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ROMANIAN BUSINESS SERVICES FORUM & AWARDS 2023

9th edition | 24 May | JW Marriott Grand Hotel | Constanta Ballroom

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Reaching the half of 2023, the landscape of business services consolidated, with a steep incline in revenue generated, as companies delegate the management of their infrastructure and core internet processes to top tech talent. Business continuity is all about maintaining and strengthening relationships with business partners, clients, suppliers, services providers. After a long and complicated time of continuous changes, companies seek to identify and predict the trends, so they know exactly what to expect and minimize the amount of change within companies.

To highlight the evolutions at business services industry in Romania this year, **OUTSOURCING TODAY & The Diplomat-Bucharest** organizes the 9th edition of the **ROMANIAN BUSINESS SERVICES FORUM & AWARDS 2023** on **MAY 24TH**, at **JW MARRIOTT GRAND HOTEL, CONSTANTA BALLROOM**, in **BUCHAREST**.

THE CEO FORUM is a platform dedicated to leaders acting in the business services and tech solutions providers in a half-day event with engaging dialogue sessions and valuable networking opportunities. The event is an arena where key players in the field share their insights and business perspective to their peers in the industry.

THE AWARDS GALA continues to recognize, reward and celebrate the success of the most prominent companies acting in the business services industry in Romania.

ROMANIAN BUSINESS SERVICES FORUM & AWARDS is the ideal stage for knowledge sharing, voice expression and objective recognition of the performance proved by professionals and projects, while celebrating and raising the profile of their achievements.

THE ROMANIAN BUSINESS SERVICES FORUM & AWARDS recognizes the personal contribution and commitment of the most experimented individuals and the added-value projects in this industry in Romania.

SPEAKERS



IRINA BUTNARU,
Romania Country
Lead & General
Manager, Wipro



RALUCA ROMANU,
General Manager,
Bosch Service
Solutions
Timisoara



FARLEI KOTHE,
EMEA CEO,
Stefanini



**RAZVAN
PATRINOIU**,
CEO, Webhelp
Romania



DAN ACHIM,
Senior Service
Delivery
Coordinator,
Majorel



**ALEXANDRU
STOENESCU**,
Vice President,
Europe Operations.
Country Lead:
Romania &
Bulgaria, Genpact



**VLADIMIR
STERESCU**,
Senior Vice
President and
Country Manager
Customer Support
Solutions, CGS



SILVIA CALISTRU,
Head of
Recruitment
& People
Development, SCC



COLIN LOVERING,
Chairman at
British Romanian
Chamber of
Commerce
(Moderator)

MEDIA PARTNERS





EVENT AGENDA

15:00 – 16:00 Welcome Guests



16:00 – 17:30 CEO LEADERS DEBATE

The past years challenged and pushed the business leadership towards fundamental transformation. Economic and geopolitical conditions have been volatile and at times, it was a real test for every leader in the field to adjust to every new business challenge. However, the leadership in every aspect of a business changed to the best, the priorities have been redefined and tackling the business objectives gained valuable approaches.

EVOLUTION OF LEADERSHIP IN BUSINESS SERVICES

2023 has seen an evolution in leadership as managers develop new ways to create engagement, consolidate teams and improve productivity in the workplace. Different styles of leadership emerged so far, such as transformational, democratic, transactional, autocratic leadership to name a few and companies, as well leaders, tackled, learned and applied a certain type, according to what fits best and is prone to deliver the best results. Understanding the changes of the present, anticipating and preparing for the future, should provide every leader with the necessary mental structures that will help to deal with uncertainty. The actions and decisions take into account geopolitics, health and social justice, and the development of technology.

THE FUNDAMENTALS OF WORKING IN BUSINESS SERVICES INDUSTRY IN 2023

The business services industry loyally reflects the overall business trends. The knowledge and understanding of trends that impact the business, the essential changes in the workplace, employee experience, the safety, the wellbeing, the mental health, the purpose of work, the engaged mindset, diversity, equity and inclusion (DEI) remain significant resources for the overall corporate performance.

17:30 – 18:30 Networking cocktail & Gala Dinner



18:30 – 20:00 ROMANIAN BUSINESS SHARED SERVICES AWARDS GALA

THE BUSINESS SERVICES AWARDS GALA, now in its 9th edition, is an elite event and a platform to recognize, reward and celebrate the success of the most prominent companies, projects and individuals acting in the business shared services field in Romania. Based on rigorously researched information and a Judging Panel formed of prominent names in business, the Gala Awards established itself as a must-attend in your Romanian Gala Awards event calendar.

