



BPO Contract of the Year: Award Submission Supplement Sheet

Supplier name:

Supplier contact:

Customer contact (to be used for verification of information - contact will be cleared with supplier before contact is made):

A. Reasons for BPO adoption

1. What were the reasons why the client decided to adopt BPO?

B. Benefits realization (30%)

2. What benefits was the client seeking from BPO? (Please quantify wherever possible)

3. What level of cost reduction was targeted by the client? Over what timescale?

___ % cost reduction targeted

___ Number of months targeted to achieve this cost reduction

4. What level of contribution was targeted and achieved so far against each of the key operational metrics? Please specify details for at least three operational metrics.

___ Increase in average revenues per customer sought

___ Increase in average revenues per customer achieved

___ Increase in customer retention sought

___ Increase in customer retention achieved

___ Increase in customer satisfaction sought

___ Increase in customer satisfaction achieved

___ Change in other operational metric sought (please specify _____)

___ Change in other operational metric achieved (please specify _____)

___ Change in other operational metric sought (please specify _____)

___ Change in other operational metric achieved (please specify _____)

___ Change in other operational metric sought (please specify _____)

___ Change in other operational metric achieved (please specify _____)

C. Approach to Benefits Realization (20%)

5. How did your approach to transition speed up the achievement of Rol by the client and ensure certainty of outcome?
6. What were the key steps in achieving these benefits?

Step 1

Timescale

___ Months

Step 2

Timescale

___ Months

Step 3

Timescale

___ Months

D. Standardization of Processes & Best Practice (10%)

7. What actions have you taken to achieve standardization of processes and information either within the client organization or across clients?
8. What actions have you taken to bring best practice to the client?

E. Use of tools and technology (10%)

9. How have you applied tools and technology to this service to enhance quality of service?

F. Use of analytics (10%)

10. How have you used analytics in support of the client's business?

G. Mechanisms to deliver ongoing service innovation (20%)

11. Please describe the mechanisms that are in place to ensure ongoing service innovation over the life of the contract?
12. Please identify the innovations achieved so far within this contract?
13. Please quantify the additional benefits that have been achieved from these innovations?