

NOMINATION FORM 2021 ABSL AWARDS

Company name:

Short description (*max. 500 characters*):

Industry:

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

Company type:

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

FTE Headcount în România:

Building trust and sustaining Customer Intimacy lead not only to improved business performance, but also to an interrupted high-quality delivery of services (while maintaining your employees safe) in a pandemic year.

The award in this category recognises the most compelling success story of building customer intimacy and improving customer satisfaction in business services delivery in 2020.

NOMINATION
CRITERIA:

- » Project goal & scope
- » Impact on stakeholders
- » Financial / business gains for the Customers
- » Customer's feedback, references
- » Recognition of the project

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

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

Project goal (*max. 1500 characters*):

- What was the need behind the project initiation?
- What were the business objectives of the project? How did you define the desired customer experience you want to provide?

- Who were the stakeholders?
- Was the project initiated locally or was it globally deployed? If globally, specify how your local teams contributed.

Financial/business gains for customers

- What were the benefits (direct and indirect) achieved by the clients (further growth, lower expenditures costs, improved cash balance)?
- How did the implementation of the project impact on its stakeholders? (e.g. decreased volume of work for employees, reduced costs for client etc.) *(max. 1500 characters)*

- Please list KPIs with relevant figures for the project. *(max. 500 characters)*

Client's feedback

- Which was the client(s) feedback regarding the project?
- To what extent the expectations of the customers were met? *(max. 1000 characters)*

- Please supply testimonials or other documents to present client's feedback.
(max. 1000 characters)

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

- Did the project bring other benefits, such as recognition - either internal or external?
If so, please provide proof of recognition.