delivery Team of the Year
- 69 Rising Star of the Year
- 72 Team Player of the Year
- 74 Advisor/Consultant of the Year
- 76 Technology Champion of the Year
- 79 People Champion of the Year
- 81 Strategic Leader of the Year

Onshore Delivery Team of the Year



Adetiq



Adetiq's UK delivery team is being entered for Onshore Delivery Team of the Year in recognition of the consistent, secure and effective delivery it provides from its Brighton operation.

The team supports clients across data capture, document handling, digital mailroom, validation, back office delivery and customer contact. Its strategy is simple: combine experienced UK people, secure processes and practical technology to give clients confidence that important work will be handled accurately and responsibly.

Two key examples are NatCen and UK Finance, including work connected to BSA, NS&I and My Lost Account. NatCen has described Adetiq as proactive, responsive, approachable, knowledgeable and genuinely invested in successful delivery. Their feedback highlights a team that does not simply execute tasks, but takes ownership, anticipates issues and contributes to better outcomes.

UK Finance feedback shows the team's delivery under pressure. Service level agreements have been consistently met since June 2025. Complaints fell to zero. After an August 2025 news item caused daily enquiries to increase fourfold, Adetiq adjusted staffing and brought the work back under control within three days.

Best practice and governance are supported by ISO 9001, ISO 27001 and Cyber Essentials Plus, with quality checks, secure handling and standardised processes built into daily work.

Adetiq believes its onshore team deserves recognition because it delivers reliable value, builds trusted partnerships and demonstrates the strength of UK business services delivery.

Onshore Delivery Team of the Year

FINALIST

Lloyds Banking Group (Scottish Widows) & Diligenta



Synopsis: [see page 43](#) (Global Programme of the Year)

Offshore Delivery Team of the Year



ADEC Innovations



ADEC Innovations is a global impact-driven BPO with 3,500 employees operating around the world. With 30+ years of outsourcing history, ADEC positions itself as a strategic partner rather than a transactional provider, with impact embedded across its delivery model.

In 2025, ADEC's Philippines-based team delivered two client projects concurrently: rapid operational expansion in the Philippines, and the first transition of client processes to ADEC's Kenya delivery centre as part of a deliberate move beyond single-site delivery. Both ran without dropping a single SLA across live operations.

The team's tenure made this possible. 63% have 5 to 10 years on this account, with many exceeding 10 years. Key team members travelled to Kenya to recruit and train the new team and embed the client's culture from day one. That depth of knowledge cannot be transferred through documentation alone.

The team runs a Kaizen programme, with projects applying Six Sigma methodology across client operations. One project applied Six Sigma to benefits administration, identifying and rolling out automation that delivered 43% process optimisation and 20% additional capacity at zero added cost.

The results delivered: \$1.6M+ annual operating savings; 61 FTEs added in the Philippines, with 5 new functions delivered on schedule; 46 FTEs recruited and trained in Kenya; 380 processes transitioned with all SLAs met (99.8% quality, 100% TAT, 97% attendance and 120% productivity by Week 6); and the Philippines team's support for Kenya and its performance gave the client confidence to open a third location in South Africa, operational from early 2026.

INDIVIDUAL AND TEAM AWARDS | 21

Offshore Delivery Team of the Year

FINALIST

Morrisons & TCS Enterprise CBO Unit

Synopsis: [see page 31](#) (Retail Programme of the Year)

FINALIST

Lloyds Banking Group (Scottish Widows) & Diligenta

Synopsis: [see page 43](#) (Global Programme of the Year)

FINALIST

Interact Medical & QX Global Group



FINALIST

Empiric & QX Global Group



Offshore Delivery Team of the Year

FINALIST

QX Global Group (IDL Team)



Rising Star of the Year



Hemant Puthli accepting the award on behalf of Soumi Saha

Soumi Saha

Neo Group



Soumi Saha is a Team Lead in Advisory at Neo Group and a rising force in global sourcing. She began her career in June 2021 at Deloitte India and, in under five years, has advised 15+ Fortune-500 clients across IT, CPG, pharma and energy, spanning outsourcing advisory, GBS advisory and the end-to-end sourcing lifecycle. She joined Neo Group in July 2025 and, within her first year, became a Team Lead trusted on high-stakes, AI-enabled transformation.

