

Category	Name	Organization
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
Best Transformation Leader in Information Technology	Koay Tze Siang	Dell Global Business Center Sdn. Bhd.

Category	Name	Organization
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

**Alcon**

**Alcon Laboratories (Malaysia)  
Sdn Bhd**

- Best Business Continuity Plan Award

**daythree**

**Daythree Business Services  
Sdn Bhd**

- Best Automation Organization of the Year
- Best Digital GBS Provider
- Best Digital Transformation Provider of the Year

**Kimberly-Clark**

**Kimberly-Clark Regional  
Services (M) Sdn Bhd**

- Best Flexible Work Organization of the Year

**standard  
chartered**

**Standard Chartered Global  
Business Services**

- Best Practices in Corporate Social Responsibility
- Best Practices in Information Technology

**Roche**

**Roche Services (Asia Pacific)  
Sdn Bhd**

- Operational Excellence in Finance & Accounting

**AICPA & CIMA**  
Together as the Association of International  
Certified Professional Accountants

**AICPA & CIMA**

- Operational Excellence in Finance & Accounting

**TELECONTINENT**

**Telecontinent Sdn Bhd**

- Operational Excellence in Contact Centre

**brandt**  
The Experience Company

**Brandt Business Services  
Sdn Bhd**

- Operational Excellence in Human Resource

**DELLTechnologies**

**Dell Global Business Center  
Sdn. Bhd.**

- Operational Excellence in Information Technology

**Lilly**

**Eli Lilly Asia Pacific  
SSC Sdn Bhd**

- Regional GBS Company of the Year

Runner-Up



**AICPA & CIMA**

- Best Automation Organization of the Year
- Operational Excellence in Human Resource



**Kimberly-Clark Regional Services (M) Sdn Bhd**

- Best Digital Transformation Provider of the Year
- Operational Excellence in Finance & Accounting



**Eli Lilly Asia Pacific SSC Sdn Bhd**

- Best Flexible Work Organization of the Year



**Clarivate (Malaysia) Sdn Bhd**

- Regional GBS Company of the Year



**Dell Global Business Center Sdn. Bhd.**

- Best Automation Organization of the Year



**Roche Services (Asia Pacific) Sdn Bhd**

- Best Automation Organization of the Year



**UST Global (Malaysia) Sdn Bhd**

- Best Digital Transformation Provider of the Year



**CBRE Asia Pacific Business Services Sdn Bhd**

- Operational Excellence in Finance & Accounting



**iForté Intelligence Sdn Bhd**

- Operational Excellence in Human Resource



**Sutherland Global Services Malaysia Sdn. Bhd**

- Operational Excellence in Human Resource



**VADS Business Process Sdn Bhd**

- Operational Excellence in Human Resource

Merit