

CAPEBPO AWARDS 2024

INFORMATION PACK

Awards Categories
& Questions



CAPEBPO

FROM CAPE TOWN TO THE WORLD

Who We Are

CapeBPO is the strategic business partner of the City of Cape Town and the Western Cape Government, dedicated to the growth and development of the BPO industry in Cape Town and the Western Cape, South Africa.

CapeBPO is committed to continuing to DRIVE growth and opportunity in BPO Industry



CapeBPO focuses on two key objectives:

- 1** Attracting international companies to establish strong outsourced operations here, enhancing their productivity and efficiency.
- 2** Facilitating the training and career development of Cape Town and Western Cape youth within the BPO sector.

About The Awards

CapeBPO, in collaboration with the City of Cape Town and the Western Cape Government, is thrilled to announce the revitalisation of its flagship BPO Awards initiative.

The CapeBPO Awards are designed to celebrate and honour the exceptional contributions of top-performing and innovative individuals and companies in the BPO sector. This initiative supports our mission to connect the industry's leading achievers, provide a platform for visionary ideas, and recognise & reward excellence over the past year.

The awards draw hundreds of entries that showcase the talent, dedication, and innovation across all aspects of the BPO sector. These entries reveal countless reasons why our industry continues to thrive.

This year we will be celebrating "Cape Town's Best in the BPO Sector," which will highlight the remarkable achievements and advancements within our community.

Mark your calendars for 19 October 2024! Join us at the Century City Convention Centre, where we'll gather once again to honour these exceptional candidates. Building on the success of last year, this event promises to be even more memorable and inspiring.

We can't wait to celebrate with you!



Why Enter

The CapeBPO Awards are truly unique. We'll celebrate your highs, acknowledge your lows, and share your successes with the world. Let us highlight your achievements!



These awards are our way of recognising you and sharing your incredible stories. That's why we encourage you to put your best foot forward - because you deserve to be celebrated!

If you have a superstar colleague or manager, or if your company has implemented a ground breaking initiative in the contact centre industry, we urge you to nominate them.

The CapeBPO Awards provide a fantastic opportunity to honour the remarkable success stories within our community.

We invite all individuals and organisations in the South African BPO industry to showcase the talents and achievements of Cape Town's dynamic BPO community.

Celebrating Cape Town's Best, in Style....

This year's enchanting theme is Celebrating Cape Town's Best, Casino Royale Style! Prepare to be captivated by meticulously crafted décor, captivating live performances, and culinary delights perfectly aligned with the ambiance. This thoughtful curation will ensure an immersive experience, transporting you into the heart of life as an international agent of mystery, intrigue and success...more details to come, stay tuned!



Timeline



01

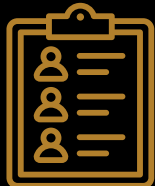
Entries Open

22 July 2024 - 15 August 2024

Online Judging

26 August 2024 - 9 September 2024

02



03

Shortlist Announced

11 September 2024

Face-to-Face Judging

18 September 2024 - 25 September 2024

04



05

Awards Gala

19 October 2024

Categories:



Individual Awards:

- Top BPO Customer Service Professional
- Top BPO Sales / Marketing Professional
- Top BPO Collections Professional
- Top BPO Team Leader / Supervisor
- Top BPO Operational Manager
- Top BPO Workforce Planning Professional
- Top BPO Trainer / Coach
- Top BPO Quality Professional
- Top BPO Analyst
- Top BPO Support Professional

Company Awards:

- Top Technical Innovation
- Top Non-Technical Innovation
- Top Support Services Provider
- Top Impact Sourcing
- Top Impact Sourcing Partner
- Top Offshore Campaign
- Top BPO Operator
- Top Captive Operator
- Top Shared Service Centre
- Top Emerging Operator
- Top BPO Community Impact



Rules & Terms

- Entry for the awards is FREE of charge.
- All applications must be submitted in English and electronically with supporting documents (if applicable) using the CapeBPO Awards Application Portal. Any entry received by any other means including via email, fax, post, or hand delivered will not be accepted.
- Entries can be edited in draft mode up until the closing date.
- Entries close on 15 August.
- No entries can be edited after final submission.
- No entries will be accepted after the closing date.
- Upon written request, entries may be withdrawn by the entrant prior to 12h00 on 23 August 2024
- The entrant or the representative of the entrant, must have worked or be directly associated with the business, project or solution that is featured in the entry, for a minimum of 12 months.
- Organisations may enter multiple award categories, however all submitted entries must be tailored for each category.
- The judges will shortlist three finalists from each award category and the finalists will be announced on 13 September 2024. Finalists will also be listed on the official CapeBPO Awards web page and distributed via email and social media channels.
- The CapeBPO Awards are judged by a panel of independent judges. This includes an extensive auditing process.
- Face-to-face interviews to determine the winners will take place at a predetermined location. All finalists will be notified of their scheduled interview details via email approximately two weeks prior to the interviews.
- Finalists will be required to present a 10-minute presentation relating to their submission and answer pre-set questions from the live judging panel.
- Award winners will be announced during the CapeBPO Awards dinner on 19 October 2024.
- One award winner and will be announced from the finalists in each category.
- When you submit your entry for any of the CapeBPO award categories this year, you are not only positioning yourself for recognition at our esteemed event in October, but you also have the option to apply for the BPESA awards ceremony in November.
- Please note that the CapeBPO and BPESA platforms are not linked, so you must submit your entries separately on each platform.