Her proudest achievement is co-authoring two whitepapers within a single year: "From Transactions to Transformation: Unlocking Business Value in the Supplier Lifecycle," with Neo Group's Chairman Atul Vashistha, and a recent brief on navigating the AI and agentic era in BPO. At a time when little guidance existed on AI in sourcing, her research gave clients a practical view of the trends, use cases, risks and a clear route to begin their AI journey, earning strong traction with senior stakeholders.

As Analyst Lead on a Fortune-500 consumer-goods transformation, she helped frame a multi-million-dollar value case through an AI-fit operating model and a vendor-neutral sourcing process, separating what clients should retain from what they should source.

Soumi's promise as a future leader is clear: to raise the profile of sourcing, making it as understood and aspirational as finance or technology, and to move clients beyond cost-cutting toward AI-enabled value. Clients and leaders describe her as analytically rigorous, quick to earn trust and delivering with a maturity beyond her years.

Rising Star of the Year

FINALIST

Ajith Bharathi

Proservartner



Ajith Bharathi, a nominee for the GSA Awards 2026 Rising Star category, is a highly experienced transformation leader currently serving as Director of Global Business Services (GBS) at Proservartner. With over 20 years of expertise spanning finance transformation, shared services and operating model design, he combines strategic thinking with practical execution to deliver measurable business outcomes. His professional credentials, including ACCA qualification, Lean Six Sigma Green Belt and PRINCE2 certification, reinforce his strong technical foundation.

Since joining Proservartner in November 2025, Ajith has made a significant impact through exceptional client delivery, high satisfaction scores and the generation of follow-on business opportunities. He is recognised for his ability to build strong stakeholder relationships, apply data-driven decision-making and design scalable, customer-centric solutions. His vision for the future of GBS focuses on enterprise value creation, end-to-end process ownership and balancing cost efficiency with customer experience.

Ajith's leadership potential is evident in his active engagement within the GBS community, where he contributes to industry discussions, thought leadership and business growth initiatives. His achievements include leading major transformation projects for global organisations, delivering tangible value, securing executive buy-in and enabling long-term strategic change.

Client and colleague testimonials highlight his professionalism, collaborative approach and ability to deliver impactful results. Overall, Ajith stands out as a trusted advisor with a proven track record, strong commercial acumen and the capability to shape the future of transformation, making him a deserving Rising Star nominee.

FINALIST

Vipun Tyagi

QX Global Group



Rising Star of the Year

FINALIST

Bridget Jurgs

Adetiq



Adetiq is proud to nominate Bridget Jurgs for Rising Star of the Year. In a short time, Bridget has progressed into a Project Manager role and now runs two of Adetiq's key client teams: FRC and UK Finance. Her progress stands out because she has taken on real responsibility early in her career.

FRC and UK Finance both require accuracy, clear communication, strong organisation and calm delivery. Bridget has shown all of those qualities, managing priorities, supporting colleagues and giving clients confidence that important work is in safe hands.

Client and colleague feedback reflects the trust she has earned. Dina Bhudia, Revenue Manager at FRC, has praised Bridget's professionalism, ownership, clear communication, proactive problem solving and approachable style, describing her as someone with clear potential as a future leader. UK Finance has also recognised Bridget's role, noting that the team works well together under her guidance and that she has been involved in their work from the outset. Internally, Charmaine Tarry, Business Development Manager, has said that when Bridget is project managing new work, she knows it will be delivered on time and to a high standard, ensuring the best experience for Adetiq's clients.

Adetiq believes Bridget deserves this award because she represents the future of business services delivery: capable, trusted, positive and already making a measurable difference to clients and colleagues.

FINALIST

Harsh Gwalani

QX Global Group



Team Player of the Year



Emma Carter

Adetiq Ltd



Adetiq is proud to nominate Emma Carter for Team Player of the Year. As Outreach Department Manager, Emma's impact reaches well beyond her job title. Over 14 years at Adetiq, she has become someone colleagues trust, rely on and turn to for clarity, support and calm leadership.

