



Presents

14TH ANNUAL GCC & ENTERPRISE SERVICES CONCLAVE 2025

**'COMPANIES OF EXCELLENCE GO THE EXTRA MILE
TO ACHIEVE WHAT'S DISTINCT AND VALUABLE'**

EXCELLENCE AWARDS & RECOGNITION 2025

Award Entry - Information Requirements

DELIVERING BUSINESS IMPACT

**Through GCC/GBS/ER&D/Offshore Delivery Unit by
INNOVATION AND EXCELLENCE IN SERVICES**

Tell Us About Your Journey...

LAST DATE TO SUBMIT THE APPLICATION: JULY 25, 2025

Part 1: General Information (20 Points)

Organization

Name of Organization _____

Locations of GCC/GBS/ER&D _____

Head Quarters Location _____

Your Name _____

Your Title _____

Your Email Address _____

Telephone # Landline - _____

Mobile* - +- ____ - ____ - _____

Select the Domain(s), which best describes your business:

Global Business Services (GBS)/ Global Capability Center (GCC)/ Engineering, Research & Development (ER&D)

(Please select one for Single Domain and specify more for Multiple Domains)

- Automobile
- Banking Financial Services & Insurance
- Diversified -Multiple Domains (Please indicate domains) _____
- Engineering
- Fast Moving Consumer Goods
- Manufacturing
- Pharmaceuticals & Health Care
- Retail
- Telecommunications
- Other, Please specify: _____

(Note: GCC/GBS/ER&D are interchangeably used in this document)

Locations of Centre (within India): _____
Please mention City/Cities

Operational Since (month and year): _____

Employee Head Count (Nos.) At the time of Start: Present:
(% to total functional headcount) _____

Any other recognition or awards received for GBS/ GCC/ER&D: _____

Technology Landscape:

1. Share the ERP (version) Deployed: _____
2. Any other Tool if Implemented: _____
3. AI if deployed, share major use cases, number of Bots deployed: _____

4. Any Functional Tools deployed

5. Any AI/ ML Deployment, if Yes, share the tool name and Use cases: _____

Select the Function(s), which is/are covered by your GCC/GBS/ER&D:

- Finance & Accounting (F&A)
- Human Resources (HR)
- Supply Chain Management (SCM)
- Operations
- Customer Lifecycle Management (CLM)
- Information Technology (IT Services)
- Product & Engineering Service
- Any other, please specify: _____

Customer information - Scope of GCC

Number of business units served _____

Number of employees served _____

Number of locations served

(i) Local _____

(ii) Other Countries _____

What is your current maturity of GCC and what's the expansion plan?

E.g. Adding New Businesses/ Services/ Functions/ Geographies etc

What are the key components of your strategy for next 18-24 months?

E.g. AI COE/ Innovation Hub/Analytics COE etc

Permission

Do you agree to participate in presentation/ discussions or permit SSF Global to promote winners of awards?

- Yes, should we win, we agree to participate and permit SSF Global to promote us as award winners.

Part 2: Delivering Business Impact through GCC/GBS/ER&D/ Offshore Delivery Unit by Innovation and Excellence in Services (80 Points):

There are TWO sections.

First section is on the overall GCC Capability, and the second section is a specific Case Study. For each section, please submit information through either a write up or a few PowerPoint slides. If there is a document collectively dealing with all sections, it can also be submitted.

ENSURE THAT THE SLIDES/ WRITE UP, ADEQUATELY ADDRESSES ALL THE SPECIFIC POINTS IN EACH SECTION.

SECTION 1 (20 points)

This has 6 sub-sections for showcasing the GCC capability of the organization.

1) STRATEGY & VISION

- Provide a brief overview of **vision and strategic thinking/business objective** for exploring and adopting GBS/ GCC/ER&D strategy. What is the level of corporate sponsorship?
- What kind of **strategic impact** has been created by your GCC?

2) CUSTOMER ORIENTATION & GOVERNANCE

- How do you focus on 'customer experience' - both Internal and External? Can you share the Metrics?
- Describe the GCC's client relationship/service management model covering (but not limited to):
 - Key Performance Indicators (KPIs), SLA Management, frequency of reporting, communication
 - Sharing & Review of Performance with Customers & Senior Leadership

3) PEOPLE & CHANGE MANAGEMENT

- Please describe people management strategy (including redeployment if any), Development Assignments, Re/ Up skilling, Talent Review, Promotions and Retention. What other tools/processes do you currently employ in respect of People i.e., surveys, Recognition, Performance Management etc.
- How do you build a value story for people?

4) PROCESS ORIENTATION

- What is the level of process documentation - Flows/Maps, Operating Procedures, Compliance/Control and Checklist to enable operations? How often are these really updated? How are queries/deviations tracked/ monitored for resolution/ closure?
- How do you connect GCC performance to enable business metrics? What is the %age mix of automated/ manual metrics?

5) AUTOMATION

- What are the specific tools/ technology solutions being deployed?
- Share a few success cases of Tech-Powered transformation or movement towards Tech Integrated Services.

6) VALUE CREATION

- Share specific examples of tangible value delivery (financial/non-financial) by your GCC/GBS/ER&D
- To what extent has your GCC moved up the value chain? Describe the maturity level of your GCC. How do you compare the GCC operations with any global standards or practices in respect of service offerings, technology & automation etc.

Section 2: INNOVATION AND EXCELLENCE IN SERVICES (60 Points)

Please submit a relevant & focused Case Study focused on Service Excellence, and covering the aspects listed below:

1. State a few key Services improvements implemented. How do you classify SE Projects? Give brief details of top 3 or 5 'transformational projects' that demonstrate the level of implementation as well as contribution to strategic and tangible value to operations and customers? How has Service Excellence become a differentiator at the marketplace for competition or end customers?
2. **Strategic Context & Business Relevance** of the specific Service excellence & innovation initiative and Business case, if prepared and value realised for this initiative.
3. How has this innovation contributed **strategic and tangible value** to operations and customers?
4. Share the **Execution approach details** - how this initiative of Service excellence & innovation was implemented (Project Plan/ Milestones) and adopted Governance mechanism and change enablement approach?
5. How do you gather **customer feedback** that is relevant, timely and specific? Is there an adequate process to track and respond to customer queries and complaints? Share customer communication, testimonials if any.

The Case Study has to be submitted covering all the relevant points above.

TEAM SSF GLOBAL WISHES YOU THE VERY BEST!!