

Frequently Asked Questions by Awards Applicants

Q1. If an organisation is using a different sourcing model for different parts of the business, can that organisation make an application in both captive and outsourced awards categories?

Yes. As long as a company provides services in both categories, which are both separate and distinct business units then this is permitted. One part of its business must be in a captive and another in a distinct outsourced environment so that they are able to apply independently for both. Separate applications should be made and each will be evaluated vs. their respective peers in that category. However as an example of where this should not apply; if a company is predominantly in a captive model with a recently outsourced process then they should not apply in the outsourced category as effectively they are operating a singular mixed sourcing model which is heavily slanted towards a capture model.

Q2. Is a company permitted to apply in both new AND mature categories, if they are either within captive/outsourced model or crossing between both captive and outsourced?

It is not possible to be both mature and new within a line of business (i.e. inside captive or outsourced category). Within either a captive and/or outsourced business unit they have to be either "new" OR "mature" based on the criteria of age. However if applying in both categories (as per above) then yes it is possible for Captive to be "mature" and then within "outsourced" to be "new"

Q3. Where elements of a centre have existed long enough to be mature and other elements would be classified as new – does that affect the number applications a company makes? e.g. If new processes have only just been introduced more recently and are being managed quite separately – do the two apply separately?

No. centres should apply as ONE application regardless of having added newer processes, even if they are being managed somewhat separately. All awards relate back to look at organisational leadership, which at some level is common, so applications for one centre should not straddle new and mature categories. Applicants should view new vs. mature in the context of a physical SSC set-up rather than adoption of new processes, so adopting new processes into an existing set of centres doesn't qualify. If an organization undertakes a new functionally led SSC programme (e.g. they started Finance some years ago and are now taking on HR but in a different set of locations), then this could be permitted as a second separate application for new separate HR function's SSC.

Q4. Should applications submitted in the outsourcing categories on behalf of both the client and provider?

A. Yes. Recognition to award winners in the outsourced categories will be given in partnership to both the client and provider of the centre concerned. It is not necessary that both client AND provider are responsible for communicating the application process to SSON, one party should take the lead in the application process. However BOTH parties should be aware of the application and happy for the

submission to be made. The onus rests with the primary partner (i.e. the partner submitting the application) to ensure this permission has been sought internally. Both parties will be recognised as winners at the awards gala dinner and on subsequent marketing and trophies.