

15th GCC EXCELLENCE AWARDS & RECOGNITION



Last Date of Applying to GCC Excellence Awards 2026
NOVEMBER 10, 2026

Winners ' Announcement | 15th Annual GCC Conclave | Bengaluru | Dec 14-15 2026

THE INTELLIGENT ENTERPRISE
AI, TALENT & THE FUTURE OF GLOBAL CAPABILITY LEADERSHIP

***"Companies of Excellence Go the Extra Mile to
Achieve What's Distinct and Valuable."***

Champions do not become champions when they win the event, but in the hours, weeks, months and years they spend preparing for it. The victorious performance itself is merely the demonstration of their championship character"

- T. Alan Armstrong

Since its inception in 2011, SSF Global has recognized the innovative initiatives, benchmarks and winning practices of organizations. In order to acknowledge, celebrate, recognize and honour exemplary achievements in transformative strategies and process management by organizations and by individuals, SSF Global has been conferring GCC Excellence Awards & Recognition for the last 14 years. These awards, considered as an industry benchmark, are designed to recognize contributions by Companies & Individuals that are broadly comparable. The GCC Excellence Awards & Recognition are an integral part of the flagship Annual Conclave. This year, the nominations can be submitted for the following categories:

AWARDS

CATEGORY 1 – Outstanding GCC of the Year

- India Servicing
- International Servicing

CATEGORY 2 – Outstanding GCC delivering Business Impact through:

- a. Process & Operational Excellence
- b. Customer & Stakeholder Excellence
- c. People, Talent & Culture Excellence
- d. AI Adoption & Digital Transformation
- e. AI-First Culture & Future Readiness
- f. Sustainability & Social Impact Excellence
- g. Risk, Cybersecurity & Resilience Excellence

CATEGORY 3 – Outstanding AI-Powered GCC

CATEGORY 4 – Emerging GCC of the Year

FELICITATIONS

'Pioneering Leader' and 'Enterprise Excellence Achievers' in Global India – to recognize and honor stellar contributions of distinguished leaders, who are key to the GCC/GBS/ER&D Strategy & Business Transformation implementation at the Company as well as at the Industry Level

*NOTE: The application process has been kept simple. It is recommended that each of your applications be accompanied by a **unique business case story presentation and available testimonials, images, videos** and any other material showcasing tangible value delivery.*

PARAMETERS FOR JUDGEMENT

The GCC Excellence Awards & Recognition is applicable to GCC/GBS/ER&D Companies who have excelled in their category. The assessment is based on the strategy and goals of such Operations and how the key strategic drivers are identified/ implemented to deliver value to all stakeholders – customers, employees and shareholders. The focus is on excellence in seven parameters, namely Effective Business Process Strategy, Establishing Customer Oriented Practices, Change, Culture & Communication, People & Talent Management, Knowledge Management, Automation and Value Orientation & Maturity.

PARAMETERS FOR SELECTION

SSF Felicitations are applicable to exemplary leaders and achievers who have made stellar and unique contribution for Enterprise Excellence in Global India. The selection of Exemplary Achievers is based on their focus on excellence in **six** parameters for any of the below companies, namely:

1. GCC & Enterprise Services Leadership
2. Individual Contribution to Company on Strategic Execution
3. Sustained Focus to Enhance Business Services Strategy
4. Transformation Orientation
5. Team Management & Governance
6. Organizational & Business Impact

For more details or any other queries about Awards and/ or SSF Global, write to the following email id:

awards@sharedservicesforum.in

EMINENT JURY PANEL

INDEPENDENT JURY

SSF Global has constituted an Independent Jury Panel comprising practitioners with proven experience and expertise in business process management and services. The esteemed Jury Panel constitutes of three industry leaders as Members with **Mr V V RANGANATHAN**, as the **JURY CHAIR**.

