

Trophy - winner list
Trophy Placing-Corp awards

Place	Trophy winner - Company Name
1) <u>Best In-house Inbound Contact Centre (under 100 seats)</u>	
1 st	DHL Express (M) Sdn Bhd
2 nd	Asia-Pacific Information Services Sdn Bhd
3 rd	Touch 'N Go Sdn Bhd
2) <u>Best In-house Inbound Contact Centre (over 100 seats)</u>	
1 st	Maxis Bhd.
2 nd	Citibank Berhad
3 rd	Malayan Banking Berhad
3) <u>Best In-house Outbound Contact Centre (under 100 seats)</u>	
1 st	Maxis Bhd.
2 nd	AmBank (M) Berhad
4) <u>Best In-house Outbound Contact Centre (over 100 seats)</u>	
1 st	American International Assurance Bhd
5) <u>Best Outsourced Inbound Contact Centre (under 100 seats)</u>	
1 st	Datacom South East Asia Sdn Bhd - Polycom
2 nd	Datacom South East Asia (M) Sdn Bhd - HP Retail Publishing Solution
3 rd	IBM Malaysia Sdn Bhd - Asean Regional Contact Centre (Dow Chemicals)
6) <u>Best Outsourced Inbound Contact Centre (over 100 seats)</u>	
1 st	Scicom (MSC) Berhad - Nokia
2 nd	Scicom (MSC) Berhad - SingTel Helpdesk
7) <u>Best Outsourced Outbound Contact Centre (under 100 seats)</u>	
1 st	VADS Business Process Sdn Bhd - TM Consumer Sales Centre
2 nd	Kannal Solutions Sdn Bhd - Astro on Demand
8) <u>Best Outsourced Outbound Contact Centre (over 100 seats)</u>	
Gold Award	UTS Marketing Solutions Sdn Bhd
9) <u>Best New Comer Contact Centre (open)</u>	
1 st	MBF Cards (M) Berhad
2 nd	Silver Ridge Secure Sdn Bhd
3 rd	OPUSIT Services (M) Sdn Bhd
10) <u>Best Video in Contact Centre (open)</u>	
1 st	RHB Bank Berhad
2 nd	Celcom Axiata Berhad
3 rd	Asia-Pacific Information Services Sdn Bhd

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Trophy Placing-Indi award

Place	Trophy winner	Company Name
1) <u>Best Contact Centre Team Leader (open)</u>		
1 st	Anne Sumita Manuel Pillay	Scicom (MSC) Bhd
2 nd	Charlotte Shahmani A/P M Sivapatham	Sudong Sdn Bhd
3 rd	On Su Suen	Asia-Pacific Information Services Sdn Bhd
2) <u>Best Contact Centre Telemarketer (open)</u>		
1 st	Santhana Selvi A/P Murugaya	AmBank (M) Berhad
2 nd	M Shahrizan M Husin	Maxis Bhd.
3 rd	V.K. Jabamalai D/O Kalimuthu	Maxis Bhd.
3) <u>Best Contact Centre Support Professional (under 100 seats)</u>		
1 st	Hoda Sayyahi	Scicom (MSC) Bhd
2 nd	Anis Nazifah Khaissa Binti Ahmad	AmBank (M) Berhad
3 rd	Dongwon Seo	IBM Malaysia Sdn Bhd - Asean Regional Contact Centre
4) <u>Best Contact Centre Support Professional (over 100 seats)</u>		
1 st	Marco Angelo Cabutihan Burgos	Celcom Axiata Berhad
2 nd	Jecilla Shanthi A/P Jacob Jayaraj	Maxis Bhd.
3 rd	Masnani Chair	Celcom Axiata Berhad
5) <u>Best Contact Centre Professional (under 100 seats)</u>		
1 st	Sarajini Kuppusamy	DHL Express (M) Sdn Bhd
2 nd	Murugash Suppiah	Asia-Pacific Information Services Sdn Bhd
3 rd	Mahinder Singh Jit Singh	DHL Express (M) Sdn Bhd
6) <u>Best Contact Centre Professional (over 100 seats)</u>		
1 st	Aria Putera Bin Kamal	Citibank Berhad
2 nd	Arioli A/P Naraisiah	Scicom (MSC) Bhd
3 rd	Wong Cheong Tak	Maxis Bhd.
7) <u>Best Contact Centre Manager (under 100 seats)</u>		
1 st	Faiza Paiman	Great Eastern Life Assurance (M) Bhd
2 nd	Taufiq Liew Yu Soon	CIMB Group
3 rd	Jesvinder Singh A/L Jesbir Singh	Scicom (MSC) Bhd
8) <u>Best Contact Centre Manager (over 100 seats)</u>		
1 st	Selvaraj A/L Raj Willing	Maxis Bhd.
2 nd	Soo Ai Li	Maxis Bhd.
3 rd	Naweshad Mohd Shariff	Scicom (MSC) Bhd

Trophy-Prestige award

Awarded to
<u>Corporate Social Responsibility Award</u>
Asia-Pacific Information Services Sdn Bhd
Maxis Bhd.
Ambank (M) Berhad
<u>Lifetime Achievement Award in ICT</u>
Y. Bhg Datuk Badlisham Ghazali
<u>Community Outreach Recognition</u>
Ycare
Talian Nur