



**Ministry of Information and Communications Technology, Mauritius**



**8TH NTA ICT WORLD COMMUNICATION SUMMIT & AWARDS 2014**

**ALONGWITH 2ND GLOBAL ICT FORUM 2014 –**

**“INNOVATIONS TO DRIVE ECONOMY OF DEVELOPING & COUNTRIES & CYBER SECURITY”**

**23RD & 24TH JULY, MAURITIUS**



Recognizing innovation and achievements in Telecom & ICT Sector

Join us to celebrate the successes in ICT sector

Take this opportunity to gain industry recognition for your products and services!

## Awards Schedule

**Entries now open!**

**Entry deadline: July, 1<sup>st</sup>, 2014**

**Gala Awards Evening: 23<sup>rd</sup> and 24<sup>th</sup> July, 2014**

The **8TH NTA ICT WORLD COMMUNICATION SUMMIT & AWARDS 2014** provides a unique platform to build relationships with key industry players. This offers an exclusive opportunity for recognition to industry, so don't miss the chance to be associated with this exciting event.

**For nomination details & branding opportunities contact [president\\_cmai@cmai.asia](mailto:president_cmai@cmai.asia), [Navtesh@cmai.asia](mailto:Navtesh@cmai.asia), [Sauravi@cmai.asia](mailto:Sauravi@cmai.asia)**

### **Guidelines for Award Nominations**

1. Nomination can be made by self or others.
2. You can submit information as detailed or as short as you may deem fit for consideration by Jurist.
3. The nomination would be considered based on information supplied and available from other market sources.
4. Please also indicate name of Chairman/MD/CEO officer alongwith email ID, Mobile number, who will receive the award, if awarded.
5. Nominations from one Company can be made for multiple categories. Generally only one Award is presented to one company. In exceptional cases one Company can be considered for multiple awards in different categories.
6. Some Guidelines for different categories:-
  - **Innovation** means exploiting new ideas leading to the creation of a new product, process or service and bringing it to market, success thereof. Its addition of value, quality, service, delivery management. It is said that that if an established organization, which in this age necessitating innovation, is not able to innovate, it faces decline and extinction.

- For **Research and Development Awards**, please indicate if approved by any Govt. agency, Science & Technology, investment in R&D, products/technologies developed, IPR patents secured/filed, turnover, other relevant information.
- For **manufacturing awards** please indicate the production details, turnover, consumer base, spread across various regions, customer service parameters, introduction of new/latest technologies.
- For **export awards** please indicate the export in terms of value and quantity & number of Countries with value for the and any special feature like new product, new Technology , social cause.
- For **managed services/capacity** lease indicate the value of contracts during 2013-14 and total as on date along with customer base, spread across regions.
- For **services award please** indicate the customer addition during 2013-14 and as on date along with special services/technology introduced / customer service parameters.

7. The decision of Jurists is final and binding. Jury has the right to drop/add/modify/substitute/create any Award.

8. For any query please email to president\_cmai@cmai.asia or nkgoyals@yahoo.co.in,

9. The decisions will be conveyed by email to the person whose name appears in nomination.

### **Procedure to file nominations Electronically**

Kindly log onto – [www.ictwca.com](http://www.ictwca.com)

For nominations - <http://ictwca.com/nomination.php>

Entry deadline: 1<sup>st</sup> July 2014

Basic requirements

- The language used should be English.
- A single company can enter any number of categories but the judges reserve the right to re-allocate any entry.

- To ensure all your details are received by CMAI kindly also send an email to [sauravi@cmai.asia](mailto:sauravi@cmai.asia) , because on some occasions it is difficult to estimate as to how much details have been submitted online.
- Please email any supporting material, such as independently produced data, industry surveys, and extracts from analysts' reports, testimonials, press articles etc., to [Navtesh@cmai.asia](mailto:Navtesh@cmai.asia) , [Sauravi@cmai.asia](mailto:Sauravi@cmai.asia) .
- Best Global Operator and Best Mobile Operator will be by invitation only and the judges will have the final vote. If you wish to enter these categories and have not been invited, please email with details to [Sauravi@cmai.asia](mailto:Sauravi@cmai.asia) , [Navtesh@cmai.asia](mailto:Navtesh@cmai.asia)
- You can also file nominations by hard copy To Sauravi at P-90B, Basement NDSE Part –II, New Delhi – 110049, India Ph. No- 011- 26266411 /412 /211, so as to receive before last date

### Exclusions

All entries should relate to the commercial use of communications. Military use, services for individuals are excluded.

