



THE AUSTRALIA & NEW ZEALAND  
**Paragon**<sup>TM</sup>  
2018 Awards



**ANZ 2018**

# **ISG Paragon Awards**<sup>TM</sup>

INFORMATION GUIDE



Paragon

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Now in their seventh year, the ISG Paragon Awards™ encourage technology and service providers to think outside the box and devise better ways of working, to look ahead and go the extra mile to make a demonstrable difference to an organisation and their clients.

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ISG invites you to submit  
your nominations for the  
**Paragon Awards 2018**



The ISG Paragon Awards™ recognise and reward the achievements of industry leaders across six categories and seek to highlight the innovative approaches and behaviours that drive success and which themselves reflect the evolving nature of technology and business today:

**Collaboration | Transformation | Leadership | Imagination |  
Excellence | Impact | ISG Special Award**

This year's ISG Paragon Awards™ Gala Dinner will take place on Thursday 22<sup>nd</sup> March 2018 at The Heritage Ballroom, at the Westin Hotel, Sydney. Winners will be announced at the event.

# Award Descriptions

The award descriptions below offer more information about each category, including which awards are open to organisations and which to individuals.

## Collaboration Award

This award recognizes a mutually beneficial relationship between a client and one or more technology/ service providers. The award encompasses all relevant parties. Entries should include and demonstrate the following points:

- Collaborative/ constructive relationships
- Alignment of mutual objectives versus competing objectives
- A “one team” culture

### Impact on:

- Business results of the client
- Operational efficiencies for all affected parties
- End user satisfaction, increased performance/ efficiency

- Soft benefits of collaboration to all parties

## Transformation Award

This award recognizes the fundamental transformation of an organisation or key business function. It rewards both client and technology/ service provider. Entries should include and demonstrate the following points:

- Clear understanding of the current operation and desired new business model
- Development & management of a cogent change plan to drive the transformation

### Impact on:

- Positioning the client to respond to changing market dynamics and technological innovations including Robotic



## Process Automation and Artificial Intelligence

- Delivery of outcomes affecting revenue, sales, performance issues, customer satisfaction etc...
- Maintaining relevance, ongoing measuring of results and adaptability to the future needs

## Leadership Award

This award recognizes a client executive who has demonstrated exceptional drive and leadership. Entries should demonstrate leadership qualities and the following key attributes:

- Creates a compelling vision for the future and motivates others to help drive this forward
- Inspires and motivates others to excel, whether they are in-house or service provider staff
- Takes prompt, decisive action to resolve issues quickly & effectively
- Sets high standards of integrity and leads by example



## Imagination Award

This award recognizes the importance of imagination in helping organisations to future-proof their businesses as well as the entrepreneurial spirit needed to help them make a step change in how they serve their customers. Imagination Award nominees can include individuals, organisations or a combined client and technology/provider team. Imagination is difficult to quantify but entries should try to demonstrate the following points:

- Championing of new technologies such as Robotic Process Automation and Artificial Intelligence and/or approaches that make a significant change to an organisation's operations
- Entrepreneurial approach to move the organisation closer to its stated aims

### Impact on:

- Business results of the client
- Operational efficiencies for all affected parties





- Successful implementation of innovations in technology, new ways of working, or both

### Excellence Award

This award recognizes outstanding delivery and excellence by a technology or service provider in the provision of services to a client or clients. Entries should include and demonstrate the following points:

- Achievement of the relationship's commercial and performance objectives
- The introduction of new and/or innovative technologies such as Robotic Process Automation and Artificial Intelligence or service approaches that make a positive and measurable impact on the client's business
- What part of the approach went beyond the normal delivery parameters and why?

#### Impact on:

- Business results of the client

- Operational efficiencies for all affected parties
- A positive and collaborative relationship between client and provider

### Impact Award

This award recognizes the impact of a client/technology or service provider(s) relationship on a community of people, be they members of the public, customers or any defined group. It is easy to focus on the business benefits of sourcing arrangements or technology change to the client but the benefits to *their* customers and any resultant community impact can be just as important. Entries should include:

- A description of the end customer group (for example but not limited to; Medicare patients, rail passengers, utility customers, loyalty card customers, etc...)
- A clear understanding of the issues impacting the target group
- A short account of the selected approach

- Quantifiable benefits to the end customer group/community
- Softer benefits for the end customer group/community
- Any evidence of collaboration or responding to feedback from the end customer group

### ISG Special Award

This award will be presented to an organization or individual, identified by an ISG panel as deserving special recognition. This can pertain to their impact on the industry, a community, technology innovation, new business practices etc....

The winner will be selected from the general Paragon Awards entries and ISG submissions only. No nominations will be accepted externally for consideration.

Nominations  
close on  
Thursday 25<sup>th</sup>  
January 2018.

# Judging Process

The first round of judging will be carried out by ISG leaders. They will select up to 3 x finalists in each category. Details of the finalists will be announced publicly on Friday 2<sup>nd</sup> February 2018.

The winner in each category will be selected by a panel of independent industry experts and announced on Thursday 22<sup>nd</sup> March 2018 at a celebratory gala dinner in Sydney.