Emma plays a vital role in turning client requirements into successful outcomes. She supports colleagues through busy periods, strengthens communication between teams and helps keep delivery focused when priorities change. Her approach is practical, patient and consistent, creating the conditions for others to succeed.

Her contribution can be seen in Adetiq's work with Sport England on Active Places, where effective coordination, accurate data handling and clear communication are essential. Active Places includes more than 115,000 sports facilities and more than 25,000 sector contacts. The programme helps save local authorities around £1 million each year and supported £14.4 million of investment in 2023 to 2024.

Feedback from Liz Clarke at Sport England highlighted the strength of the relationship, describing Adetiq as part of one team delivering Active Places alongside Sport England. Emma was also personally praised for the way she supports the programme.

Adetiq believes Emma deserves recognition because she shows what true teamwork looks like in practice: dependable, supportive, motivating and focused on helping colleagues, clients and partners succeed together.

Team Player of the Year

FINALIST

Revathi T

QX Global Group



FINALIST

Sunny Taheliyani

QX Global Group



Advisor/Consultant of the Year



Pramith Naidu accepting the award on behalf of Dildeep Kaur

Dildeep Kaur

QX Global Group



Dildeep Kaur is a Chartered Accountant with over 14 years of experience and serves as a trusted advisor within the PBSA sector at QX Global Group, leading business transformation, operational excellence and finance optimisation initiatives.

Recognised for delivering consistently high-quality, "noiseless" operations, Dildeep has built a reputation for combining deep financial expertise with a passion for continuous improvement. Through functional analysis, automation, standardisation and governance, Dildeep has helped clients improve efficiency while fostering a culture that challenges conventional thinking and embraces innovation.

A strong example of this impact was the development of an innovative solution to accurately record direct-let revenue despite system integration limitations, alongside the successful reconciliation of £2.1 million in debtor balances across multiple platforms. These initiatives strengthened financial control, improved reporting accuracy and enhanced governance.

Within a year, Dildeep led the harmonisation and standardisation of key finance processes, centralising approximately 60% of workflows across portfolios, including accruals, provisions, debtor reconciliations, intercompany rent and loan adjustments. The programme delivered efficiency gains exceeding one full-time equivalent and accelerated month-end reporting from Working Day 10 to Working Day 7.

Further improvements in trend and variance analysis, process mining and workflow optimisation reduced management accounts turnaround time by 30%, increased client satisfaction scores from 68% to 86% and supported the onboarding of 21 additional properties.

Having been recognised with the GSA Advisor/Consultant of the Year Award, Dildeep continues to exemplify advisory excellence through sustainable transformation, scalable growth and a commitment to delivering measurable value for clients and stakeholders alike.

Advisor/Consultant of the Year

FINALIST

Rakesh Kambhammettu

Simplex Services



In an industry where future leaders are defined by their ability to combine technical expertise, business understanding and people skills, Rakesh has emerged as an exceptional talent and a rising force within Simplex Services.

Over the past year, Rakesh has consistently demonstrated the qualities that distinguish high performers from future leaders. Through his commitment to excellence, proactive problem-solving and ability to build strong relationships with colleagues, clients and partners, he has become a trusted contributor to some of the organisation's most important initiatives.

Rakesh's impact extends beyond the successful delivery of projects. He has embraced opportunities to represent the business, contribute to strategic discussions, support colleagues and strengthen client engagement. His willingness to take ownership, coupled with a strong learning mindset, has enabled him to adapt quickly to new challenges and deliver results in demanding environments.

What makes Rakesh particularly noteworthy is his ability to balance technical capability with professionalism and collaboration. He approaches every assignment with enthusiasm, integrity and a genuine desire to create value for clients and stakeholders. His contributions have enhanced team performance, strengthened client confidence and reinforced Simplex Services' reputation for quality and reliability.

Respected by peers and recognised by leaders for his maturity and potential, Rakesh embodies the next generation of leadership within the technology services sector. His achievements to date, combined with his drive to continuously improve and make a meaningful impact, position him as a deserving candidate for this award.

