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

Item no.	Award category	Target # award recipient	Remarks
7	7 Best In-house Outbound Contact Centre (under 100 seats)		
	Maxis Berhad		1st
	TNT Express Worldwide (M) Sdn Bhd		2nd
	Cimb Bank Berhad		3rd
c	B Best In-house Outbound Contact Centre (over 100 seats)		
C	American International Assurance Berhad		1st
	Malayan Banking Berhad		2nd
	manayan banang bornaa		2110
D	Accord		
Prestige 1	<u>Awaro</u> 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	
Individu	al 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)		
2	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)	1	
	Maxis Berhad	V. K. Jabamalai A/P Kalimuthu	1st

Item no.	Award category	Target # award recipient	Remark
	Maxis Berhad	Mardiana Rhaudah Binti Umar	2nd
	TNT Express Worldwide (M) Sdn Bhd	Grace Chai Hui Fang	3rd
		<u> </u>	_
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
	Deat Contact Contact Contact Professional MIC / IT (under 100 conta)		
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)		
Ŭ	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)		
.0	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)		
11	Scicom (MSC) Berhad	Dinesh Paul S/O Sivanesan	T _{1st}

em no.	Award category	Target # award recipient	Remark
	VADS Business Process Sdn Bhd	Izeti Binti Zulkifli	2nd
	Scicom (MSC) Berhad	Shafinaz Binti Hasny	3rd
12	Best Contact Centre Manager (under 100 seats)	It are Olean a Nillian (Denilla)	4-4
	Maxis Berhad DHL Express (M) Sdn Bhd	Lau Siang Ning (Denise) Thinagaran Sangga Ratnam	1st 2nd
	Etiqa Insurance and Takaful Bhd	Noordalina Daut @ Md Kassim	3rd
	Etiqa ilisurance and Takarui Bild	Noordalilla Daut & Mu Kassiill	
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)	h <i>a</i>	 , ,
	Maxis Berhad	Vigneswaran Sivalingam	1st
	Qi Services M Sdn Bhd	Pushpalatha Balan	2nd 3rd
	Ambank (M) Berhad	Aminudin Zainodin	
		Ammant Zamoam	
_	te Award (open)	Ammani Zamoam	
orpora 1	te Award (open) Video Contact Centre (open)	Ammuni Zunoum	
_	te Award (open) Video Contact Centre (open) Maxis Berhad	Ammain Zamoam	1st 2nd
_	te Award (open) Video Contact Centre (open)	Ammadin Zamodin	
1	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd		1st 2nd
_	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open)		1st 2nd 2nd
1	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd		1st 2nd
2	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open) Maxis Berhad		1st 2nd 2nd
1	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open)		1st 2nd 2nd
2	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open) Maxis Berhad Most Green Contact Centre (open) Maxis Berhad		1st 2nd 2nd 1st
2	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open) Maxis Berhad Most Green Contact Centre (open) Maxis Berhad Most Creative Contact Centre (open)		1st 2nd 2nd 1st
2	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open) Maxis Berhad Most Green Contact Centre (open) Maxis Berhad Most Creative Contact Centre (open) VADS Business Process Sdn Bhd - People with Disabilities Management Initiative		1st 2nd 2nd 1st 1st
2	tte Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open) Maxis Berhad Most Green Contact Centre (open) Maxis Berhad Most Creative Contact Centre (open) VADS Business Process Sdn Bhd - People with Disabilities Management Initiative Maxis Berhad		1st 2nd 2nd 1st 1st 1st 2nd
2	te Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open) Maxis Berhad Most Green Contact Centre (open) Maxis Berhad Most Creative Contact Centre (open) VADS Business Process Sdn Bhd - People with Disabilities Management Initiative		1st 2nd 2nd 1st
2	tte Award (open) Video Contact Centre (open) Maxis Berhad Celcom Axiata Berhad Etiqa Insurance and Takaful Bhd CRM Programme Implementation Contact Centre (open) Maxis Berhad Most Green Contact Centre (open) Maxis Berhad Most Creative Contact Centre (open) VADS Business Process Sdn Bhd - People with Disabilities Management Initiative Maxis Berhad		1st 2nd 2nd 1st 1st 1st 2nd

	Award category	Target # award recipient	Remarks
			_
Berhad			2nd
an Banking Be	had		3rd
ss Excellence C	ontact Centre (open)		
Berhad			1st
Business Pro	ess Sdn Bhd - Vibrant TM		2nd
Insurance and			3rd
	me Contact Centre (open)		
Berhad			1st
m Axiata Berha	<u>d</u>		2nd
nology Innovation	Contact Centre (open)		
Berhad			1st
ınk Berhad			2nd
Insurance and	akaful Bhd		3rd
	akaful Bhd		

Overall

Best of the Best Contact Centre (In-house category)

Maxis Berhad

Best of the Best Contact Centre (Outsourced category)

VADS Business Process Sdn Bhd