

GBS Asia Awards 2023 honors Best-In-Class organizations and individuals in the Global Business Services industry

PETALING JAYA, 12 May 2023 – GBS Malaysia, a chapter of PIKOM, recognizes organizations and individuals that have greatly contributed to the development, enhancement, and growth of the Global Business Services (GBS) marketplace in Malaysia and beyond in a glittering event last night attended by Datuk Shahul Dawood, Chief Executive of HRDCorp as the guest of honor.

This award is considered to be the national beacon for instituting global best practices and a testament to the pursuit of excellence. Held annually across various categories, recognitions were given to top companies and individuals who have showcased service oriented and outcome centric value delivered using GBS models.

PIKOM Chairman, Mr. Ong Chin Seong said, “Despite the effect of COVID-19 on the global economy, the GBS industry has demonstrated great resilience and managed to show growth. The excellent business practice shown by the winners will boost if not maintain Malaysia’s position as the location of choice after China and India in the global services value chain.”

According to Mr. Anthony Raja Devadoss, GBS Malaysia Chair, “The GBS Asia Awards sees its 12th installation this year we managed to garner a 70% increase in participation for 2023. In the past, over 150 corporates and individuals across various categories have been recognized. This year, additional six new categories were added to the Corporate Section and two new categories to the Individual Section to reflect the evolvement and adoption in digital technology and work processes.”



GBS Asia Awards 2023 Corporate winners with Datuk Shahul Dawood (Chief Executive HRDCorp), Mr. Ong Chin Seong (PIKOM Chairman), Mr. Raymond Siva (Chief Digital Investment Officer, MDEC) and Mr. Anthony Raja Devadoss (Chair of GBS Malaysia Chapter)

Corporate award winners that evening included Daythree Business Services Sdn Bhd for Best Automation Organization of the Year, Alcon Laboratories (Malaysia) Sdn Bhd for Best Business Continuity Plan Award, Kimberly-Clark Regional Services (M) Sdn Bhd for Best Flexible Work Organization of the Year, Standard Chartered Global Business Services Sdn Bhd for Best Practices in Corporate Social Responsibility, Telecontinent Sdn Bhd for Operational Excellence in Contact Centre, Roche Services (Asia Pacific) Sdn Bhd and AICPA & CIMA for Operational Excellence in Finance & Accounting, Brandt Business Services Sdn Bhd for Operational Excellence in Human Resource, Dell Global Business Center for Operational Excellence in Information Technology and Eli Lilly Asia Pacific SSC Sdn Bhd for Regional GBS Company of the Year.

The GBS Asia Awards was judged by an independent panel of industry experts from Malaysia and abroad. This initiative was made possible by GBS Asia Awards partner, Malaysia Digital Economy Corporation (MDEC) and GBS Malaysia corporate sponsors - MT Microtel Technology Sdn. Bhd., Brandt Business Services Sdn. Bhd., Telecontinent Sdn. Bhd., Talbotiq Sdn. Bhd. and Daythree Business Services Sdn. Bhd.

GBS ASIA AWARDS 2023 WINNERS LIST

INDIVIDUAL AWARDS WINNERS

| Category | Name | Company Name |
|--|-----------------------------|---|
| Best Operations Director in Contact Centre | Sheela D/O Tanggaraju | VADS Business Process Sdn Bhd |
| Best Operations Director in Finance & Accounting | Toh Saw Kim | AICPA & CIMA |
| Best Operations Director in Information Technology | Yap Tuck Keong | HDC Data Centre Sdn Bhd |
| Best Operations Manager in Contact Centre | Sam Khoo Boon Kooi | Clarivate (Malaysia) Sdn Bhd |
| Best Operations Manager in Finance & Accounting | Loh Cheau Wei | Clarivate (Malaysia) Sdn Bhd |
| Best Professional Agent in Contact Centre | Janifer John Santhana Dass | Clarivate (Malaysia) Sdn Bhd |
| Best Professional Agent in Finance & Accounting | Ng Cheng Giap | Amway Business Services Asia Pacific Sdn Bhd |
| Best Professional Agent in Information Technology | Kumaresan S/O Ganesan | AICPA & CIMA |
| Best Team Leader in Contact Centre | Huhanneshwaran S/O Machap | Aegis BPO Malaysia Sdn Bhd AKA Startek Malaysia |
| Best Team Leader in Finance & Accounting | Loo Gin Sik | Amway Business Services Asia Pacific Sdn Bhd |
| Best Transformation Leader in Contact Centre | Jazlan Azizy Bin Jusoh | VADS Business Process Sdn Bhd |
| Best Transformation Leader in Human Resource | Muhammad Kabil Bin Shamsuri | Brandt Business Services Sdn Bhd |
| Best Transformation Leader in Information Technology | Puneet Chhabra | Standard Chartered Global Business Services Sdn Bhd |
| Best Transformation Leader in Information Technology | Koay Tze Siang | Dell Global Business Center Sdn. Bhd. |