Individual Awards

TOP BPO CUSTOMER SERVICE PROFESSIONAL

The Top BPO Customer Service Professional award is for individuals working in a service delivery capacity at an advisor / consultant / agent customer engagement level.

The award is focused on individuals who demonstrate how they excel at and exceed their daily responsibilities providing excellent customer experience. This individual consistently achieves high performance scores and results as an advisor / service professional within their role, thereby making a meaningful difference to the customer on behalf of the organisation and brand.

This category awards recognition of competencies in delivering operational / transactional services within a function, with emphasis on measurable service levels / KPIs and continuous improvement in performance.

1. What are your KPI's? Please provide evidence of meeting/exceeding your KPI's and service levels.
2. What channels do you personally support in the organisation? Select all that apply.
 - a. Inbound calls
 - b. Outbound calls
 - c. Web chats
 - d. Video chats
 - e. Emails
 - f. Social media
 - g. Back-office support
 - h. Mail/post
 - i. Fax
3. What do you believe makes a successful individual in a role similar to yours?
4. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
5. What are the biggest obstacles/challenges you face daily to do your job?
6. How do you assist / support vulnerable customers?
7. Describe in detail 2 different situations where you have gone above and beyond the call of duty.
8. If you could change one thing in your organisation, what would it be and why?
9. What are you currently doing as part of personal improvement and development?
10. Why do you believe you deserve to win this award?

TOP BPO SALES / MARKETING PROFESSIONAL

The Top BPO Sales / Marketing Professional award is the category for individuals working in a marketing/ sales capacity at an advisor / consultant / agent customer engagement level.

The award is focused on individuals who demonstrate how they excel in and exceed their daily responsibilities to provide measurable sales results as well as brand service and customer experience. This individual consistently achieves high performance scores and results as an advisor / service professional within their role, thereby making a meaningful difference to the organisation and brand.

This category awards recognition of competencies in delivering operational / transactional services within a function, with emphasis on measurable service levels / KPIs and continuous improvement in performance.

1. What are your KPI's? Please provide evidence of meeting/exceeding your KPI's and service levels.
2. What channels do you personally support in the organisation? Select all that apply.
 - a. Inbound calls
 - b. Outbound calls
 - c. Web chats
 - d. Video chats
 - e. Emails
 - f. Social media
 - g. Back-office support
 - h. Mail/post
 - i. Fax
3. What do you believe makes a successful individual in a role similar to yours?
4. What achievements have you accomplished in the last 12 months for your organisation?
5. What awards/accolades (internal and/or external) have you received in the last 12 months?
6. What are the biggest obstacles/challenges you face daily to do your job?
7. How do you assist / support vulnerable customers?
8. Describe in detail 2 different situations where you have gone above and beyond the call of duty.
9. If you could change one thing in your organisation, what would it be and why?
10. What are you currently doing as part of personal improvement and development?
11. Why do you believe you deserve to win this award?

TOP BPO COLLECTIONS PROFESSIONAL

The Top BPO Collections Professional award is the category for individuals working in a collections capacity at an advisor / consultant / agent customer facing level.

The award is focused on individuals who demonstrate how they excel in and exceed their daily responsibilities to provide measurable collection results as well as brand service and customer experience. This individual consistently achieves high performance scores and results as an advisor / collections professional within their role, thereby supporting the customer and making a meaningful difference to the, organisation and brand.

This category awards recognition of competencies in delivering operational / transactional services within a function, with emphasis on measurable service levels / KPIs and continuous improvement in performance.

1. What are your KPI's? Please provide evidence of meeting/exceeding your KPI's and service levels.
2. What channels do you personally support in the organisation? Select all that apply.
 - a. Inbound calls
 - b. Outbound calls
 - c. Web chats
 - d. Video chats
 - e. Emails
 - f. Social media
 - g. Back-office support
 - h. Mail/post
 - i. Fax
3. What do you believe makes a successful individual in a role similar to yours?
4. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
5. What are the biggest obstacles/challenges you face daily to do your job?
6. How do you assist / support vulnerable customers?
7. Describe in detail 2 different situations where you have gone above and beyond the call of duty.
8. If you could change one thing in your organisation, what would it be and why?
9. What are you currently doing as part of personal improvement and development?
10. Why do you believe you deserve to win this award?

TOP BPO TEAM LEADER / SUPERVISOR

The Top BPO Team Leader / Supervisor award is the category for individuals working at a Team Leader / Supervisor level.

The award is focused on individuals who demonstrate competencies in managing and supporting operational teams within a function or service line. Individuals who excel on aspects including coaching, teamwork, group dynamics, attainment of team goals, performance across customer SLAs / KPIs, enhancing team value to client and customer engagements particularly across transactional efficiencies, productivity enhancements, resource utilisation and continuous improvement.

This category awards recognition of demonstration of exceptional leadership, first-line management skills, commitment to team development along with coaching abilities, are results oriented showing evidence of guiding their team to consistently perform at a high level and have analytical reasoning and vocational competence.