### Queries

If you have any queries or problems submitting this form, please email [Navtesh@cmai.asia](mailto:Navtesh@cmai.asia) , [Sauravi@cmai.asia](mailto:Sauravi@cmai.asia)

- For any clarifications / additional information please contact
  - (a)Sauravi Dutta – 0 8376 975 258 , [Sauravi@cmai.asia](mailto:Sauravi@cmai.asia)
  - (b)Mr Navtesh Kumar – 0 9711 869 771 , [Navtesh@cmai.asia](mailto:Navtesh@cmai.asia)
- To escalate the matter - NK Goyal, President CMAI 0 98 111 29879 , [president\\_cmai@cmai.asia](mailto:president_cmai@cmai.asia)

### Award Categories for all\*

- Clean Technology Initiative Co. of the year
- Technology Foresight Co. of the year
- Best Customer Service Initiative for ICT Industry
- Best Software Solution for ICT Industry
- Technologist of the Year
- Best Support System for ICT Industry
- Best Mobile Device
- Best Content Service
- Best SME Service
- Best Emerging Market Initiative Co. of the year
- The Green Award of the year
- Vendor of the Year
- Wholesale Operator of the Year
- Best Place to Work
- Best Brand / Campaign
- Best Customer Care
- Best Consumer Service
- Best Enterprise Service
- Best Small Business Service
- The Cloud Infrastructure Award
- The Digital Experience Award
- Best Infrastructure Initiative
- Project of the Year
- Best Network Operation Initiative
- The Innovation Award
- The Social Contribution Award
- The Connected World Initiative
- Best Operator in an Emerging Market
- Best Wholesale Carrier
- Best Mobile Operator (Invitation Only)
- Best Global Operator (Invitation Only)
- CEO of the Year
- Best IP/Integrated Services
- Best in Innovative New Telecom Services
- Best Managed Services Vendor
- Best Systems Integrator
- Best Fixed Line/Broadband Operator
- Best Telecom Tower Company
- Best Innovation in Turnkey Solution Products
- Best Telecom Infrastructure Provider
- Best New Telecom Operator

- Best Exporter of Telecom Equipment/Services
- Best Telecom/ICT Equipment Manufacturer
- Best Telecom/ICT Ambassador/Advertisement

## **Award Categories for KPO/BPO\***

Best Contributor to the KPO/BPO Industry

Best Technology for KPO/BPO Operations

Best KPO/ BPO Innovation of the year

Emerging KPO/BPO Company of the year

Best KPO/BPO Employer Brand of the year

Fastest Growing KPO/ BPO Company of the year

Best ICT Enablement in KPO/ BPO

Best Social Change Award for BPO/KPO

Best KPO/BPO Customer Experienced Delivered

Most Admired Vendor for ICT/ BPO Sector

Best Shared Services KPO/BPO Company of the year

Best Quality Program of the year for KPO/BPO

Best Preferred Vendor for BPO/KPO Sector

Best Help Desk Services Award for KPO/BPO

Best Non-Voice Company of the year

Best Strategic Enabler for KPO/BPO

Best Inbound KPO/BPO Company of the year

Best Hardware Company of the year for KPO/BPO

Best Software Provider of the year for KPO/BPO

Best KPO/BPO Academy of the year

Best KPO/BPO Organization of the year

Best KPO/BPO CEO of the year

Best Role Model & Exemplary Leader Award

Best KPO/BPO Entrepreneur of the year

Best HR Professional of the year

Best Team Leader of the year

### **Award Categories for BFSI Sector\***

ICT is much in use by various Banking Financial Services, Insurance, Health and Hospitals, Education Institutes, E- Governance, Infrastructure, Retail Stores, Airports , Railways, City Management, Waste Disposal, Surveillance, Security, Schemes for Empowerment of Citizens etc. It is proposed to recognized some Best/ Excellent use of ICT technologies/ Innovations in these sectors. The Criteria for this Award will be new technology, innovations, commercial success, impact on citizens etc.