FINALIST

Ananth Ravichandran

QX Global Group



Technology Champion of the Year



Ajith Bharathi accepting the award on behalf of Dhrupad Patel

Dhrupad Patel

Proservartner



Dhrupad Patel, Chief Operating Officer and Managing Director of AI & Automation at Proservartner, is a leading force in driving AI-led transformation across global organisations. With over 20 years of experience spanning consulting, finance and intelligent automation, he has built and scaled technology solutions across Europe, the Middle East, Asia and North America, positioning himself at the forefront of digital innovation.

Dhrupad's approach centres on shifting organisations from traditional cost-driven models to intelligent, data-powered operations. He combines deep financial expertise with hands-on AI leadership, enabling businesses to move beyond automation into agentic, AI-driven ecosystems. His market insight highlights a critical industry shift: while technology continues to advance rapidly, trust, governance and effective adoption now represent the primary barriers to success.

His impact is demonstrated through transformative client outcomes. Notably, he led a finance transformation for a German manufacturer, reducing the financial close cycle by 71% and embedding sustainable AI-driven improvements. In a US retail engagement, his hypothesis-led approach delivered 80% process automation and £15M in savings, significantly exceeding expectations.

Dhrupad is also a recognised thought leader, engaging a global audience through industry events, executive forums and a strong digital presence. His governance-led methodology, spanning Diagnose, Design, Build, Embed and Sustain, ensures not only delivery excellence but long-term client independence.

Through his blend of strategic vision, practical execution and commitment to best practice, Dhrupad continues to shape the future of AI-enabled business transformation.

Technology Champion of the Year

FINALIST

Manish Gami

QX Global Group



FINALIST

Matt Speight

Shared Services Connected Ltd (SSCL)



Matt Speight is Product Owner at SSCL, a public-sector BPO supporting critical services to the UK public sector. With over 15 years' experience in contact centres, more than a decade at SSCL and five years leading technology-enabled transformation, Matt combines deep operational understanding with strategic product leadership.

Matt's defining strength is his ability to bridge the gap between operations and technology. By translating operational realities into clear, actionable outcomes, he ensures that digital transformation delivers real-world value, not just benefits measured on paper. This approach has seen him challenge established assumptions, including major supplier contracts and legacy technology models, contributing to a reshaping of the technology stack and delivering over £100m in long-term savings.

A strong example of Matt's impact is the introduction of an AI-powered voice agent and chatbot to address rising customer contact volumes. Rather than pursuing traditional IT-led delivery, Matt championed a human-centred approach by embedding frontline advisors throughout design, testing and deployment. The result reduced pressure, improved access to specialist support and delivered £2.5m in net savings, alongside consistently high customer and colleague feedback.

Beyond delivery, Matt is an advocate for responsible and meaningful use of emerging technologies. He actively shares insight through internal and external speaking, supports technology education initiatives for young people and served as a lead judge for the Best Use of AI at the Teen Tech Awards.

Matt's philosophy is simple: "technology succeeds when its benefits are felt every day by the people who rely on it."

Technology Champion of the Year

FINALIST

Liselott Lading

Avenga



Avenga, an international AI-native engineering firm, is proud to nominate Liselott Lading for GSA Technology Champion of the Year for her outstanding leadership in driving AI innovation that is transforming talent discovery in motorsport.

As a key leader behind FutureLap, an AI-powered intelligence platform developed by Avenga in partnership with its client More Than Equal, Liselott championed a vision to address one of motorsport's longstanding challenges: identifying exceptional young drivers from fragmented and inconsistent performance data.

Under her leadership, FutureLap was developed to collect, validate and standardise official racing results and open-source motorsport data, creating a unified and objective view of emerging talent. The platform enables racing teams, national federations and driver development programmes to make evidence-based decisions by analysing a driver's complete development journey, benchmarking performance globally and evaluating results within the context of factors such as equipment, teams and race conditions.

Beyond delivering a sophisticated AI solution, Liselott ensured that the technology served a broader purpose. FutureLap helps create a more equitable talent identification process by increasing visibility for promising drivers regardless of geography, background or gender, shifting the focus from connections to measurable performance and potential.

Liselott's leadership exemplifies the qualities of a modern technology leader: strategic vision, innovation and a commitment to creating meaningful impact. By transforming complex data into actionable intelligence, she has helped advance the future of motorsport while demonstrating how AI can drive both business value and positive social change.