1. Please provide an overview of:
 - a. Your responsibilities
 - b. Number of teams you are responsible for and the number of members in each team
 - c. Your KPI's and team SLA's and how you and your teams have performed against these targets
2. Describe your leadership style.
3. Provide an overview of your daily team engagement including how often you meet with your team/s, coaching and mentoring, monitoring, and motivating.
4. How do you measure the success of your role?
5. Describe how you have supported enabling diversity and inclusion of employee's and team within your role.
6. Describe how you are supporting your teams to assist vulnerable customers.
7. What are your top 3 objectives for your team/s and how do you drive to achieving these?
8. What do you believe makes a successful individual in a role similar to yours?
9. What achievements have you accomplished for your organisation and client / brands you support, and what awards/accolades (internal and/or external) have you received in the last 12 months?
10. What are the biggest obstacles/challenges you face daily in relation to your job?
11. Describe in detail 2 different situations where you believe you have gone above and beyond the call of duty.
12. If you could change one thing in your organisation, what would it be and why?
13. What are you currently doing as part of personal improvement and development?
14. Why do you believe you deserve to win this award?

TOP BPO OPERATIONAL MANAGER

The Top BPO Operational Management award is the category for individuals working at an operational management level.

The award is focused on rewarding innovation, broad management skills and recognition of competencies in managing multiple operational teams within a function or service (Team Leaders / Supervisors must report into the Operations Manager).

Recognition of leadership and significant developments and positive improvements in CX (customer experience) for the organisation / client along with a commitment to the delivery of organisational objectives. Team performance aligned to organisational, client and customer targets. Efficiency and productivity enhancements, inclusive resourcing, resource utilisation, technology / digital transformation, cross-functional value, analytics, and continuous improvement will be considered.

1. Advise on the number of locations you manage.
2. Advise on the number of team/s you manage and how many individuals in the team/s i.e., staffing ratio for:
 - a. Agents to Supervisors
 - b. Team Leaders and Supervisors
 - c. Supervisors per manager
3. What are the key performance targets/performance objectives for the organisation? Of these, which are you responsible for? How do you ensure that these are achieved?
4. Describe the overall strategy behind the organisation, its functions and how it contributes to the overall success.
5. Describe your leadership style.
6. What is the annual staff and annualised attrition and absenteeism scores and what is being done to either maintain them or improve them for operational efficiency
7. Describe how you have supported enabling diversity and inclusion of employee's within your role.
8. Expand on your digital transformation / adoption of AI within the organisation from your vantage point?
9. How do you engage your direct reports?
10. How do you measure the success of your role?
11. Have you implemented any local / global standards, legislative / compliance requirements into the organisation? If so, expand?
12. What are your top 3 objectives for your team/s and how do you drive to achieving these?
13. What do you believe makes a successful individual in a role similar to yours?

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14. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
15. What are the biggest obstacles/challenges you face daily to do your job and how have you overcome these without compromising operational delivery?
16. What are your plans for the future of the organisation and if you could change one thing in your organisation, what would it be and why?
17. What are you currently doing as part of personal improvement and development?
18. Why do you believe you deserve to win this award?



TOP BPO WORKFORCE PLANNING PROFESSIONAL

The Top BPO Workforce Planning Professional award is for a non-customer facing individual whose primary role is to provide resource planning support and insight to the BPO operation.

The award is focused on individuals who have a strong understanding of the operational opportunities and challenges and be actively involved in driving delivery improvements and achieving the best use of an organisation's workforce and resources.

The entrant needs to show excellence in relation to balancing the needs of the operation, the client, the customer, transaction forecasts against the availability, and productivity of resources. to ensure the best fit between employees and their jobs and associated KPI's and SLA's, while avoiding workforce shortages or spares in line with financial goals.

1. What level would you consider your current role?
 - a. Manager
 - b. Supervisor
 - c. Assistant
 - d. Director
2. Advise on the number of individuals/teams you support.
3. Provide a specific example of a forecasting and scheduling challenge and illustrate how you overcame the challenge.
4. What lessons have you learnt in your role as they relate to staff, resources and service levels? Illustrate with examples where relevant. Expand on how you would forecast and resource for a new campaign/project/client.
5. What tools/techniques/methodologies do you make use of to deliver required outcomes? Expand on if you have included AI into your resource tool-box.
6. How do you assist in reducing agent/front line staff absenteeism?
7. How do you balance training and upskilling of agents/front-line staff with availability for the customer?
8. Describe how you have supported enabling diversity and inclusion of employee's within your role.
9. What is the most important part of your role? Expand on the reasons why.
10. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
11. What are the biggest obstacles/challenges you face daily to do your job?
12. If you could change one thing in your organisation, what would it be and why?
13. What are you currently doing as part of personal improvement and development?
14. Why do you believe you deserve to win this award?

TOP BPO TRAINER/COACH

The Top BPO Trainer / Coach award is for a non-customer facing individual whose primary role is to provide training, coaching and skills development. The individual can be from within the operation or a third-party supplier.

The award is focused on individuals who evidences measurable results and improvement as well as innovative methodologies including pedagogy and facilitation. Offer evidence of positively impacting organisational objectives through Improved EX (Employee Experience) and CX (customer experience) via successful delivery of key learning and development initiatives. The entrant needs to show an in-depth understanding of learning and development and learning and coaching management approaches and techniques with a passion for helping people develop and grow.

Recognised by their organisation, company employees and clients as experts in their field. Be able to demonstrate the positive impact improvements within the organisation.