\*The award categories can be dropped or modified into excellent, Prominent, Emerging, Outstanding, Significant, add new category in general or for Country specific if decided by Jury.

Details

#### **1- Clean Technology Initiative Company of the year**

[For](#)

All Manufacturers, OEMs, integrators, service providers, outsourcing Companies.

[About category](#)

Company that has best reduced the environmental impact of ICT services through its products and solutions or utilization of products and solutions. Eco-friendly products, innovations, and specific programmes or initiatives.

[Criteria](#)

Companies should satisfy:

- Improved energy efficiency, alternative energy sources, recycling, conservation, manufacturing and logistics cost reduction and eco-friendly consumption.
- Measurable programme, delivering against and reaching set targets for improvement.
- Plans to address corporate, social & environmental issues
- Benefits of program to stakeholders customers/end users, employees, and the public at large.

## **2- Technology Foresight Company of the Year**

### For

All Manufacturers, OEM's, Software developers, outsourcing companies and integrators, service providers

### About Category

Organization which has shown the greatest foresight in developing & fostering the development of a technology used or able to be used in delivering or receiving ICT services.

### Criteria

Companies should satisfy:

- Technology and/or application are the original work of the Company
- Technology with far reaching effect on business or consumer.
- Innovative approach to an existing networks or services
- Technology works in a commercial use.
- Revenues expected from technology use. Plan for Growth of revenues and business .

## **3- Best Customer Service Initiative for ICT Industry**

### For

All Manufacturers, service providers, software developers, OEMs, and integrators, outsourcing companies

### About Category



Designed and successfully implemented customer service strategy which produced tangible and quantifiable results in ICT Sector.

### Criteria

Company to satisfy:

- Pro-active and pervasive customer care
- Application of technology for customer relationships
- Plans to improve or enhance service standards.
- Data on churn, responsiveness, and customer satisfaction
- Customers Credentials

#### **4- Best Software Solution for ICT Industry**

### For

Software vendors and developers, as well as integrators providing software solutions.

### About Category

Organization for providing or utilizing a software driven solution for telecom hardware, billing, network management etc.

### Criteria

Companies to satisfy that solution is the most appropriate, commercial performance/cost savings brought by the solution, innovations brought to the sector. Customer testimonials are welcome.

#### **5- Technologist of the Year**

For CEO,CMD,CIO,CTO, IT Director or senior technology leader of a ICT/ Telecom/ software or hardware Company who has demonstrated outstanding vision in driving forward the organizations product and solution offerings, innovations and realizing the potential to turn research into commercially successful products.

Nominations to be made from senior technology leaders driving change, innovation and success in the industry.

#### **6 - Best Support System for ICT Industry**

### For

All support systems for ICT, Operations Support Systems (OSS) and Business Support Systems (BSS) etc.

#### About category

Support system which has created the greatest service improvement, cost saving, or enabled the greatest increase in business income. Product innovation, ease of use and application, and delivery of customer satisfaction.

#### Criteria

The support system should have been in operation for some period and the Company should satisfy.

Improvement of customer satisfaction

Improved customer acquisition or retention

Simple to operate and easy to understand with good customer support

Scalable and flexible.

### **7 - Best Mobile Device**

#### For

Manufacturers of all mobile devices, including but not limited to handsets, PDA's, and netbooks, tablets etc.

#### About category

Device that has best combined innovation and usability cost effectiveness to create mobile device that provides the greatest benefit to the users & market.

#### Criteria

Commercially available and in use in good numbers, cost parameter, technology used, Support service, applications, Quality parameter, customer satisfaction etc

### **8- Best Content Service**

#### For

All Content providers.

#### About category

Organization that has launched, best/ upgrade/additional new service for enterprise / business customers.

#### Criteria

##### Company to satisfy:

- New service or new product in the market
- Particular market need addressed
- New technology and/or service aspects
- Design, development, usability and market appeal
- New service should have been successful in terms of revenue-generation and/or customer take-up.

