

## **National Outsourcing Association Best Practice Awards Winners Announced**

*~2009 Awards Attract More Entries Than Ever Before~*

The winners of the 6<sup>th</sup> annual National Outsourcing Association Awards (NOAAs) in association with Invest Northern Ireland were announced in a glitzy central London ceremony last night. The awards evening, held at the exclusive Park Plaza Riverbank hotel, was hosted by comedian Hugh Dennis and attended by the best and brightest of the outsourcing industry.

Over the last six years, the “NOAAs” have become a landmark in the acceptance of outsourcing as an essential business practice and recognise the efforts of companies or people who have shown excellence in the field of outsourcing.

The 16 categories, which encompass every area of outsourcing, attracted hundreds of applications. The best entries were whittled down into a shortlist by a panel of outsourcing experts and the overall winners were as follows:

BPO Project of the Year sponsored by NelsonHall

- NHS Shared Business Services

IT Outsourcing Project of the Year

- Capgemini

Financial Services Outsourcing Project of the Year sponsored by HML

- Capita

Public Sector Outsourcing Project of the Year

- Capgemini

Telecommunications, Utilities and High Tech Outsourcing Project of the Year, sponsored by [sourcingfocus.com](http://sourcingfocus.com)

- Firstsource

Offshoring Operation of the Year sponsored by the NOA

- Exigent

Outsourcing Professional of the Year sponsored by Buffalo Communications

- Brodies - Andrew Rigby
- NHS Shared Business Services - Peter Coates

Outsourcing Service Provider of the Year sponsored by Invest Northern Ireland

- Exigent

Outsourcing Contact Centre of the Year sponsored by sourcingfocus.com

- Capita

Outsourcing Advisor of the Year sponsored by the European Outsourcing Association

- Stephenson Harwood

Offshoring Destination of the Year sponsored by Cognizant

- Philippine Trade & Investment - Philippines

Outsourcing End User of the Year sponsored by IBM

- AstraZeneca

Award for Innovation in Outsourcing sponsored by Buffalo Communications

- IBM

Award for Best Practice in Outsourcing sponsored by the OUT Group

- Centrica

Best Academic Achievement sponsored by NOA Qualification Pathway

- Graham Jump – Consolve Consulting

Award for Corporate Social Responsibility sponsored by RR Donnelly

- Centrica

Speaking at the awards, Martyn Hart, Chairman of the NOA, commented, "These awards are a great way for industry professionals to come together and celebrate success in outsourcing. Outsourcing has remained relatively steady during 2009 despite the recession and this positive performance this should be acknowledged. Looking forward, 2010 promises to be an interesting year, with the predicted uptick in the private sector set against inevitable cost cutting throughout the public sector. Though nothing is set in stone, it remains clear that following best practice will continue to increase the possibility of outsourcing success, whether for business enhancement or business necessity."

**Press contacts:**

Toby Brown/ Morgan Fitzsimons

Buffalo Communications

+44 (0) 20 7 292 8680

[press@noa.co.uk](mailto:press@noa.co.uk)