



## 2009 Shared Services Excellence Awards Winners Announced



**New York, NY and Orlando, FL, April 1, 2009 – SSON's 2009 Shared Services Excellence Awards winners were honored on Tuesday, March 24th at the 13<sup>th</sup> Annual North American Shared Services Week in Orlando, FL.**

Held at the Omni Orlando Resort, shared services leaders gathered together for the Black Tie Gala Dinner & Awards ceremony, to recognize shared services organizations that have demonstrated winning practices for their organizations.

The ceremony was emceed by **Daniel Melchior**, Senior Manager at North Highland, while members of the judging panel presented each award. Applications from around the world were reviewed by the panel prior to the event, and then finalists were interviewed individually.

"We thought it would be easier to be judges," teased award judge Lee Coulter from Kraft Foods. "But this year, the applications were amazing, and it was a difficult process choosing the winners."

"We are elated to hear the news," says Shailendra Singh from EXL Service, runner up for the Best Mature Outsourced Services Delivery Award.

The complete list of the 2009 Shared Services Excellence Award Winners and Runner Ups are as follows:



### Best New Outsourced Services Delivery

- **Winner: Georgia-Pacific**
- Runner Up: KLA-Tencor

### Best New Captive Services Delivery

- **Winner: NASA**
- Runner Up: Wal-Mart

### Best Mature Outsourced Services Delivery

- **Winner: Procter & Gamble**
- Runner Up: EXL Service



### Best Mature Captive Services Delivery

- **Winner: Coca-Cola**
- Runner Up: Procter & Gamble

### Contribution to Industry Thought Leader

- **Winner: Intel, Rajan Mehndiratta, Global Accounts Payable**
- Runner Up: Department of Health & Human Services, Paul Bartley, Director Program Support



Award winners will be honored as a leading organization in shared services, profiled in the **Shared Services & Outsourcing Network** magazine and website, and be featured in industry and marketing publications.

The Advisory Judging Panel included:

- **Leo Hazlewood**, Director Shared Services, SAIC
- **Gary Silsbe**, Director of Operational Excellence, TELUS
- **Richard Rowan**, Global Director of Shared Services, TRW
- **Carol Kuntz**, Vice President of Operations, CNA Insurance
- **Jim Rundgren**, Manager, Continuous Improvement and Operations Administration, Northrop Grumman
- **Melissa Lytell**, Director, HR Shared Services
- **Linda Tagliatela**, Deputy Assistant Secretary for Human Resources, US Department of State
- **Lee Coulter**, Senior Vice President, Global Shared Services, Kraft Foods

This most recent **Shared Services Week** has already been touted as one of the best in the largest conference series dedicated to shared services in the world. The event highlighted keynote presentations from 4 Chief Economists, 7 interactive tracks and an expanded exhibition hall.

For more information, visit <http://www.sharedservicesweek.com>.

**SSON** (Shared Services & Outsourcing Network) provides research, training, and networking for over 7,000 shared services executive members from over 50 countries around the world. **Shared Services News** is published by the Shared Services and Outsourcing Network - part of IQPC.

###

**FOR IMMEDIATE RELEASE:** Kim Vigilia, **IQPC**, 535 Fifth Avenue, 8th Floor, NY, NY 10017 | 212-885-2753 | [kim.vigilia@iqpc.com](mailto:kim.vigilia@iqpc.com)