##### 9- Best SME Service

#### For

Operators and service providers, network equipment providers / vendors and other companies.

#### About category

Organisation which has best new service targeted at SME customers.

#### Criteria

##### Company should satisfy:

- Service for SME
- New technology and/or service aspects
- Design, development, usability and market appeal
- Successful use in terms of revenue-generation and/or customer take-up.

##### 10 – Best Emerging Market Initiative Company

#### For

Operators and service providers, vendors, outsourcing and other companies.

### About category

Demonstrate a successful initiative serving one or more emerging markets, innovation, local investment in infrastructure and/or an employment strategy designed or adapted for specific conditions in the market.

### Criteria

#### Company to satisfy :

- Addressable emerging market
- Investment in infrastructure and employment
- Innovative or market-leading strategy designed or adapted what is so special about the market initiative taken by Company.

#### **11- The Green Award of the year**

Significant progress in green/environmental policies and programmes. Companies to satisfy well designed and successfully implemented 'green' programmes, delivering tangible and quantifiable results, reductions in carbon emissions, consumption, taking part in recycling efforts.

#### **12- Vendor of the year Award**

### For

All network equipment providers, hardware and software vendors, outsourcing services.

### About category

Outstanding innovation quality of service, reliability, and sales support. Company providing sound business footing, strategic direction and future scope for development.

### Criteria

- Leading player in the Country or region for specific product range.
- Customer needs for quality, reliability and customer service support.
- Innovative service offerings
- Good management, strategic direction and performance

- Revenue generation/growth.

### **13 - Wholesale Operator of the Year**

#### **For**

All wholesale telecoms providers / operators, Outsourcing Company

#### **About category**

Innovative business model, successful partnering strategy new technology for most successful wholesale carrier ICT business. Revenue growth and other parameters.

#### **Criteria**

##### **Company to satisfy :**

- National, regional or global business with a focus on growth sectors and/or markets
- Differentiation in cost, quality, connectivity, geographical reach, level of service & customer care
- Customer appeal and satisfaction
- Technology and innovation

### **14 - The Best Place to Work**

#### **For:**

ICT companies, Manufacturers, Outsourcing Companies , Mobile Company . The number of employees should be fairly large.

#### **Criteria:**

ICT Companies that provide their employees best working environment, opportunity for growth, innovative tools, cultural strength, good governance, best practices for HR, reward and penalties, team work, target oriented, CSR, Educational Empowerment, training & skill development, remuneration & perks, trust & security etc.

### **15 - Best Brand Campaign**

#### **For**

All Manufacturers, service operators, software companies, outsourcing companies, systems integrators, technology company, KPO/BPO Comapny

#### About category

Most effective and compelling brand generated by combination of several measures such as brand/media, campaign customer, loyalty, brand recall, brand perception etc.

#### Criteria

##### **Company to satisfy :**

- Campaign details
- Rationale behind details of media, company or service name/ slogan, etc
- Target audience
- Business objectives for the campaign
- Raised brand awareness and positive impact on market share, valuation or profits.

#### **16- Best Customer Care Service**

##### For

Fixed and mobile operators and service providers, outsourcing companies.

#### About category

Customer care programmes well-designed and successfully implemented, tangible results, quantifiable in terms of their impact on the people addressed - business or consumer users, Financial results or quantifiable improvements in customer care demonstrated through data, testimonials.

#### Criteria

##### **Company to satisfy :**

- Pro-active and pervasive customer care culture and reporting
- Technology enhancement customer care
- Plans to improve or enhance the standard of customers service .
- Data to demonstrate success, such as churn, responsiveness, and customer satisfaction, etc.
- Credentials customers.

#### **17- Best Consumer Service**

For

Fixed and mobile operators and service providers, outsourcing Co. that have a service that has been developed within the past 12 months for consumer/domestic users.

About category

Carrier or service provider to be the best service for the consumer market.

Criteria

**Company to satisfy :**

- New service by product, market, technology.
- Unique features
- Demand/trends in the consumer space
- New technology and/or service aspects
- Design, development, usability and market appeal
- Successful in terms of revenue-generation and/or customer take-up.