INDIVIDUAL AWARDS – Merit

| Category | Name | Company Name |
|--|--------------------------------|--|
| Best Operations Director in Contact Centre | Charanjit Kaur D/O Mohan Singh | Daythree Business Services Sdn Bhd |
| Best Operations Manager in Contact Centre | Girlie Dingcong Abatayo | Aegis BPO Malaysia Sdn Bhd AKA Startek Malaysia |
| Best Team Leader in Contact Centre | Zachary Lee Wei Jian | Aegis BPO Malaysia Sdn Bhd AKA Startek Malaysia |
| Best Transformation Leader in Contact Centre | Chiew Sin Kwang | Daythree Business Services Sdn Bhd |

CORPORATE AWARDS – Winners

| Category | Company Name |
|---|---|
| Best Automation Organization of the Year | Daythree Business Services Sdn Bhd |
| Best Business Continuity Plan Award | Alcon Laboratories (Malaysia) Sdn Bhd |
| Best Digital GBS Provider | Daythree Business Services Sdn Bhd |
| Best Digital Transformation Provider of the Year | Daythree Business Services Sdn Bhd |
| Best Flexible Work Organization of the Year | Kimberly-Clark Regional Services (M) Sdn Bhd |
| Best Practices in Corporate Social Responsibility | Standard Chartered Global Business Services Sdn Bhd |
| Best Practices in Information Technology | Standard Chartered Global Business Services Sdn Bhd |
| Operational Excellence in Contact Centre | Telecontinent Sdn Bhd |
| Operational Excellence in Finance & Accounting | AICPA & CIMA |
| Operational Excellence in Finance & Accounting | Roche Services (Asia Pacific) Sdn Bhd |
| Operational Excellence in Human Resource | Brandt Business Services Sdn Bhd |
| Operational Excellence in Information Technology | Dell Global Business Center Sdn. Bhd. |
| Regional GBS Company of the Year | Eli Lilly Asia Pacific SSC Sdn Bhd |

CORPORATE AWARDS – Runner-Up

| Category | Company Name |
|--|--|
| Best Automation Organization of the Year | AICPA & CIMA |
| Best Digital Transformation Provider of the Year | Kimberly-Clark Regional Services (M) Sdn Bhd |
| Best Flexible Work Organization of the Year | Eli Lilly Asia Pacific SSC Sdn Bhd |
| Operational Excellence in Finance & Accounting | Kimberly-Clark Regional Services (M) Sdn Bhd |
| Operational Excellence in Human Resource | AICPA & CIMA |
| Regional GBS Company of the Year | Clarivate (Malaysia) Sdn Bhd |

CORPORATE AWARDS - Merit

| Category | Company Name |
|--|---|
| Best Automation Organization of the Year | Dell Global Business Center Sdn. Bhd. |
| | Roche Services (Asia Pacific) Sdn Bhd |
| Best Digital Transformation Provider of the Year | UST Global (Malaysia) Sdn Bhd |
| Operational Excellence in Finance & Accounting | CBRE Asia Pacific Business Services Sdn Bhd |
| Operational Excellence in Human Resource | iForte Intelligence Sdn Bhd |
| | Sutherland Global Services Malaysia Sdn. Bhd. |
| | VADS Business Process Sdn Bhd |

About GBS MALAYSIA - Driving The Business Services Community To Achieve Excellence

Digital Global Business Services Council Malaysia (GBS Malaysia) is a chapter of PIKOM. Originally founded in 2006 as Outsourcing Malaysia, we aim to develop and promote Malaysia as a High-Value Digital GBS Hub. Driven by the upper echelon in the industry and working in close partnership with government agencies and the academia, GBS Malaysia focuses on talent development and developing industry competitiveness to address the sophisticated needs of the global business services community.

About PIKOM

PIKOM, THE NATIONAL TECH ASSOCIATION OF MALAYSIA, is the association representing the technology industry in Malaysia. Its membership currently stands at more than 1,000 active companies involved in a whole spectrum of tech products and services, and which command 80% of the total TECH business in Malaysia.

There are 7 Chapters under PIKOM: GBS Malaysia; CIO; Cybersecurity; E-Commerce; Venture Investment; SpaceTech and Women in Tech. These chapters help improve and drive the business climate for all member companies, together with promoting industry growth in line with national aspirations.

As the Voice of the Tech Industry, PIKOM embraces the task of growing the size and capabilities of the tech industry in Malaysia by creating opportunities for its members as well as all Malaysians to capture the benefits offered by advances in technology

For more information, visit www.pikom.org.my

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