



MEDIA RELEASE
For Immediate Release

Malaysia's 10th GBS Asia Awards 2020 – Digital Edition Honours Top Outsourcing Companies

KUALA LUMPUR, 1 March, 2021 – OM recently hosted the 10th GBS Asia Awards 2020 – Digital Edition to recognize the outstanding achievements of top companies and individuals. The GBS Asia Awards aim to recognize excellence in the field of Global Business Services (GBS), for the outstanding achievements of top companies and individuals including BPOs and shared services with the focus on Digital adoption.

GBS Asia Awards 2020 is the first digital edition that OM is proud to have conducted with great success. Participation has steadily increased over the last 10 years since the first awards, initially known as OM Excellence Awards.

PIKOM Chairman Danny Lee said, “Despite moving this award to a virtual platform, we are pleased to see so much participation in the 10th series of the GBS Asia Awards. This shows things are moving forward and companies continue to pursue applications on global best practices in providing sustainable value in the business services and outsourcing space.”

It is evident that building your organisations branding is important to stand out amongst its peers be it employees, customers, competitors and stakeholders. In addition to brand awareness and better sales, this form of branding yields a better return on investment. The GBS Asia Awards are considered the national beacons for instituting global best practices and a testament to the pursuit of excellence, says Mr. Cheah Kok Hoong, OM Chair.

According to Mr Anthony Raja Devadoss, GBS Asia Awards Chair, “The COVID 19 pandemic has accelerated the digital adoption and we have received more nominations from many companies this time around. The GBS Asia Awards 2020 – The Digital Edition also included new award categories for Work from Home readiness and implementation.”

Corporate award winners that evening included Daythree Business Services Sdn Bhd for Operational Excellence in Contact Centre and Best Practices in Business Process Transformation, Kimberly-Clark Regional Services (M) Sdn Bhd for Operational Excellence in Finance & Accounting and Corporate Growth in Regional GBS Company of the Year, CBRE Asia Pacific Business Services Sdn Bhd for Operational Excellence in Human Resources and Best Practices in Best Business Continuity Plan, NTT Malaysia Digital Business Solutions Sdn Bhd for Operational Excellence in Information Technology, Infppro Sdn Bhd for Best Practices in Information Technology, HDC Data Center Sdn Bhd for Best Practices in Infrastructure Management Services, HSBC Electronic Data Processing (Malaysia) Sdn Bhd for Best Practices in Work From Home Company of the Year and Aspiro Sdn Bhd for Corporate Growth in Best Digital GBS Provider of the Year. **(The full list of winners is attached at the end of the press release).**



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The GBS Asia Awards was judged by an independent panel of industry experts from Malaysia and abroad. To this day, more than 100 leading corporation and outstanding individuals have been honoured on the GBS platform.

The strategic partners of Malaysia's GBS Asia awards include Malaysia Digital Economy Corporation (MDEC), Invest Penang, Invest KL and GBS Iskandar.

GBS Asia Awards 2020 Winners List

INDIVIDUAL AWARDS

Best Professional Agent in Finance & Accounting	Anna Tan Chew Yin
Best Team Leader in Finance & Accounting	Pang Siew Kim
Best Operations Manager in Finance & Accounting	Lee Peck Huey
Best Transformation Leader in Contact Centre	Chiew Sin Kwang
Best Thought Leader in Information Technology	Wong Weng Yew
Best Operations Director in Contact Centre	Prabakaran Chilatorai
Best Operations Director in Information Technology	Yap Tuck Keong

CORPORATE AWARDS - Merit

Operational Excellence in Finance & Accounting	CBRE Asia Pacific Business Services Sdn Bhd
Operational Excellence in Human Resources	Aegis BPO Malaysia Sdn Bhd
Best Practices in Best Business Continuity Plan	Daythree Business Services Sdn Bhd
Best Practices in Business Process Transformation	Aspiro Sdn Bhd
Best Practices in Information Technology	Daythree Business Services Sdn Bhd
Best Practices in Infrastructure Management Services	Hitachi Sunway Information Systems Sdn Bhd
Corporate Growth in Regional GBS Company of the Year	Amway Business Services Asia Pacific Sdn Bhd

CORPORATE AWARDS - Winners

Operational Excellence in Contact Centre	Daythree Business Services Sdn Bhd
Operational Excellence in Finance & Accounting	Kimberly-Clark Regional Services (M) Sdn Bhd
Operational Excellence in Human Resources	CBRE Asia Pacific Business Services Sdn Bhd
Operational Excellence in Information Technology	NTT Malaysia Digital Business Solutions Sdn Bhd
Best Practices in Best Business Continuity Plan	CBRE Asia Pacific Business Services Sdn Bhd
Best Practices in Business Process Transformation	Daythree Business Services Sdn Bhd
Best Practices in Information Technology	Infppro Sdn Bhd
Best Practices in Infrastructure Management Services	HDC Data Center Sdn. Bhd.
Best Practices in Work From Home Company of the Year	HSBC Electronic Data Processing (Malaysia) Sdn Bhd
Corporate Growth in Best Digital GBS Provider of the Year	Aspiro Sdn Bhd
Corporate Growth in Regional GBS Company of the Year	Kimberly-Clark Regional Services (M) Sdn Bhd



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ABOUT PIKOM:

PIKOM, THE NATIONAL TECH ASSOCIATION OF MALAYSIA, is the association representing the technology (TECH) 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.

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 TECH by focusing on the following:

- Spearhead, promote & encourage development of resources, professional skills and programmes in Malaysia's TECH industry.
- Represent the local TECH industry to the Government and private sector both local and overseas.
- Provide a platform for TECH players and users to meet, network, learn and share ideas in order to grow the industry and improved applications.
- Foster high standards of conduct, service and performance throughout the TECH industry.
- Promote and market local TECH services to the region and overseas.

About Outsourcing Malaysia

Outsourcing Malaysia (OM), an initiative of the outsourcing industry and a chapter of PIKOM – the country's national ICT industry association, is envisioned to promote and develop Malaysia's outsourcing services industry as a global hub for high-value outsourcing. Supported by its founding partner – the Malaysia Digital Economy Corporation (MDEC) - and spearheaded by a group of prominent industry leaders from the global services industry, OM focuses on enabling both buyers and providers to work together on addressing service needs within the aegis of global best practices and competencies.

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