**18 - Best Enterprise Service**

For

Fixed and mobile operators and service providers, VAS, Outsourcing Co. , Cloud Services etc

Best new service for enterprise / larger business customers.

Criteria

- New service by product. Market, technology.
- Market need addressability
- New technology and/or service aspects involved
- Design, development, usability and market appeal
- Innovation in the last twelve months

- Revenue-generation and/or customer take-up.

## **19- Best Cloud Infrastructure Award**

### [For](#)

Both operators / service providers and vendors, outsourcing Companies

### [About category](#)

Infrastructure based service like Tower Co., Managed Services, network provider, computing resources networking capabilities, Virtualization, managed cloud platforms, self service offerings and evidence of scalability.

### [Criteria](#)

#### **Company to satisfy :**

- Features that make the service special and unique
- Type of Infrastructure
- Evidence that the infrastructure offering has been successful in terms of market acceptance, revenue-generation and/or customer take-up.

## **20- Digital Experience Award**

### [For](#)

Fixed and mobile operators, MVNO's, other service providers, cable companies, broadcasters, OTT players, outsourcing company and ( Content Delivery Network) etc

### [About category](#)

Initiative that has leveraged the network to deliver a world class superior content experience.

### [Criteria](#)

#### **Company to satisfy :**

- Product or service which demonstrates innovation in content delivery and that has generated a commercial return
- Innovation



- Applicability to ICT Network and the end-users
- Success achieved and recognition for the product or service
- Evidence that the solution delivers innovative functionality to drive revenues and commercial success.

## **21- Best Infrastructure Initiative**

For

Network equipment providers, OEMs, system integrators (SIs) and software companies, fixed and mobile operators and service providers

[About category](#)

Outstanding initiatives to deliver innovation in the core network infrastructure, , lifecycle management, operational processes and efficiency, increasing CAPEX efficiency, lowering OPEX and use of business intelligence, and core terrestrial infrastructure, subsea cables and satellite initiatives.

[Criteria](#)

- Innovative approach identifiable clearly
- Technology commercially deployed
- Original developer or part of the consortium
- Core network infrastructure initiative

## **22- Project of the Year**

For

Operator or service provider who started focused customer facing / external project or partnership a partnership of operator / vendor much beyond an ordinary vendor or project.

[About category](#)

Great project in the ICT/telecoms space. Strongest skills and best results in managing an externally-facing project, providing demonstrable results.

[Criteria](#)

**Company to satisfy :**

- Ways & mean by which they delivered outstanding project and that they have met or exceeded the stakeholders requirements
  - Ways and means of meeting the requirements given in the RFP
- Successful management controls that ensured the successful completion of the project

**23- Best Network Operation Initiative**

For

Fixed and mobile operators.

**Category Summary**

Initiative or service that demonstrably improves operational excellence within carrier network operations.

**Company to satisfy :**

- Clear network operations initiative or for an operator client
- Unique features that make the offering stand out from the competition
- Solution enhances network capability, stability and security
- Network operations benefiting the operator for revenue customer acquisition.
- Innovative network operations resulting into to the long term growth and sustainability of the operator business

**24- The Innovation Award**

For

Network equipment providers, OEM's, system integrators (SI's) and software companies, fixed and mobile operators and service providers, outsourcing companies.

**About category**

Organization that has developed a truly innovative technology used in carrier networks, already commercially deployed and not innovation through marketing or repackaging.

**Company should satisfy :**

Innovative idea or approach

- Technology commercially deployed
- Original developer or part of the consortium
- Technology (Includes software) innovation
- Development of a technology with potential for far reaching effect on business or consumer market

**25- The Social Contribution Award**

[For](#)

Fixed and mobile operators, outsourcing Companies, Software's Companies, KPO/BPO Companies, Outsourcing Companies.

[About category](#)

Best positive societal impact services to remote or unprofitable areas, job creation, quality of life.

[Criteria](#)

**Company to satisfy :**

- Programme creating a material benefit for the community
- Measurable programme, delivering against and reaching set targets for improvement
- Plans to address social or environmental issues
- Benefits to the community, employees, and the public

**26- The Connected World Initiative**

[For](#)

Network equipment providers (NEP's), OEM's, system integrators (SI's) and software companies, mobile operators, and service providers.