THE JURY



CARMEN ADAMESCU,
Partner
E&Y



ANDRADA ILIESCU,
Advisory Director
KPMG



CORINA VASILE,
Executive Director,
ANIS Romania



MIHAELA ROBU,
Business Development,
Manager, ACCA South-
Eastern Europe



ANDREI ROMANESCU,
Managing Director,
Veeam Software



ANDREI CRACIUN,
Head of Digital
Transformation,
West University of Timisoara



DAN ZAHARIA,
Senior Leasing Consultant
EXTIND Management



MARIA BUTCU,
Director, Leader for Business
Process Solutions (BPS),
Deloitte Romania



COLIN C. LOVERING,
Chairman at British
Romanian Chamber of
Commerce (BRCC)



AWARDS CATEGORIES

COMPANY AWARDS

These categories of awards honor a business organization demonstrating superior performance in the development, delivery and innovation of outsourcing services.

◆ **BUSINESS SERVICES COMPANY OF THE YEAR (over 800 employees)** - This award recognizes all aspects of business management excellence, such as financial and operational performance, depth and breadth of services, client and employee growth, company leadership and CSR.

◆ **BUSINESS SERVICES COMPANY OF THE YEAR (less than 800 employees)** - This award recognizes all aspects of business management excellence, such as financial and operational performance, depth and breadth of services, client and employee growth, company leadership, as well as social responsibility

◆ **EMPLOYER OF THE YEAR (over 800 employees)** - This award seeks to recognize the industry company with more than 800 employees which has achieved excellence in the provision of internationally recognized training to its employees, an employer who promotes the value of quality environment at the workplace.

◆ **EMPLOYER OF THE YEAR (less than 800 employees)** - This award recognizes the industry company which has achieved excellence in the provision of internationally recognized training to its employees, an employer who promotes the value of quality environment at the workplace.

◆ **MOST TRANSFORMED WORKPLACE** - This award provides recognition for innovation in delivering the best essentials of a workplace, functionality and excellence, either on-site premises or remote.

◆ **NEW ENTRY ON THE MARKET AWARD** - This award acknowledges the performance and kick off of a new company that started the operations on the Romanian market

◆ **BRAND OF THE YEAR (ONLINE VOTED AWARD)** - This award recognizes the popularity aspect of a brand alone. The judging process for this category is unique in this competition: 100% public on-line voting.

INDIVIDUAL AWARD

Nominees should be extraordinary individuals, showing demonstrable achievements in their outsourcing career, being directly responsible for creating and instituting innovative and effective programs, projects, or technologies and/or have otherwise significantly helped the company or outsourcing industry meet their goals.

◆ **CEO OF THE YEAR** - This award recognizes the activity of a head of operations - Chief Executive Officer, Chief Operations Officer, General Manager or a company President, that demonstrated commitment to the Romanian outsourcing sector by creating a positive impact with the business he/she works in.

◆ **HR MANAGER OF THE YEAR** - This award recognizes the HR Manager who has made a substantial contribution to the success of their team and the company he/she works in.

◆ **TEAM LEADER OF THE YEAR** - This award recognizes the activity of a team leader that inspires and performs through its leadership and management capabilities in empowering his team and creates a role-model and success story across the business environment.

INITIATIVE AWARDS

An initiative nomination must describe either one or a set of activities that impacted positively on the outsourcing sector. Nominations should describe projects that are particularly exceptional or innovative and go beyond "business as usual" measures.

◆ **CSR INITIATIVE OF THE YEAR** - CSR is increasingly important to the competitiveness of enterprises. This award honors the business organization demonstrating the most significant social impact.

◆ **DIGITAL TRANSFORMATION INITIATIVE OF THE YEAR** - This award goes to the organization that best demonstrates that it has substantially improved its operational performance in terms of workflow effectiveness, customer experience management, increased turnover and improved margins or cost control through an innovation in their use and application of digital technologies either developed in house or sourced from an external supplier.

◆ **TOP DIGITAL TRANSFORMATION SERVICES PROVIDER** - This award appreciated the bespoke and effective digital solutions created and commercial by a company that had a significant impact in digital transformation of a company and/ or industry.

◆ **L&D INITIATIVE OF THE YEAR** - This award recognizes the best educational project implemented by a company.

◆ **BEST UNIVERSITY-BUSINESS COOPERATION PROJECT OF THE YEAR** - This award recognizes the best academic project implemented in the partnership with a private company in the benefit of creating a skilled workforce and addressing the current needs on the market.

◆ **BEST WELLBEING INITIATIVE** - This award is dedicated to well-being and safety initiative conducted by a company in the benefits of employees.

◆ **BEST CUSTOMER CENTRIC INITIATIVE** - This award acknowledges the performance of a customer-centric project or initiative with effective results in optimizing the client experience.

◆ **DIVERSITY AND INCLUSION IMPACT AWARD** - This award acknowledges equitable employers that outpace their competitors by respecting the unique needs, perspectives and potential of all their team members in a fair, unbiased and effective way.