## 5 Reasons to Take Part: ISG Paragon Awards™

### 1 Recognise your most valued assets

Celebrate your valued clients and trusted employees. The ISG Paragon Awards™ recognise the hard work and achievements of your clients and employees. Taking part can cement good client relationships, boost staff morale and improve motivation

### 2 Gain recognition for your brand

Awards can be an overlooked tool in your marketing toolbox. Being shortlisted for the ISG Paragon Awards™ can improve brand awareness and promote your business to an audience who are specifically interested in the technologies, products and services that you provide – and who may now have another reason to consider your company



### **3** Benchmark your services

The application process forces you to look at your products, services and results vis-a-vis your competitors. You can better understand how you stand out from the competition

### **4** Increase your credibility

Highlight your successes through a third-party endorsement of your services. Your work will be reviewed by potential clients, as well as the world's leading global technology research and advisory firm, with extensive influence across the globe

### **5** Promote your success

We will promote the ISG Paragon Awards™ finalists and winners across our website, media outreach and via a number of social media channels. We average around 25,000 visitors to our site per month, have more than 25,000 subscribers, and many more thousands of Facebook, LinkedIn, and Twitter followers

# ISG Paragon Awards™ Entry Process

Nominations will be accepted until close of business Thursday 25<sup>th</sup> January 2018.

Initial reviews of submissions and selection of finalists will be carried out by an ISG panel. The finalists in each category will be notified in writing by Friday 2<sup>nd</sup> February 2018 and will be announced on the ISG website – [www.isg-one.com](http://www.isg-one.com).

Winners for each category, with the exception of the ISG Special Award, will be selected by an independent judging panel.

All winners will be announced at the ISG Paragon Awards Gala Dinner on Thursday 22<sup>nd</sup> March 2018 at The Westin Hotel in Sydney.

Each award category will include a winner and two runners-up.

## Conditions of Entry

The 2018 ISG Paragon Awards™ are open to qualifying organisations across Australia and New Zealand (ANZ). To be eligible for consideration, entries must meet the following requirements:

- 1 Nominations must refer to a contract or service relationship that was active in whole or in part, in ANZ during 2017.



**2** All sections of the nomination form must be completed for the category or categories for which the applicant seeks nomination.

**3** There is no limit to the number of categories for which applicants may seek nomination – but a new form must be submitted for each nomination.

**4** No feedback will be provided on the judging process and the decision of the judges is final.

**5** Nomination(s) must be received in the specified format (see the How to Enter section below) by Thursday 25<sup>th</sup> January 2018 to be considered by the judging panel.

**6** Nominations will be accepted from both buy-side and technology/ service provider/sell-side companies.

**7** Finalists agree that their company names and logos may be used by ISG in Paragon Awards communications, presentations, support material, websites, etc.



# How to Enter

**1** Complete all sections of the nomination form by providing all information requested.

**2** An overall limit of 850 words has been stipulated per nomination. Any entries above this word count will not be considered. This does not include your 250 word abstract.

**3** In the event of your organisation or yourself winning an Award, any information in your synopsis may be used in the announcement of why you were selected.

**4** In the event your organisation becomes a finalist or the winner of an Award, you consent to your client being named (if applicable) in all marketing of the awards shortlist, unless stated in writing at the time of submission.

**5** Submit your completed nomination via email attachment to [susan.wright@isg-one.com](mailto:susan.wright@isg-one.com).

**6** Nominations must be submitted by no later than close of business on Thursday 25<sup>th</sup> January 2018.





## Helpful Hints

- Be brief! Do not exceed the word limit as you will be penalised (all text over 850 words will not be judged). Keep your submission brief and to the point, but always interesting. The use of bullet points is fine.
- Focus on outcomes and tangible results. Include the most pertinent information. Experience shows that the simple approach has more appeal to judges.
- Keep the jargon to a minimum. It can be distracting rather than enlightening.
- Complete all sections of the nomination form and try not to repeat yourself too much across the sections.
- Make sure you have permission to name your client. If any part of the submission is for judges' eyes only, then make sure that this is clearly stated.
- Remember the deadline for submission is Thursday 25<sup>th</sup> January 2018. Send your entry on time. Late submissions will not be considered.

## Queries

Please contact [susan.wright@isg-one.com](mailto:susan.wright@isg-one.com) if you have questions or need additional details.







# Frequently Asked Questions

## Does our submission need to be a current project?

Projects are eligible for submission if they were live at any point during 2017. Projects that have since ceased but were live during that period are eligible for submission.

## Can we submit the same project for more than one award?

Yes, but you will need to complete a fresh nomination form for each category. Remember to tailor the submission to reflect the characteristics for each category.

## Can we nominate projects that took place outside of Australia/New Zealand?

You may only nominate projects that include ANZ as part of the scope. This could encompass global or multi-regional projects, so long as Australia or New Zealand is included within the scope at some point.

## Do I have to name my client?

No – however the inclusion of a client name will considerably strengthen your submission.

## How will confidential information be treated?

All submissions will be treated *in general* as confidential. They will not be shared outside of the judging team without permission. However, client and service provider names will be made public if shortlisted for, or winners of, an award. If successful, the synopsis submitted by the nominator will be included in the shortlist, winner announcements and in writing on the night of the awards ceremony.

For more information about the Paragon Awards, please contact:

**Susan Wright**

Marketing ANZ

Tel: +61 413 038 077

## About ISG

ISG (Information Services Group) (NASDAQ: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including 75 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; technology strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit [www.isg-one.com](http://www.isg-one.com).

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