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. Advise if you solely service the BPO sector (BPO / BPS / SSC / CCC operations) or beyond the BPO sector and operations within.
3. What level would you consider your current role?
 - a. Manager
 - b. Supervisor
 - c. Assistant
 - d. Director
4. What do you believe makes a successful individual in a role similar to yours?
5. (For applicants operating in primarily sales-based centres only) Describe a sales focused training program you designed and delivered. Include how you defined needs and what the results of the training program were.
6. (For applicants operating in primarily customer service-based centres) Describe a customer service focused training program you designed and delivered. Include how you defined needs and what the results of the training program were.
7. How do you motivate trainees to follow your instruction? Please offer examples of what you do and how.
8. What tools/techniques/methodologies/ digital solutions do you include in your training?
9. How do you measure the success of your role? Support with evidence.
10. Describe how you have supported enabling diversity and inclusion of employees within your role.
11. Is your training material aligned to any local/international standards? If yes, advise.
12. What is the most important part of your role? Expand on the reasons why.

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13. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
14. What are the biggest obstacles/challenges you face daily to do your job?
15. If you could change one thing in your organisation, what would it be and why?
16. What are you currently doing as part of personal improvement and development?
17. Why do you believe you deserve to win this award?



Shalen Rampersad | CCI | Top BPO Workforce Planning Professional 2023



Michael Ntombana | Ascensos | Top BPO Team Leader / Supervisor 2023



Terence Pirithi | CCI | Top BPO Collections Professional 2023



Michael Ntombana | Ascensos | Top BPO Team Leader / Supervisor 2023



Ghouwa Donaldson | Capita | Top BPO Operational Manager 2023

TOP BPO QUALITY PROFESSIONAL

The Top BPO Quality Professional award is for a non-customer facing individual whose primary role is to provide adequate support, controls and measures to deliver compliant, quality service as set-out by the organisation and client on behalf of the end-user / customers.

The award recognises individuals who display passion about delivering customer experience and quality through front line advisers with a deep understanding of current legal and compliance requirements in relation to their operation, their clients, and customers. Evidence of improvements implemented or influenced through improved processes & measures or innovative methodologies.

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. What level would you consider your current role?
 - a. Manager
 - b. Supervisor
 - c. Assistant
 - d. Director
3. What do you believe makes a successful individual in a role similar to yours?
4. What tools/techniques/methodologies / digital or AI solutions do you include in your quality assessing and engagements?
5. What initiatives and/or projects have you been involved in with respect to quality enhancements?
6. How do you engage staff with your quality findings? Please describe in detail.
7. How do you measure the success of your role? Support with evidence.
8. How often do you calibrate your quality process and what do you check to ensure that it's in line with others in a similar role?
9. How do you ensure that the quality standards you set are in line with a) client and b) customer expectations?
10. What actions have you implemented to deal with any dissatisfied customers?
11. Is your assessments and material aligned to any local/international standards? If yes, advise.
12. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
13. What are the biggest obstacles/challenges you face daily to do your job?
14. If you could change one thing in your organisation, what would it be and why?
15. What are you currently doing as part of personal improvement and development?
16. Why do you believe you deserve to win this award?

TOP BPO ANALYST

The Top BPO Analyst award is for a non-customer facing individual who work on their own or lead a team.

The award is focused on individuals who demonstrate how they have successfully implemented a robust model for collecting, analysing, and acting on employee and customer insights as well as operational processes. These should outline;

The established framework

Data collation, tools, techniques, and methodologies.

How client requirements have been met and exceeded

How insights have been utilised to improve customer experience Process improvements

Innovations implemented

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. What level would you consider your current role?
 - a. Manager
 - b. Supervisor
 - c. Assistant
 - d. Director
3. What do you believe makes a successful individual in a role similar to yours?
4. What initiatives and/or projects have you been involved in with respect to data analysis enhancements?
5. How do you measure the success of your role? Support with evidence.
6. How do you ensure that the data analysis process and approach are in line with international best practice?
7. Name an insight you discovered which assisted in improving customer experience.
8. What is the most important part of your role? Expand on the reasons why.
9. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
10. What are the biggest obstacles/challenges you face daily to do your job?
11. If you could change one thing in your organisation, what would it be and why?
12. What are you currently doing as part of personal improvement and development?
13. Why do you believe you deserve to win this award?

TOP BPO SUPPORT PROFESSIONAL

Top BPO Support Professional award is for a non-customer facing individual whose primary role is to support the customer facing operation.

The entrant can either work on their own or lead a team and can include individuals from BPO support areas such as, but not limited to Human Resources (HR), Business Development (BD), Project Managers, Fraud, Risk, Communications, IT, Marketing and Finance.

The award is focused on individuals who have a strong understanding of the operation and operational opportunities and challenges and how their role aligns to and supports the operational goals, employee needs, the client's requirements, and (CX) customer experience.

The nominee must be recognised by their client (internal / external) as an expert in their field delivering exceptional support, effective and efficient service to the operation showing the impact they have had on the operations performance. Demonstration of business improvements, performance enhancements, innovative solutions where positive results have emerged should be outlined.

The Top BPO Support Professional award nominee must demonstrate a commitment to the continuous improvement of the operation, colleagues, peers, employees and themselves.