VV RANGANATHAN – JURY CHAIR

Industry Expert & Governance Advisor; Independent Director on multiple leading Company Boards (Brigade Enterprises, Bharati Axa Life Insurance, formerly with Indus Towers & BirlaNu); Bharti Airtel Foundation, NHAI; Former Senior Partner EY – Country Leader for Strategic Growth Markets



Ranga, as he is affectionately called, is a Finance Professional, an Entrepreneur and an Author. Formerly, he was a Senior Partner with E&Y for many years and led several initiatives of the firm including co – founding & steering the Marquee Global Program – The World Entrepreneur of the Year Awards, both in India and Monaco.

He has co – founded many ventures with young talents which are at various stages of growth. Some of his ventures are social enterprises. He is also involved with large foundations that run hundreds of schools all over India as well leading a focused program on supporting economically weak but academically strong students.

He was recently awarded ‘Sankara Ratna Award’ in recognition of his immense contributions towards the good work supporting the social missions of The Medical Research Foundation & The Vision Research Foundation that run the famous Eye Hospital Sankara Nethralaya.

RAM S RAMASUNDAR

Management Advisor & Industry Veteran; Formerly – MD Blue River Capital; Sr ED DLF Hotel; President & CFO Ranbaxy; MD & CEO Electrolux Kelvinator, ED PepsiCo



Ramsundar is a Finance & Governance Professional. He has over 4 decades of experience in organizations such as HUL (as CFO), PepsiCo India (as Director – Operations), Electrolux (as MD/CEO), Ranbaxy Laboratories Limited (as President & CFO), DLF Hotels (as Senior Executive Director) and Jindal ITF Limited (as Group Director – Finance & Strategy), Blue River Capital (as MD), Unilever Exports (UK) and PepsiCo (USA & Greece). After his super-annuation from Jindal ITF Limited, he has been associated with Blue River Capital (a Mauritius registered Private Equity Firm) as Managing Director for the last four years and involved in managing the operations of the portfolio companies and administration of the private equity fund. Prior to this, he has also worked at Unilever Exports (UK) and PepsiCo ((USA and Greece).

He is a commerce graduate (Madras University), Chartered Accountant, Company Secretary and a Management Graduate (Indian Institute of Management, Ahmedabad), having qualified with distinction and merit rank. He has interests in Music, Sports and Books and has written articles and commentaries. His wife, Geetha is a post graduate and currently a home maker. He has one daughter, Sadhana, who graduated in Economics from Grinnell College, IOWA, USA and is currently working with KFC (Yum! Group) in Dallas, USA.

CHANDRASEKAR THYAGARAJAN

CFO – Birlasoft and Formerly – CFO, Greaves Electric Mobility; VP Finance & CFO, India/South Asia – IBM



Chandrasekar (Chandru) Thyagarajan has 35+ years of experience in automobile, financial services and IT industries, in varied areas like financial planning, statutory and management accounting, costing of products & services, business controls, financial risk management, procurement, administration, resource and capacity management, strategy, etc. Chandru was with IBM for over 20 years and held several finance and operations leadership positions including that of CFO, IBM India/ South Asia Domestic Business, COO for Global Business Services, IBM Growth Markets based in Singapore, CFO for IBM Daksh Business Process Services and finance lead for IBM's global delivery missions located in India. Post the IBM tenure, he joined Birlasoft as the CFO for 2+ years and then moved to Greaves Electric Mobility. He is now back with Birlasoft as the CFO. He has worked for almost 12 years in several Indian companies in the automobile, financial services and IT industries. He loves challenges and enjoys working with high performance teams.

Process Intended for Determining Awards and Recognition

The application process has been kept simple. PLEASE READ CAREFULLY BEFORE SUBMITTING YOUR AWARD ENTRY APPLICATIONS. The process involves the following steps:

1. **Initial Nomination:** Nominations are invited from companies/ institutions who have their GCC, GBS, SSC, ER&D, Team Extension, IT Services strategy established within the Indian Subcontinent
2. **Award Entry Form:** The award entry form as applicable must be duly filled and submitted by **NOV-10, 2026**
3. **Additional Information:** Any supplementary information, if required, will be sought and received from specific nominees through a telephonic conversation.
4. **Jury Evaluation:** An independent panel of judges will evaluate and score each application. The panel comprises leading experts and practitioners in the BPM and business services space. Supporting sponsors who helped to make the awards possible have been in no way involved in determining award criteria.
5. **Final Selection:** The Jury will decide upon various stated parameters and ensure comparability of the scores for final selection of winners. A telephonic conversation will be held with the award entrants for any specific clarifications required before final selection.
6. **Workshop on GCC & Enterprise Services:** The conclave will include various eminent leaders from the GCC, GBS, Enterprise Services & Outsourcing Services provider domain, Business Leaders from India corporates and multinationals, sharing their perspectives on the day of the Conclave and Excellence Awards.
7. **Awards & Felicitation Ceremony:** The 15th **GCC Excellence Awards & Recognition will start** immediately after the Sessions during the 15th GCC Conclave ON BOTH THE DAYS (Dec 14th & 15th 2026)

Process Intended for Felicitation of Individuals – Exemplary Leaders & Exemplary Achievers

1. **Jury Review:** The Jury Chair and Panel will apply the parameters for short listing of Individuals as Exemplary Leaders & Exemplary Achievers for Felicitation.
2. **Information:** The particulars relating to the short listed individuals are drawn from primary and secondary sources of published information available as well as previous interactions with such leaders and collated for discussion with the Jury Panel for selection.
3. **Selection:** Based* on the chosen parameters and the above particulars, the Jury Chair & Panel will select the 'Key Leaders and Key Achievers for Enterprise Excellence in Global India' for Felicitation.
4. **Communication:** The Leaders are individually communicated of their Selection for Felicitation and are requested to honour their presence at the Conclave for Felicitation

**Each Individual's contribution is always unique for the GCC & Enterprise Services space and therefore, not fully comparable.*

GENERAL ENTRY RULES

- ✓ Any organization – India Corporates, Multinationals, Business Services Organizations (Shared Services & IT Services), Global-In-House Centres, (GICs), and Outsourcing Services Provider organizations, as per applicable category are eligible to submit entries.
- ✓ All submissions should correspond to information and projects on-going in the current Financial Year.
- ✓ All companies are allowed to submit applications in one or more categories.
- ✓ If a company is submitting in more than one category, please make sure it is tailored to the specific criteria and requested information in the application form.
- ✓ **Each award entry application form must be accompanied by a unique business case presentation and available testimonials showcasing tangible value delivery.**
- ✓ **An entry form is required** for each submission. Please supply all data requested in the entry form. The more complete data you provide, the better the Jury Panel can evaluate your entry.
- ✓ You are encouraged to provide your official corporate presentation for reference along with the Entry forms.
- ✓ Please include visuals where applicable.
- ✓ All submissions will be treated as confidential and used for the purpose of evaluating the submissions.
- ✓ **The Jury Panel's' decision is final.**

If you wish to participate in the awards, send your organization name, email id and the category(s) you would like to send your application in, to the following email id: awards@sharedservicesforum.in

Awards & Recognition for Excellence in Enterprise Services (2011-2024)

The Annual Conclave serves as the platform for recognizing and awarding Organizational Achievements and Professional Excellence, thus setting benchmarks for the industry, and to encourage organizations and individuals to innovate, adopt business services or deploy best practices as an effective business strategy to deliver business value.

The SSF Global Excellence Awards & Recognition have been conferred on the following:

Award Year	Organizations Awarded/ Recognized
2011	nuFuture Digital India and Hindustan Unilever Limited
2012	Bharti Airtel Ltd, Atlas Documentary Facilitators Company (ADFC) Pvt Ltd (An Associate of HDFC), ICICI Prudential Life Insurance Company Ltd, Dr Reddy's Laboratories Ltd
2013	Tata Motors Ltd, Adani Enterprises Ltd, ICICI Bank Ltd, ONGC
2014	Reliance Industries, Vodafone Shared Services Ltd, Dabur India Ltd, Brandix Mercury Asia (Sri Lanka), ZEE Media Corporation Ltd, VE Commercial Vehicles Ltd, AHL Business Solutions Limited
2015	Cipla Ltd, Hindustan Unilever Ltd, Tata Motors Ltd, Infosys BPO Ltd, Piramal Enterprises, United Spirits Ltd, SRF Ltd
2016	Mahindra Integrated Business Services Pvt Ltd (Mahindra & Mahindra), TATA Motors Ltd, EBEX (Essel Group), Dr Reddy's Laboratories Ltd, ANZ Bengaluru Hub, and Kuoni Travel Group
2017	Olam Information Services Pvt Limited, EBEX (Essel Group), Syngenta Services Pvt Limited, Principal Global Services Limited, Vodafone Shared Services India, Unilever Industries Pvt Limited, Hindustan Coca-Cola Beverages Pvt Limited, Intelenet Global Services, and Raymond Lifestyle Business
2018	Ericsson India Global Services, JSW GBS, Syngenta Services, EBEX (Essel Group), ANZ Bengaluru Services Centre, Adani Enterprises, Unilever Industries, Raymond, Piramal Enterprises, Coca Cola, Compass Group UK&I, Teleperformance DIBS, VE Commercial Vehicles, and Akzo Nobel GBS.
2019	Hindustan Coca Cola Beverages, Olam Global Business Services, V. Group Limited, Tata Motors Limited, Unilever Industries Private Limited, EBEX (Essel Group), JSW Global Business Solutions, IBM India and Avery Dennison India Pvt Limited.
2020-21	Anheuser-Busch InBev GCC Services, Hindustan Coca Cola Beverages, Airtel Centre of Excellence, Ericsson, VEBS (VE Commercial Vehicles), Unilever Industries, Bayer (Monsanto Holdings), Northern Trust India, Startek, State Street Corporate Services, Telstra Global Business Services
2022	Bharti Airtel, Anheuser-Busch InBev GCC Services, Adani Enterprises, JSW Global Business Solutions, Unilever Industries, Telstra Global Business Services, Olam Global Business Services, Novartis Healthcare, Hindustan Coca-Cola Beverages, Indorama Ventures
2023	Bharti Airtel, Alcon Laboratories (AGS), Hindustan Coca-Cola Beverages, EY GDS Enablement Services, Unilever, TML Business Services, Northern Trust Corporation, ekaterra Service India (A Lipton Teas & Infusions Grp Company), and Welspun Transformation Services
2024	Bharti Airtel, Smith+Nephew, Hitachi energy, Tata Motors, EY GDS, Alcon Global Services, Northern Trust Corporation, Britannia Industries, Warner Bros. Discovery
2025	Adani GCC, Ericsson Global Business Services, Harman International India, Bharti Airtel, Hindustan Coca Cola Beverages, Hitachi Energy Technology Services, Jindal Steel, UPS India Technology Centre, Tata Steel Business Delivery Centre, Alcon Global Services, ABB Business Services, Astellas Pharma, Fourth Square, PAR Technology, British Council.

LAST DATE TO SUBMIT YOUR NOMINATIONS FOR 15th ANNUAL GCC EXCELLENCE AWARDS:

10TH NOVEMBER 2026

Winners at the 14th Annual GCC Excellence Awards & Recognition



SHRI J A CHOWDARY
Visionary and Pioneering Architect of the Indian Tech Ecosystem



Dr SANJEEV RASTOGI
ACHIEVER IN GLOBAL INDIA
'Most Impactful GCC & Enterprise Services Leader'



GEETHA RAMAMOORTHI
ACHIEVER IN GLOBAL INDIA
'Highly Influential GCC & Enterprise Services Leader'



JAIDEEP AGARWAL
ACHIEVER IN GLOBAL INDIA
'Highly Influential GCC & Enterprise Services Leader'



OUTSTANDING GCC OF THE YEAR - INDIA
Adani Group Capability Centre



OUTSTANDING GCC OF THE YEAR - INTERNATIONAL
Ericsson Global Business Services



Harman International India
DELIVERING BUSINESS IMPACT THROUGH EFFECTIVE EMERGING TECH-POWERED TRANSFORMATION