People Champion of the Year



Hemant Puthli accepting the award on behalf of Kavya Srinivas

Kavya Srinivas

Neo Group



Kavya Srinivas is nominated for People Champion of the Year in recognition of the exceptional standard of client governance leadership she has demonstrated over the past few years at Neo Group, most visibly through her work on the Lennar account.

In a role where trust, judgement and consistency define success, Kavya has become one of the key reasons Lennar views Neo Group not simply as a service provider, but as a true strategic partner. Under her leadership, governance forums evolved from routine operational check-ins into meaningful strategic conversations, with both client and delivery teams arriving prepared, aligned and focused on outcomes. That transformation was driven by Kavya's ability to lead the room, build confidence and create accountability on both sides.

Kavya's ability to navigate complexity is what sets her apart. Client governance means managing moments where expectations do not match reality, where competing priorities create friction and where difficult conversations cannot be avoided. Kavya handles each of these with composure, transparency and fairness, protecting the client relationship without compromising the delivery team.

Her impact goes beyond relationship management. Kavya introduced active PO reconciliation practices that brought measurable visibility and financial predictability to the Lennar account, and ensured live dashboards were established across the modules her team supported. These improvements were so effective that they are now being adopted as internal best practice across other Neo Group accounts.

Most importantly, Kavya's leadership has raised the standard for the people around her. She creates structure without creating distance. She brings discipline without losing empathy. She gives her team the confidence to manage complexity, speak with clarity and take ownership of outcomes. As Jose Rodriguez Toro of Lennar noted, Kavya combines strategic thinking with practical delivery in a way that makes her a genuinely trusted partner.

Kavya Srinivas represents the very best of people leadership in client governance: calm under pressure, rigorous in execution, generous in developing others and deeply committed to creating value for clients and teams alike.

People Champion of the Year

FINALIST**Jason Roberts**

Kaleida International

**FINALIST****Nishant Timbadia**

QX Global Group

**FINALIST****Varsha Jethani**

QX Global Group



Strategic Leader of the Year



Sameer Jalundhwala

NTT DATA



Sameer Jalundhwala, Executive Head of Operations at NTT DATA, is a transformational leader redefining Global Business Services through strategic vision, disciplined execution and AI-led innovation. Over the past four years, he has built and led a globally integrated Business Operations organisation spanning 22 countries, multiple service providers and more than 2,000 professionals.

Drawing on experience across both client and provider environments, Sameer has transformed a complex, multi-sourced ecosystem into a unified operating model centred on accountability, collaboration and measurable business value. His “One Team, One Dream” philosophy has aligned employees, partners and stakeholders around a shared purpose, supported by robust governance, transparent performance management and faster decision-making.

Under his leadership, stakeholder confidence reached record levels, with Global Green Sentiment rising from 61% in FY24 to 80% by the end of FY25. Process standardisation, automation and proactive collections management reduced aged accounts receivable from 11% (USD 123 million) to 8% (USD 91 million), releasing more than USD 32 million in cash flow. More than ten GenAI-powered solutions and AI agents have also delivered USD 3.83 million in productivity and business value benefits as of July 2026.

Sameer’s leadership has earned NTT DATA 19 industry awards and recognitions in four years, including three major honours at SSON Europe 2026. Beyond NTT DATA, he actively contributes to leading industry forums and serves as an awards judge, helping shape the future of sourcing and shared services. His impact demonstrates how purposeful leadership can turn Global Business Services into a catalyst for growth, resilience and competitive advantage.

Strategic Leader of the Year

FINALIST

Hemant Puthli

Neo Group



Hemant Puthli is a strategic leader in global sourcing, governance and enterprise transformation with over four decades of experience bridging buy and sell sides of the market. He helps his clients build scalable, resilient global sourcing models and combines board-level advisory expertise with practical transformation execution. He consistently delivers measurable business outcomes, studies market trends and applies practical innovations, builds governance as a competitive advantage and converts strategic vision into transformative initiatives.

Hemant has held senior leadership roles across IT services, sourcing and business transformation at firms such as PwC, Deloitte, Neo Group and Aokah. He currently also serves as Chair of the GSA Agile Sourcing Working Group.