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. What level would you consider your current role?
 - a. Manager
 - b. Supervisor
 - c. Assistant
 - d. Director
3. What initiatives and/or projects have you been involved in with respect to performance enhancements within your team which positively impacted:
 - a. the organisation you service
 - b. the front-line, customer facing staff
 - c. increased organisational diversity
 - d. the customer
4. What do you believe makes a successful individual in a role similar to yours and how do you measure success in your role?
5. How often do you meet and engagement with direct management/operations management to review results/feedback/ideas?
6. How do you ensure that your approach is in line with international best practice?

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7. What is the most important part of your role? Expand on the reasons why.
8. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
9. What are the biggest obstacles/challenges you face daily to do your job?
10. If you could change one thing in your organisation, what would it be and why?
11. What are you currently doing as part of personal improvement and development?
12. Why do you believe you deserve to win this award?



Shalen Rampersad | CCI | Top BPO Workforce Planning Professional 2023



Rudi Brinch | Ucademy | Top BPO Trainer / Coach 2023



Kauthar Edwards | BYC Aqua Solutions | Top BPO Quality Professional 2023



Zaheer Mullajee | Webhelp | Top BPO Analyst Award 2023



Nikita Pause | Digicall- Sigma | Top BPO Support Professional 2023



Company Awards

TOP TECHNICAL INNOVATION

Innovation is the process of transforming new ideas, innovations / inventions into products, services / process improvements that deliver tangible benefits to organisations or stakeholders. Innovation is intended to satisfy a need over a continual time-period or for a specific challenge. It may also involve the transformative approach to accomplish existing ideas and inventions to provide tangible improvements.

The Top Technical Innovation Award will be awarded to successful deployment of an innovative technology in an operation which was implemented over the past 24 months. If the submission was made in 2023, unless significant enhancements have been made on the same innovation, it should not be entered into the 2024 awards.

The award is not exclusively for the technology itself, but a combination of how the technology has been considered and implemented into the organisation with a view towards solving the identified challenge. The entry should address the challenge and the outcome of the technological innovation / solution demonstrating the:

- Impact on the business
- Impact on the employees or employee experience (EX) / customer / (CX) customer experience and the ROI achieved
- Quantifiable and qualitative results which overview of the approach taken

1. Outline the innovation being submitted. Was the innovation developed inhouse or with a third-party supplier? Please elaborate.
2. What challenge was the was the solution addressing? Expand on whether the challenge is a unique issue within the local / global BPO sector or not and how the challenge was solved through the innovation?
3. Did the innovation/solution come in on time and within budget? Elaborate and explain how the organisation justified the investment?
4. How did the solution enhance service and business performance.
5. What challenges, if any, did you have to overcome when implementing the innovation/solution?
6. Expand on organisational adoption / change management if applicable?
7. How do you measure success of the innovation/solution? Support with evidence.
8. Why do you believe this innovation deserve to win this award?

TOP NON-TECHNICAL INNOVATION

Innovation is the process of transforming new ideas, innovations / inventions into products, services / process improvements that deliver tangible benefits to organisations or stakeholders. Innovation is intended to satisfy a need over a continual time-period or for a specific challenge. It may also involve the transformative approach to accomplish existing ideas and inventions to provide tangible improvements.

The Top Non-Technical Innovation Award will be awarded to successful deployment of a non-technological innovation deployed within an operation and was implemented over the past 24 months. If the submission was made in 2023, unless significant enhancements have been made on the same innovation, it should not be entered into the 2024 awards.

The award is not exclusively for the solution / innovation itself, but a combination of how the innovation has been considered and implemented into the organisation with a view towards solving the identified challenge. The entry should address the challenge and the outcome of the solution demonstrating the:

- Impact on the organisation, business and performance.
- Impact on the employees or employee experience (EX) / customer / (CX) customer experience and the ROI achieved
- Quantifiable and qualitative results which overview of the approach taken

1. Outline the innovation being submitted. Was the innovation developed inhouse or with a third-party supplier? Please elaborate.
2. What challenge was the was the solution addressing? Expand on whether the challenge is a unique issue within the local / global BPO sector or not and how the challenge was solved through the innovation?
3. Did the innovation/solution come in on time and within budget? Elaborate and explain how the organisation justified the investment?
4. How did the solution enhance service and business performance.
5. What challenges, if any, did you have to overcome when implementing the innovation/solution?
6. Expand on organisational adoption / change management if applicable?
7. How do you measure success of the innovation/solution? Support with evidence.
8. Why do you believe this innovation deserve to win this award?

TOP SUPPORT SERVICES PROVIDER

The entry for the Top BPO Support Services Provider must be entered as a joint submission by the client/s and Service Provider.

The entry needs to demonstrate how the Service Provider positively impacted the client/s, the operation/s, the employees and customer experience (CX) through the partnership/s, innovation/s, solution/s, and service. Quantifiable results need to be demonstrated.

1. Explain the services provided to the client/s organisation.
2. Was the service provider engaged to solve a specific problem, or is this an ongoing relationship/partnership?
 - a. If solving a specific challenge, please outline the problem and how this was addressed. Was more than one engagement/solution addressed, please expand.
 - b. If an ongoing relationship/partnership, please elaborate on what makes this unique and award winning. Was more than one engagement/solution addressed, please expand.
3. What were the measurable performance criteria or deliverables that were established at the start of the engagement and have these been achieved/exceeded?
4. How did/does the service provider exceed client expectations? Include client testimonials.
5. Provide evidence that demonstrates that the partnership has enhanced service and business performance. Include;
 - a. How was / is the customer impacted through the partnership
 - b. How employees were impacted through the partnership
 - c. What has the ROI been for the investment with the Service Provider
6. How can the partnership/engagement be enhanced in the future?
7. Why do you believe you / your organisation deserves to win the Top Service Provider award?



