

Item no.	Award category	Target # award recipient	Remarks
Corporate Award (open)			
1	Best New Comer Contact Centre (open)		
	Shell Business Service Centre Sdn Bhd		1st
	Prudential BSN Takaful Berhad		2nd
Corporate Award (bounded)			
1	Best Outsourced Inbound Contact Centre (under 100 seats)		
	Datacom South East Asia (M) Sdn Bhd - Parallels		1st
	Celcom Axiata Berhad - Call Centre-High End Customer Team (VADS)		2nd
	SRG Asia Pacific Sdn Bhd - The US Department of State (Bureau of Consular Affairs)		3rd
2	Best Outsourced Inbound Contact Centre (over 100 seats)		
	VADS Business Process Sdn Bhd - TM Unifi Centre		1st
	VADS Business Process Sdn Bhd - TM 100 Contact Centre		2nd
	Scicom (MSC) Berhad - Nokia Careline SEAP		3rd
3	Best Outsourced Outbound Contact Centre (under 100 seats)		
	SRG Asia Pacific Sdn Bhd - CIMB Aviva		1st
	Scicom (MSC) Berhad - SingTel Telesales		2nd
	Celcom Axiata Berhad - Call Centre Outbound VADS & Celcom CCO		3rd
	Scope International (M) Sdn Bhd - Outbound Sales Centre		3rd
4	Best Outsourced Outbound Contact Centre (over 100 seats)		
	VADS Business Process Sdn Bhd - TM Sales Centre		1st
	UTS Marketing Solutions Sdn Bhd		2nd
5	Best In-house Inbound Contact Centre (under 100 seats)		
	DHL Express (M) Sdn Bhd		1st
	Etiqa Insurance and Takaful Bhd		2nd
	Ambank (M) Berhad		3rd
6	Best In-house Inbound Contact Centre (over 100 seats)		
	Maxis Berhad		1st
	Citibank Berhad		2nd
	Dell Global Business Center Sdn Bhd		3rd

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7 Best In-house Outbound Contact Centre (under 100 seats)

Maxis Berhad	1st
TNT Express Worldwide (M) Sdn Bhd	2nd
Cimb Bank Berhad	3rd

8 Best In-house Outbound Contact Centre (over 100 seats)

American International Assurance Berhad	1st
Malayan Banking Berhad	2nd

Prestige Award

1 Corporate Social Responsibility

Maxis Berhad	1st
Ambank (M) Berhad	2nd
Asia Pacific Information Services Sdn Bhd	3rd

2 Industry Professional Development Achievement

SRG Asia Pacific Sdn Bhd	Byron Joseph Fernandez
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Individual Award

1 Best Contact Centre Professional (under 100 seats)

DHL Express (Malaysia) Sdn Bhd	Amit Singh	1st
DHL Express (Malaysia) Sdn Bhd	Vickneswaran Nallasamy	2nd
Ambank (M) Berhad	Ramesh A/L Karuppanan	3rd

2 Best Contact Centre Professional (over 100 seats)

Citibank Berhad	Aria Putera Kamal	1st
Scicom (MSC) Berhad	Okobah Ikechukwu Samuel	2nd
Scicom (MSC) Berhad	Vikneswarar A/L Chenimalai	3rd