Known as a trusted advisor to boards and C-suite executives, Hemant combines strategic vision with hands-on delivery across sourcing, governance, transformation and supplier management. He advocates transforming global sourcing and procurement into strategic value engines through AI, ESG integration, Agile Sourcing and partnership-led engagement models.

Hemant promotes comprehensive sourcing governance frameworks spanning strategy, execution, optimisation, supplier partnerships, change management and organisational alignment. He has developed operating models for his clients that improve supplier visibility, risk management, delivery assurance and measurable sourcing effectiveness, helping organisations elevate governance from compliance-focused activities to strategic business enablers.

A recognised thought leader in Agile Sourcing and AI-enabled procurement, Hemant drives the development of industry frameworks based on his insights into market trends and forecasts. His podcasts, webinars (including a recent one co-hosted with GSA), publications, blog posts and presentations underscore his ability to translate market intelligence into actionable client outcomes.

For a CPG major, he led the design of an AI-enabled sourcing model, delivering approximately \$6.9M in value through AI-fit assessment, benchmarking, supplier evaluation and future-state operating model design. For a life sciences major, he designed an enterprise supplier management framework for approximately 60,000 suppliers, improving governance, accountability, segmentation, performance management and supplier visibility.

Strategic Leader of the Year

FINALIST

Rakesh Sangani

Proservartner



Rakesh Sangani is a senior outsourcing and transformation leader with over 22 years of experience across Deloitte, Accenture, TCS and Genpact. He is recognised for combining deep outsourcing expertise with a strong focus on AI, GenAI, automation and emerging technologies. His approach emphasises building collaborative relationships between buyers and vendors, including Tier 2 and Tier 3 providers often overlooked by larger organisations, and designing outcome-focused service models that align incentives across all parties.

Rakesh advocates integrating technology and intelligent automation into outsourcing strategies while maintaining strong governance and measurable business outcomes. His leadership model is based on clear success criteria, stakeholder alignment, risk-led governance, evidence-based decision-making and continuous performance assurance. This allows innovation to be delivered safely and consistently at scale.

His impact is illustrated through major transformation programmes. In a German manufacturing client engagement, he helped reduce the finance close cycle from 14 days to 4 days, identified 32 AI-driven improvements within six weeks and embedded sustainable change capabilities supported by AI agents and global governance. In a US retail finance transformation, his team automated 80% of processes, reduced headcount by 40% and delivered £15 million in savings over five years through a hypothesis-led, data-driven transformation approach.

Clients consistently describe Rakesh as proactive, collaborative and execution-focused. Testimonials highlight his ability to guide organisations from vision through delivery, establish governance and clarity and generate significant financial and operational benefits, including a reported US\$12 million working-capital improvement.

Strategic Leader of the Year

FINALIST

Sanj Prabhakar

Chain IQ



ChainIQ is proud to recognise Sanj Prabhakar, Global Sourcing Lead for Technology, as a finalist for the GSA Strategic Leader of the Year Award. With more than 20 years of experience spanning technology leadership, sourcing, outsourcing and business transformation, Sanj is known for transforming sourcing from a transactional function into a strategic capability that drives business value, innovation and resilience.

Having previously served in senior technology leadership roles, including CIO of Samsung Europe, Sanj brings a unique perspective that bridges commercial objectives with operational and business priorities. His leadership has helped global organisations, particularly within financial services, navigate complex technology and outsourcing challenges while delivering significant commercial outcomes, stronger governance and reduced risk.

Most notably, Sanj led several major technology and outsourcing transformation programmes for global banking clients, identifying multi-million-pound value opportunities, improving supplier accountability and aligning sourcing strategy to the organisation's broader transformation agenda. Beyond delivering measurable results, he successfully elevated sourcing to a trusted strategic advisory function influencing executive decision-making.

A passionate advocate of innovation, talent development and AI adoption, Sanj actively mentors sourcing professionals and champions new ways of working that improve both team performance and client outcomes. His leadership philosophy is simple: focus on impact, not activity; build trust, not hierarchy; and develop people, not dependencies. Through this approach, he continues to create stronger organisations, higher-performing teams and lasting business value.