TOP IMPACT SOURCING OPERATION AWARD

Impact Sourcing is the practice of intentional recruitment and hiring of individuals from marginalised communities with a view to a career. In South Africa for the BPO sector, marginalised individuals are excluded youth i.e.: young work-seekers - up to the age of 35, from low-income households who are at risk of long-term and sustained unemployment.

The practice of Impact Sourcing drives and manages the improvement of access to formal employment and decent work for excluded individuals thereby allowing them to improve their conditions, acquire a career and support their families and communities.

This award will consider the entrant who demonstrated the highest percentage number of Impact Workers hired into their organisation over the past 12 months - be it to fill a new position or replace a current position. Broad adoption of Impact Sourcing as an endorsed and central strategy into the hiring approach across the organisation.

NOTE: Official report submissions to the quarterly BPO Jobs Report will be taken into consideration for all Impact Sourcing Operation award submissions.

Please advise on:

1. Current FTE headcount
2. The number of new jobs over the past 12 months (from July 2023).
3. The number of youth (18 - 34 yrs of age) that were hired as permanent employees - inclusively hired Impact Workers to fill these new job positions.
4. The number of youth (18 - 34 yrs of age) that were hired as permanent employees - inclusively hired Impact Workers to replace vacant positions based on attrition.
5. The actual percentage (based on current FTE's) of Impact Workers hired into the organisation over the past 12 months (from July 2023).
6. The organisations approach to Impact Workers once they are hired into the organisation.
7. The organisation's adoption of Impact Sourcing as an intentional, inclusive hiring methodology and offer evidence of this approach.
8. Why do you believe you deserve to win this award?

TOP IMPACT SOURCING PARTNER AWARD

Impact Sourcing is the practice of intentional recruitment and hiring of individuals from marginalised communities with a view to a career. In South Africa for the BPO sector, marginalised individuals are excluded youth i.e.: young work-seekers - up to the age of 35, from low-income households who are at risk of long-term and sustained unemployment. The practice of Impact Sourcing drives and manages the improvement of access to formal employment and decent work for excluded individuals thereby allowing them to improve their conditions, acquire a career and support their families and communities.

This award will consider the entrant who demonstrate effective initiatives / programs which have been provided by a partner to a BPO operator.

NOTE: This award is for external partners / suppliers not linked to the BPO operator (not for internal BPO operator programs).

Entry Criteria:

1. Can you provide an overview of your organisation and its mission when it comes to Impact Sourcing within the BPO sector?
2. What specific strategies and initiatives do you employ to promote and facilitate Impact Sourcing for BPO operators?
3. How do you identify and select potential Impact Sourcing candidates? What criteria do you use to determine their eligibility?
4. Could you provide examples of successful Impact Sourcing partnerships or collaborations you have facilitated over the past year (from July 2023) and what were the outcomes and impact of these partnerships?
5. How do you measure the social and economic impact of your Impact Sourcing initiatives? Do you have any specific metrics or indicators that you use to assess the effectiveness of your programs?
6. What kind of ongoing support or assistance do you provide to the BPO operators in terms of Impact Sourcing to support longer-term success and sustainability of these initiatives / programs?
7. Can you share any challenges or obstacles you have encountered while implementing Impact Sourcing strategies for BPO operators and how did you overcome them?
8. Please provide testimonials or feedback from BPO operator partners / clients you have worked with, highlighting the positive impact of your support and guidance in their Impact Sourcing journey?
9. Why do you believe you deserve to win this award?

TOP OFFSHORE CAMPAIGN

The Top Offshore Campaign award considers any South African based BPO / third-party operator who services international / offshore accounts - where an international client has contracted the third-party to engage with the clients' customers.

Entrants are invited where a notable partnership between the client and BPO provider / third-party operator can be demonstrated. Results will need to highlight how and where customers and employees benefit from the partnership.

The campaign can be no less than 6 months active to qualify for entry and if ended must have ended in 2023 not before. The entry should be a joint Client / Operator entry.

1. Please advise which source market/s the client and campaign are from:
 - a. United Kingdom
 - b. Australia
 - c. USA
 - d. Canada
 - e. Europe (specify country)
 - f. Asia (Specify country)
 - g. Africa (Specify Country)
 - h. Other
2. Has the client previously offshored to South Africa?
3. What was the original campaign request and how did your organisation respond to the opportunity?
4. Please overview the campaign including: (if you are shortlisted)
 - a. Size (number of FTE's)
 - b. Sector being serviced
 - c. In/outbound (specify)
 - d. Sales/service (specify)
 - e. Back-office (specify)
 - f. Service channels in use
 - g. Duration of campaign (start date and if applicable end date)
5. Why did the client choose the organisation and the location (South Africa)? Support with client testimonial. Advise if the client is sharing the campaign / project with any additional South African based BPO's/ third party operators i.e. are you the sole service provider / vendor to the client?
6. What additional, unexpected benefits has the organisation offered to the client?
7. What improvements (if any) have been realized in performance levels?
8. If the client services their customer on this campaign from multiple locations and via more than one organisation, how does your organisation compare? Show supporting evidence.
9. What makes the relationship stand out above others?
10. Was / is DEI / ESG / Impact Sourcing a client requirement? If so, please advise how you responded to and have included this requirement in your delivery. Evidence required.
11. What makes the campaign stand out above others within your organisation? Demonstrate statement with tangible evidence.
12. Why do you believe you deserve to win this award?