3 Best Contact Centre Telemarketer (open)

Maxis Berhad	V. K. Jabamalai A/P Kalimuthu	1st
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	Maxis Berhad	Mardiana Rhaudah Binti Umar	2nd
	TNT Express Worldwide (M) Sdn Bhd	Grace Chai Hui Fang	3rd
4	Best Contact Centre Team Leader (under 100 seats)		
	Ambank (M) Berhad	Alexander Lopez S/O Anthony Lopez	1st
	Maxis Berhad	Nor Sharina Binti Mohd Dom	2nd
	Celcom Axiata Berhad	Mashiur Rahman	3rd
5	Best Contact Centre Team Leader (over 100 seats)		
	Malayan Banking Berhad	Megat Ridzuan Bin Kamarulzaman	1st
	VADS Business Process Sdn Bhd	Aznal Ariff Bin Zakaria	2nd
	Celcom Axiata Berhad	Norlizah Binti Mohd Ali	3rd
6	Best Contact Centre Support Professional - MIS / IT (under 100 seats)		
	Maxis Berhad	Too Mei Hui	1st
	Maxis Berhad	Loh Seow Voon (Laura)	2nd
7	Best Contact Centre Support Professional - MIS / IT (over 100 seats)		
	Scicom (MSC) Berhad	Abdirizak Omar Mohamoud	1st
	CIMB Bank	Lau Choy Yen	2nd
	Maxis Berhad	Keong Chee Choong	3rd
8	Best Contact Centre Support Professional - Training / Humam Resources (under 100 seats)		
	Ambank (M) Berhad	Valli Rasaiah	1st
	Scicom (MSC) Berhad	Krishsubashini Govinda	2nd
	Prudential Assurance Malaysia Bhd	AV Sharaswathy A/P Ang Mung Leng	3rd
9	Best Contact Centre Support Professional - Training / Humam Resources (over 100 seats)		
	Scicom (MSC) Berhad	Aboubakar Aboubakar Idriss	1st
	Scicom (MSC) Berhad	Francis B. Cruz	2nd
	Scicom (MSC) Berhad	Muhammad Umar Mbwana	3rd
10	Best Contact Centre Support Professional - Workforce Management / Quality Assurance (under 100 seats)		
	DHL Express (M) Sdn Bhd	Michael Ong Chu Kwang	1st
	Scicom (MSC) Berhad	Hicham Haidar Abdallah	2nd
	Celcom Axiata Berhad	Hazlinda Binti Basri	3rd
11	Best Contact Centre Support Professional - Workforce Management / Quality Assurance (over 100 seats)		
	Scicom (MSC) Berhad	Dinesh Paul S/O Sivanesan	1st

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	VADS Business Process Sdn Bhd	Izeti Binti Zulkifli	2nd
	Scicom (MSC) Berhad	Shafinaz Binti Hasny	3rd
12	Best Contact Centre Manager (under 100 seats)		
	Maxis Berhad	Lau Siang Ning (Denise)	1st
	DHL Express (M) Sdn Bhd	Thinagaran Sangga Ratnam	2nd
	Etiga Insurance and Takaful Bhd	Noordalina Daut @ Md Kassim	3rd
13	Best Contact Centre Manager (over 100 seats)		
	Scicom (M) Sdn Bhd	Naweshad Bin Mohd Shariff	1st
	Scicom (M) Sdn Bhd	Jesvinder Singh	2nd
	Maxis Berhad	Augustin Jason Chai	3rd
14	Best Head of Contact Centre (open)		
	Maxis Berhad	Vigneswaran Sivalingam	1st
	Qi Services M Sdn Bhd	Pushpalatha Balan	2nd
	Ambank (M) Berhad	Aminudin Zainodin	3rd

Corporate Award (open)

1	Video Contact Centre (open)		
	Maxis Berhad		1st
	Celcom Axiata Berhad		2nd
	Etiga Insurance and Takaful Bhd		2nd
2	CRM Programme Implementation Contact Centre (open)		
	Maxis Berhad		1st
3	Most Green Contact Centre (open)		
	Maxis Berhad		1st
4	Most Creative Contact Centre (open)		
	VADS Business Process Sdn Bhd - People with Disabilities Management Initiative		1st
	Maxis Berhad		2nd
	Measat Broadcast Network Systems Sdn Bhd		3rd
5	People Contact Centre (open)		
	Citibank Berhad		1st

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	Maxis Berhad		2nd
	Malayan Banking Berhad		3rd
6	Process Excellence Contact Centre (open)		
	Maxis Berhad		1st
	VADS Business Process Sdn Bhd - Vibrant™		2nd
	Etiga Insurance and Takaful Bhd		3rd
7	Social Media Programme Contact Centre (open)		
	Maxis Berhad		1st
	Celcom Axiata Berhad		2nd
8	Technology Innovation Contact Centre (open)		
	Maxis Berhad		1st
	Citibank Berhad		2nd
	Etiga Insurance and Takaful Bhd		3rd

Overall

1	Best of the Best Contact Centre (In-house category)		
	Maxis Berhad		
2	Best of the Best Contact Centre (Outsourced category)		
	VADS Business Process Sdn Bhd		