Bharti Airtel
DELIVERING BUSINESS IMPACT THROUGH EFFECTIVE EMERGING TECH-POWERED TRANSFORMATION



Hindustan Coca Cola Beverages
DELIVERING BUSINESS IMPACT THROUGH INNOVATION & EXCELLENCE IN SERVICES



Hitachi Energy Technology Services
DELIVERING BUSINESS IMPACT THROUGH INNOVATION & EXCELLENCE IN SERVICES



Jindal Steel
DELIVERING BUSINESS IMPACT THROUGH EXEMPLARY CUSTOMER EXPERIENCE MANAGEMENT



UPS India Technology Centre
DELIVERING BUSINESS IMPACT THROUGH INNOVATIVE PEOPLE PRACTICES



Astellas Pharma
In Recognition of SUCCESSFUL LAUNCH OF MULTI-FUNCTION GLOBAL CAPABILITY CENTRE IN INDIA



Fourth Square
In Recognition of SUCCESSFUL LAUNCH OF MULTI-FUNCTION GLOBAL CAPABILITY CENTRE IN INDIA



Tata Steel Business Delivery Centre
In Recognition of SUCCESSFUL ADOPTION OF THE AGENTIC AI INITIATIVES



Alcon Global Services
In Recognition of SUCCESSFUL DEPLOYMENT OF HIGH-END VALUE CHAIN SERVICES AND CAPABILITY AUGMENTATION



ABB Business Services
In Recognition of LEADING EFFECTIVE DEPLOYMENT OF SUSTAINABILITY & HEALTH SAFETY ENVIRONMENT INITIATIVES

PAR Technology
In Recognition of DELIVERING BUSINESS IMPACT AND BECOMING AN INNOVATION & TALENT HUB

British Council
In Recognition of SUCCESSFUL IMPLEMENTATION OF HYBRID GBS (IN-HOUSE & OUTSOURCED PARTNER) DELIVERING EFFICIENCIES AND EFFECTIVE OPERATIONS

Winning moments over the years....



**ERICSSON INDIA GLOBAL
SERVICES – 2018**



UNILEVER INDUSTRIES – 2019



**EY GLOBAL DELIVERY SERVICES –
2023**



ANZ BENGALURU SERVICE CENTRE – 2018



HINDUSTAN COCA-COLA BEVERAGES – 2022



ADANI ENTERPRISES – 2018



JSW GLOBAL BUSINESS SOLUTIONS – 2019



PIRAMAL ENTERPRISES – 2018



RAYMOND – LIFESTYLE BUSINESS – 2018



COMPASS GROUP UK & I – 2018



SYNGENTA SERVICES – 2018



**AKZONOBEL GLOBAL
BUSINESS SERVICES – 2018**



Pramd Kumar Vaya

**VE COMMERCIAL VEHICLES –
2021**



IBM INDIA – 2019

LAST DATE TO SUBMIT YOUR NOMINATIONS FOR 15th ANNUAL GCC EXCELLENCE AWARDS:

10TH NOVEMBER 2026

THE HALL OF FAME – Pioneering & Visionary Leaders in Global India



SHRI J A CHOWDARY

**2025
'VISIONARY AND PIONEERING
ARCHITECT OF THE INDIAN
TECH ECOSYSTEM'**



LALIT AHUJA

**2024
'PIONEERING
BUSINESS &
ENTREPRENEURIAL
LEADER IN GCC'**



Dr WILLIAM (BILL) HEFLEY

**2022
'PIONEERING
THOUGHT LEADER'**



HARRY ROBERTSON

**2019
'PIONEERING
TRANSFORMATION LEADER IN
GLOBAL SHARED SERVICES'**



VINEET NAYAR

**2018
'PIONEERING BUSINESS
LEADER'**



D SUNDARAM

**2018
'VISIONARY TRANSFORMATION
LEADER IN GLOBAL INDIA'**



PRIYAN FERNANDO

**2017
'PIONEERING BUSINESS LEADER' FOR
GLOBAL SHARED SERVICES**



BVR MOHAN REDDY

**2016
'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA**



RAKESH KUMAR GUPTA

**2015
'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA**



AKHIL GUPTA

**2014
'PIONEERING BUSINESS LEADER' IN GLOBAL INDIA**



RAMAN ROY

**2014
'PIONEERING ENTREPRENEURIAL LEADER' IN GLOBAL INDIA**

SSF FELICITATES "THE BPM ACHIEVERS IN GLOBAL INDIA"

In 2015, SSF launched 'BPM Achiever in Global India' – to felicitate achievers in the Business Services space for Creativity & Leading Enterprise-wide Shared Services & BPM Mission, Delivering Value & Business Transformational Impact



2025
Dr SANJEEV RASTOGI



2025
GEETHA RAMAMOORTHY



2025
JAIDEEP AGARWAL



2024
AJAY WADHWA



2023
PRIYARANJAN JHA



2022
NAVEEN GULLAPALLI



2020
Dr SUMIT MITRA

2020
NAVNEET BANSAL



2019
ROMI MALHOTRA



2018
NAVNEET KAPOOR



2018
RAMESH SHARMA



2017
SHYAMA BIJAPURKAR



2016
PRADEEP KAPUR



2016
PANKAJAM SRIDEVI



2016
RAHUL SINGH



2015
K RAMESH

ABOUT SSF GLOBAL

Shaping the Future of Enterprise Services

A Community 'For Practitioners, Of Practitioners, By Practitioners'

SSF Global is a Pioneering Industry Community for GCCs and Enterprise Services, since 2011

In the last **15 years**, SSF has evolved into a leading, practitioner-led leadership community advancing the growth and maturity of GCCs and Enterprise Services. Built on collective intelligence and real-world practitioner insight, SSF enables leaders to collaborate, learn, and shape the future of global capability models.

Our Knowledge Partner, **Quintes Global** – a GCC Catalyst firm, specializes in GCC setup, scale, and transformation. Its experiential insights integrate deep advisory, operational, and industry expertise into SSF's community programs, enabling organizations to build strategic, future-ready global capability centres. Acumens from the SSF community continuously helps Quintes to evolve capability frameworks, and innovate differentiated operating models and enterprise solutions, that it brings to organizations worldwide. Together, SSF Global and Quintes Global have built a powerful ecosystem where experience, innovation, and execution converge to strengthen India's position as a global hub for enterprise excellence.

SSF curates multiple platforms for the community members to stay abreast with the **latest trends, success stories & practitioner's perspective**, thereby enabling creation of '**best-in-context**' practices for their respective organizations. The platform brings together leaders with the strategic intent, inter alia, to include the following purposes:

1. **GCC & Enterprise Transformation Strategy:** Help adopt capability and innovation centres for enterprise transformation across private/public sector, large/ medium/ small enterprises for any domain/ vertical.
2. **Winning Practices:** Enable exchange of best and next practices, and adapt global practices to apply to requirements of GCCs.
3. **Community Network:** Build industry network of leaders and help nurture and innovate capabilities to become successful.
4. **Excellence Awards & Recognition:** Honor, recognize and promote transformative strategies for Shared Services as well as Leaders who enable such transformation.

OUR IMPACT – In Shaping the Future of Enterprise Services

15 + Years of Engagement

14 Annual Conclave Conferences

30 + Capability Frameworks

23 Leaders & BPM Achievers Felicitated

100 + GBS/GCC Excellence Awards

500 + Summits & Leadership Interaction Meets

KNOWLEDGE DISSEMINATION

SSF also shares knowledge through diverse publications – offering industry insights, best practices, real-world GCC and GBS journeys, case studies, research reports, and thought leadership articles. These resources act as trusted reference points for pioneering ideas in enterprise services and help leaders deliver tangible business impact across Global India.



Disclaimer

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