TOP BPO OPERATOR

The Top BPO Operator award considers operations which have been in business for more than five years. The Operator can be a domestic or international BPO servicing the domestic / international market or both.

Recognition will be given to the Top BPO Operator who shows excellence at every level of operation. Entrants must demonstrate a clear strategy as well as understanding of the client's (internal or external) objectives and how the operation has assisted through professional deployment of required services to meet and exceed clients' objectives.

High Employee Experience (EX) as well as Customer Experience (CX) needs to be evidenced. Entrants should have a clear understanding of the business as well as where relevant, the clients' business with appropriate resources and systems to ensure ongoing, scalable success with clear and measurable targets and ongoing performance against targets. The entrant must showcase robust people processes, reward and recognition opportunities, continuous development focus and effective communication across the organisation.

Evidence of positive, tangible impact of the operation to its own brand, employee's, community, and client as well as adoption of or alignment to necessary compliance and legislation and international best practices or standards. Innovative, solutions-oriented with a clear and focused approach to customer experience.

1. Please provide a short overview of the organisation including its strategic objectives.
2. Provide evidence of performance measurements along with client required targets and performance against these targets.
3. Provide insight into the organisation/client/customer-data security controls and mechanisms.
4. Expand on performance measurements that are in place, how these are measured and what the performance against these measurements are.
5. Expand on recruitment models, approach to diversity and equity, employee engagement strategies, what approaches are taken and how employee engagement and employee experience (EX) measured.
6. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
7. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores and explain what efforts/initiatives are in place to reduce absenteeism and attrition?
8. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division/department.
9. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.

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10. Overview the organisation's approach to quality, including;
 - a. How the operation measure and manage quality
 - b. How customer interaction quality including factual accuracy and interaction handling are managed. Include Customer Experience (CX) strategy and scores.
11. What focus has been given to the organisation's layout and ergonomics including but not limited to - noise reduction, natural light access, ablution facilities, furniture, desktops, technology access and use etc.
12. How is the organisation planning for and managing Disaster Recovery and Business Continuity?
13. Does the organisation adhere to any local/international standards including specific legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.
14. What are the biggest challenges the organisation faces? How are these challenges being addressed?
15. Expand on the organisation's digital transformation and AI journey and plans.
16. Why do you believe you deserve to win this award?



TOP CAPTIVE OPERATOR

This award is attributed to a captive / in-house operation that demonstrates leading practices for internal clients, staff, and customers.

Top performers in this category will offer insights into how the operation underpins the running of the overall business and brand strategies and contributes to the wider business? How interfacing with internal clients and customers supports the brand.

Entrants must showcase robust people processes, reward and recognition opportunities, continuous development focus and effective communication across the operation. High Employee Experience (EX) as well as Customer Experience (CX) needs to be evidenced.

Evidence of positive, tangible impact of the operation to the brand. Clear and measurable targets with ongoing performance against the targets. Adoption of or alignment to relevant international best practice or standards, compliance, and legislation. Innovative, solutions-oriented approach and a clear and focused approach to customer experience are important aspects in this award.

1. Please provide a short overview of the organisation including its strategic objectives.
2. Provide evidence of customer experience (CX) measurements and performance against these targets.
3. Provide insight into the organisation/client/customer-data security controls and mechanisms.
4. Expand on performance measurements that are in place, how these are measured and what the performance against these measurements are.
5. Expand on the organisation's employee engagement strategy, what approaches are taken and how employee engagement and Employee Experience (EX) are measured.
6. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores and explain what efforts/initiatives are in place to reduce absenteeism and attrition?
7. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division/department.
8. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
9. How has the organisation inculcated DEI, ESG and Impact Sourcing into the recruitment process?
10. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.
11. Overview the organisation's approach to quality, including;
 - a. How the operation measure and manage quality
 - b. How customer interaction quality including factual accuracy and interaction handling are managed

continued...

12. What focus has been given to the organisation's layout and ergonomics including but not limited to - noise reduction, natural light access, ablution facilities, furniture, desktops, technology access and use etc.
13. What Business Continuity and Disaster Recovery plans have been put in place?
14. Does the organisation adhere to any local/international standards including specific relevant legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.
15. What are the biggest challenges the organisation faces? How are these challenges being addressed?
16. Expand on the organisation's digital transformation and AI journey and plans.
17. Why do you believe your organisation deserves to win this award?



Shadow Careers | Top Impact Sourcing Partner 2023



WNS | Top BPO Community Impact 2023



TCMS | Top Emerging Operator 2023

TOP SHARED SERVICES CENTRE

The Top Professional & Shared Service Operation award considers operations either within a multi-unit organisation tasked with supplying the business with specialised services (Finance, IT, HR, Facilities, Logistics, Sales, etc.) or an outsourced third-party operation supplying services to an external client.

Top performers in this category will be considered against evidence of overall effectiveness of the operation, process and performance excellence, quality focused, adoption of technology transformation / digitisation, innovative people practice with a focus on continuous improvement.

Support of the South African BPO sector goals to be evident.