04

GSA Discretionary Awards

86 Social Programme of the Year

87 GSA Excellence Award

Social Programme of the Year



Avenga & More Than Equal



“What particularly impressed me about Avenga’s FutureLap programme is its phenomenal use of AI as a force for positive social change. We talk a great deal about AI transforming businesses, improving productivity and driving efficiencies, but this initiative demonstrates something far more powerful: AI’s ability to challenge entrenched inequalities, break down barriers and create opportunities for people who might otherwise never get the chance to fulfil their potential. Motorsport has traditionally been a world where access to funding, networks and opportunity can be just as important as raw talent. By harnessing AI to bring together fragmented performance data and provide objective, evidence-based assessments of emerging drivers, Avenga and More Than Equal are helping to level the playing field. Talent can be recognised for what it is, regardless of gender, geography or background.

For me, this is exactly the kind of innovation our industry should be celebrating. FutureLap is not simply an impressive application of AI and data intelligence; it is a brilliant example of technology being deployed with genuine social purpose. It challenges the status quo, tackles systemic barriers and has the potential to change lives by opening doors that might otherwise remain firmly closed. What makes this programme so deserving of the GSA’s discretionary Social Programme of the Year Award is that it demonstrates how the technology and business services industry can use its expertise not just to deliver commercial value, but to make a meaningful difference to society. I would love to see more organisations thinking this ambitiously about the social impact of AI. Huge congratulations to Avenga and More Than Equal for showing us what is possible when technological innovation and social ambition come together.”

Kerry Hallard, CEO of GSA and Chair of GSA Awards judging panel, 2026

GSA Excellence Award



QX Global Group



"What made QX Global Group stand out to me this year was not simply the quality of any one submission, but the extraordinary consistency of excellence demonstrated across everything they entered. QX was the most highly shortlisted company in this year's GSA Awards, having already won Service Provider of the Year (Small) in 2025. Across their numerous submissions, we saw compelling evidence of innovation, transformation, strong client partnerships and measurable business outcomes. Their approach to AI particularly impressed me, not just for the technology itself, but for the way they are systematically embedding it into their operations, supported by robust governance, investment in people and a relentless focus on delivering real value for clients.

But what really distinguished QX was something that is much harder to quantify: the passion, commitment and genuine enthusiasm for excellence that shone through from so many different members of their team. Submission after submission demonstrated a deep understanding of what best practice looks like and, more importantly, a determination to put it into practice. This wasn't excellence confined to one outstanding project, one innovative team or one exceptional client relationship. It was evident right across the organisation. And that, to me, is the hallmark of a truly exceptional service provider. Excellence isn't simply something QX aspires to achieve; it is clearly embedded in the company's DNA.

This is precisely why QX Global Group deserved the GSA's discretionary Award for Excellence. At a time when our industry is undergoing profound change, we need organisations that don't just respond to that change, but embrace it, invest in their people, challenge established ways of working and consistently raise the bar for the entire industry. QX has demonstrated exactly that. Their achievements are a tremendous testament to the leadership, culture and collective commitment of their people, and I am delighted that we have been able to recognise them with this very special award. A thoroughly deserved recognition of an organisation that is not just delivering excellence, but making excellence a way of life."

Kerry Hallard, CEO of GSA and Chair of GSA Awards judging panel, 2026



ABOUT THE GSA

Promoting positive change across the technology and business services industry

WHO WE ARE

The Global Sourcing Association is a social enterprise striving to make a difference and promote positive change across the technology and business services industry. Trusted by sourcing professionals for 35 years, the GSA is the consistent voice for the future of the industry and the professionals working within it, promoting sustainable and ethical sourcing to create a positive future for our businesses and our shared planet.

WHAT WE DO

The GSA dedicates itself to encouraging partnership and collaboration across the sourcing industry, helping sourcing professionals develop themselves and their teams to perform at their best. Through best practice guides, workshops, events, peer to peer roundtables, networking across a passionate global community and professional development at every career stage, the GSA is the beating heart of the sourcing community.

OUR VISION

Our ambitious vision aims to redefine the role of sourcing in the global economy. We aim to create and promote a fairer, more inclusive and more balanced sourcing ecosystem that motivates, excites and engages sourcing professionals, and gives them the learning and development they need to succeed.