

ABSL Awards Gala

June 13, 2024
The Tent by Clubul Diplomatic

NOMINATION FORM 2024 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)
ITO
R&D

FTE Headcount în România:

Business Leader in Customer Experience

Building trust and sustaining Customer Intimacy lead not only to improved business performance, but also to an interrupted high-quality delivery of services in these times that met new challenges (the geopolitical turmoil, as well as the looming economic recession). The award in this category recognises the most compelling success story of building customer intimacy, continuing to deliver high-quality services and improving customer satisfaction in 2023. The aim is to identify and reward the company-wide project that has delivered concrete solutions and achieved tangible results through delivery of superior customer experience.

All the fields below are to be fully completed as requested. During the evaluation process the jury takes into account and rates concrete information, i.e. data, demonstrated facts, business logic, along with the following Criteria:

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

Person who nominates the project
and could offer more details if
asked by the the organizers

Name:

Role:

Email address:

Phone number:

Title 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? (Please offer practical data regarding the noticed impact)
- 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.