[About category](#)

Organization that has demonstrated the greatest product or service innovation in the M2M or Internet of Things, Digital Space

#### Company to Satisfy

- Innovative idea or approach specifically addressing the connected world
- Technology commercially deployed
- Original developer or part of the consortium
- How they address the market
- Uniqueness of Initiative

### **27- Best Operator in an Emerging Market**

#### For

Fixed and mobile operators, KPO/BPO/Outsourcing Co. Software Company.

#### About category

Operator that has best used or overcome emerging market characteristics for commercial success, and development in market.

#### Criteria

- Investment in infrastructure and/or employment
- How they address the barriers
- Evidence of growth, performance and current or projected profitability
  - Innovative or market-leading strategy

### **28- Best Wholesale Carrier**

#### For

Wholesale telecoms providers in wire line, fixed wireless, mobile or converged markets.

#### About category

Innovative business model, successful partnering strategy or new technology deployment behind the most successful wholesale carrier business.

**Company should satisfy :**

- National, regional or global business with a focus on growth sectors and/ or markets
- Portfolio: network, data centre, backbone, security
- Differentiation in areas such as cost, quality, connectivity, geographical reach, level of service, customer care
- Retail partner appeal, satisfaction
- Technology service, business innovation.

## **29- Best Mobile Operator (Invitation Only)**

For

Mobile service providers

[About category](#)

Best and most innovative, mobile operator, ARPU, value-added services, and new areas, service innovation.

[Criteria](#)

### **Company to satisfy :**

- Operational and financial performance, competitiveness and consistency with clear direction and strategic vision
- New and innovative business models and relationships throughout the value chain
- Strong and attractive service offerings
- Reliability, pricing and customer service
- Coherent roadmap for developing and driving the business forward.

## **30 – KPO/BPO Categories**

These categories has been decided keeping in view of the KPO/BPO operating companies in Mauritius, India, China etc & other parts of world.

Each category has a specific targeted area. The award will go to best / Excellent in each category. The company will have to satisfy that not only they meet but excel in the given area of service. Where ever feasible the number will be used. In other places the growth of Company, good governance, performance in last 3 years, Quality, Quantity, Innovation, Technology, spread & reach, number of sales, turnover, investments, FDI, export figures etc will be looked at.

### **31- Best Global Operator (Invitation Only)**

For

Fixed and mobile network operators or service providers

#### About category

Quality of service, reliability, and customer service. Strong service portfolio, technological innovation, strong and disciplined management strategic direction, and future scope for development of the company.

#### Criteria

##### **Company to satisfy**

- Truly global player
- Customer needs for quality, reliability and customer service
- Innovative service offerings
- Sound management, clear strategic direction and strong performance
- Revenue generation/growth.

### **32- CEO of the Year**

Open to

All C level people around the Globe.

#### Criteria

Excellent growth of Company, Personal Contribution to CSR, team leadership, Profitability, innovation, exceptional & demonstrable values.

### **33 – For Services**

- Best IP/Integrated Services
- Best in Innovative New Telecom Services
- Best Managed Services Vendor
- Best Systems Integrator
- Best Fixed Line/Broadband Operator
- Best Telecom Tower Company
- Best Innovation in Turnkey Solution Products
- Best Telecom Infrastructure Provider
- Best New Telecom Operator

These Awards are targeted for companies providing best of respective services with regards to quality, innovations, new technology, revenue growth, impact on customer, CSR, in any particular region.

### **34 – For Manufacturing/ Exports**

- Best Exporter of Telecom Equipment/Services
- Best Telecom/ICT Equipment Manufacturer

This Awards represents best exporters or manufacturers of equipment and services with regards to IPR, R&D , innovation , technology, volumes, spread of regions, revenue, utility, CSR etc

### **35 - Best Telecom/ICT Ambassador/Advertisement**

This Award is for Excellence in Advertisements/ Brand Ambassadors with regards to visibility, Recall Value, Social Impact, Environmental aspects, impact on customer etc