NOMINATION FORM
2026 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 in Romania:

Champion of Customer Experience

In today's dynamic landscape, customer trust and satisfaction are more critical than ever. This award honours companies that have redefined customer experience by delivering exceptional, high-quality, and seamless services. If your company has successfully built stronger customer relationships, maintained excellence during challenging times, or set new benchmarks in service delivery, submit your project and be recognized as a leader in 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 » Impact on stakeholders » Financial / business gains for the Customers	» Customer's feedback, references » Recognition of the project

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 wanted 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

- What was the client(s) feedback regarding the project? (Please offer practical data regarding the noticed impact)
- To what extent were the expectations of the customers 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.