1. Overview the Shared Service Centre including its services offered and strategic objectives as an operating unit either as a third- party or inhouse operation.
2. Provide insight into the organisation/client/customer-data security controls and mechanisms.
3. Key Performance measurements - specify what measurements are in place, how these are measured and what the performance against these measurements are.
4. Expand on the organisation's employee engagement strategy, what approaches are taken and how employee engagement and employee experience (EX) measured.
5. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
6. How has the organisation inculcated DEI, ESG and Impact Sourcing into the recruitment process?
7. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.
8. Overview the organisation's approach to quality, including;
 - a. How the operation measure and manage quality
 - b. How customer interaction quality including factual accuracy and interaction handling are managed
9. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores.
10. What efforts/initiatives are in place to reduce absenteeism and attrition?
11. Overview the organisation's approach to quality and how the organisation measures and manages quality.
12. Provide evidence of the organisation's performance against both internal SLA's and client specific SLA's.
13. How is client engagement and ROI measured (whether internal or external)? Support with client testimonial/s.
14. Does the organisation adhere to any local/international standards including specific legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.

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15. What are the biggest challenges the organisation faces? How are these challenges being addressed?
16. Expand on the organisation's digital & AI transformation journey and plans.
17. Why do you believe your organisation deserve to win this award?



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TOP EMERGING OPERATOR

The Top Emerging BPO Operator is open to Emerging Operators (including BPO, ITO, SSCs, and Captive (in-house sites)) who have been in business for less than five years (internationally or in South Africa). The Operator can be a domestic or international operator servicing the domestic market, international market, or both. The category is not open to sites which have relocated or have expanded from their original site, it is for new organisations / operations.

Recognition will be given to the Top Emerging BPO Operator who shows excellence at every level of operation and shows progress against the initial implementation plan. Entrants must demonstrate a clear strategy as well as understanding of the client's objectives (internal / external) and how the operation has assisted through professional deployment of required services to meet and exceed clients' objectives.

Entrants must demonstrate a clear understanding of the business as well as their role in relation to the clients' business (internal or external client) with appropriate resources and systems to ensure ongoing, scalable success. The ability to showcase robust people processes, reward and recognition opportunities, continuous development focus and effective communication across the organisation.

Evidence of positive, tangible impact of the operation to its own brand, employee's, community, and client. Clear and measurable targets and ongoing performance against the targets. Adoption of or alignment to international best practice standards, compliance, and legislation. The measurement of this award includes individuals with an innovative, solutions-oriented approach and a clear and focused approach to customer experience.

1. Please provide a short overview of the organisation including its strategic objectives.
2. Provide evidence of performance measurements along with client required targets and performance against these targets.
3. Provide insight into the organisation/client/customer-data security controls and mechanisms.
4. Expand on performance measurements that are in place, how these are measured and what the performance against these measurements are.
5. Expand on recruitment models, approach to diversity and equity, employee engagement strategies, what approaches are taken and how employee engagement and employee experience (EX) measured.
6. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
7. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores and explain what efforts/initiatives are in place to reduce absenteeism and attrition?

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8. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division/department.
9. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.
10. Overview the organisation's approach to quality, including;
 - a. How the operation measure and manage quality
 - b. How customer interaction quality including factual accuracy and interaction handling are managed. Include Customer Experience (CX) strategy and scores.
11. What focus has been given to the organisation's layout and ergonomics including but not limited to - noise reduction, natural light access, ablution facilities, furniture, desktops, technology access and use etc.
12. How is the organisation planning for and managing Disaster Recovery and Business Continuity?
13. Does the organisation adhere to any local/international standards including specific legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.
14. What are the biggest challenges the organisation faces? How are these challenges being addressed?
15. Expand on the organisation's digital transformation and AI journey and plans.
16. Why do you believe you deserve to win this award?



City of Cape Town and Western Cape Government | Government Partner Sector Contribution Award 2023

Top BPO Community Impact Award

The Top BPO Community Spirit Award is awarded to the organisation that demonstrates a sustainable commitment to the community by getting involved and supporting social impact or improvement through programs that assist individuals / families / institutions within marginalised and excluded communities.

Expand on the organisations strategy, impact activities, program/s which have been undertaken within the past 12 months (since July 2023) to benefit a community and the results, impact seen.

NOTE: This is not an Impact Sourcing Award

1. Please specify which areas the organisation is involved with. Select all that apply.
 - a. Donations (Cash or products)
 - b. Donations (Blood, etc.)
 - c. Events
 - d. Fundraising Campaigns
 - e. Volunteering (Services or staff)
 - f. Endorsements
 - g. Other
2. How many years has the organisation been involved with the community?
3. What percentage of employees are involved in the community initiative?
4. Provide details of the monthly Per-Person time dedicated to the community.
5. How does the organisation choose which community initiatives to support? Elaborate on the process and support with evidence.
6. Describe the main community activities undertaken in the last 12 months (July 2023). Elaborate on how the community has benefited from the organisation supporting these initiatives. Support with evidence.
7. Describe how the organisation's involvement in community initiative has enhanced morale and motivation amongst employees.
8. How has success of the program been measured? Support with evidence.
9. How has a balance between the needs of the organisation (i.e. achieving service level targets) and those of the community initiatives been achieved?
10. Expand on the organisation's future plans for the program.
11. Why do you believe your organisation deserve to win this award?

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CAPEBPO AWARDS 2024

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