



# V

HumanResources  
VENDORS  
OF THE  
YEAR  
2015

## ENTRY GUIDELINES

### AWARDS NIGHT

HONG KONG  
08 DECEMBER 2015,  
HOTEL ICON  
6.30PM TILL LATE

Brought to you by:

**HumanResources**



## EDITOR'S LETTER

In search of the perfect partnership HR Vendors of the Year is back, and it's bigger than ever before!

Since 2005, *Human Resources* magazine has been researching the vendor preferences of Asia's HR community.

The top vendors in each area of HR services go on to earn a feature in the HR Vendors of the Year special annual edition of the magazine.

This year, for the first time, we are throwing a huge party to celebrate the HR product and service providers that HR decision makers need and rely on to achieve their objectives, to commemorate the 10th edition of the HR Vendors of the Year research.

What's more, the long-running annual vendor rankings, that were first established in Singapore, now take on a regional flavour as we expand the scope of the study to Malaysia and Hong Kong. The regional awards programme will be inaugurated this year at a fully-fledged awards gala night, with the best service providers of HR being featured in three special editions of the magazine, tailored to each region.

The uniqueness of this initiative is underpinned by the methodology behind the research that goes into recognising and celebrating the top vendors.

With a total of 32 award categories, our research covers everything from recruitment to HR technology, to training venues and employee healthcare. The shortlist in each category is decided by extensive, unbiased research on HR managers' preferences when it comes to vendor needs. Additionally, the judging will be done by 60 heads of HR from some of Asia's biggest employers - people HR professionals really respect.

The pages following this contain everything you need to know about entering the awards, but do not hesitate to get in touch with our team if you have any further queries.

We can't wait to see who goes home with the winning titles this year, and we look forward to the huge celebration!



**Aditi Sharma Kalra**  
Regional editor  
*Human Resources*  
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# SUBMISSION OVERVIEW

This document is designed to assist you with your entry submission.

Please read the following instructions and requirements to ensure your entries are submitted successfully.

All entries, supporting documents, and required items can be submitted online from 18 September 2015. Details and the link to the submission platform will be provided to finalists.

The entry deadline is **6 November 2015**.

The winners will be featured in the print edition of *Human Resources* magazine.

## Eligibility

Programmes/campaigns/systems/initiatives showcased by finalists should have demonstrable results for 1 January 2014 to 30 September 2015.

Initiatives or strategies developed and implemented prior to this period are also eligible, provided the impact/results was measured during the past year.

All categories are open to HR vendors based in Hong Kong.

All programmes, campaigns, systems or initiatives must have been implemented and carried out for the Hong Kong office. Organisations may submit the same entry in multiple categories. There is no limit to the number of entries an organisation may submit.

## Key dates

<b>Entries close:</b>	<b>06 November 2015 (Friday)</b>
Judging commences:	09 November 2015 (Monday)
Judging ends:	13 November 2015 (Friday)
Finalists announced	16 November 2015 (Monday)
Awards night:	08 December 2015 (Tuesday)



# W ONLINE ENTRY SUBMISSION

Any or all information (unless specified as confidential and for use only by the awards jury) may be used during and after the HR Vendors of the Year Awards gala dinner, and on any and all related materials including trophies, signage, certificates and write-ups in *Human Resources* magazine.

## Start registration

Email address (key in your email address to proceed with the online submission process).

Contact person

Full name:                      Email:                      Mobile number:  
Company name:              Telephone number:        Mailing address:  
Job title:

## Entry details

Category:  
Campaign/event/programme/system name/exact name of individual nominated for individual award:  
Organisation:  
HR team credits: (Separate team members with a ';' e.g. '<full name>, <job title>,'; <full name>, <job title>,'; etc.)

## Files to upload

Core Submission Document that contains:

1. Cover Page with:
  - a. Category:
  - b. Name of company
2. Performance (Max 500 words)
3. Product (Max 500 words)
4. People (Max 500 words)
5. Perspective (Max 500 words)
6. Appendix
7. A high-res logo of the organisation in JPEG format.
8. Supporting images

Appendix: For items 2–5, please refer to the judging criteria below. If you are submitting more than one entry, or the same entry for multiple categories, tailor each entry to its respective category guidelines.

Any specific information or content intended for judging purposes only must be clearly indicated in **red text** or **highlighted in red**. Any text highlighted in red will not be used for any other purpose, and will not be disseminated beyond the judging panel in any way.

Supporting documentation (graphs, charts, illustrations, videos, etc.)  
Supporting images (any photos, articles etc.)

## Required formats

Core Submission Document: .pdf  
Supporting documents: .pdf, .xls, .ppt, .doc  
Videos: .wmv, .mov  
Images: .jpg, .ai, .psd, .bmp

Max file size (all documents): 10MB  
Min resolution for Images: 300dpi

For videos, you may upload them into any video-sharing websites e.g. YouTube. Set the privacy setting to 'Unlisted' so that the video is accessible to only those with the link. Include the direct link in your Core Submission Document. If you password-protect it, do include the access password in your document.





# ENTRY QUESTION DETAILS

In your Core Submission document, address the following sections. Keep your answers as concise as possible, and do not exceed the respective sections' word limit. Tailor your answers based on the category you are entering.

Vendors will be scored as follows:

## Performance (25% of total score)

Outline the commercial performance of your company over the awards period – what makes this significant and unique?

Some measures judges will be looking out for are:

- Commercial (turnover, profit)
- Client satisfaction scores
- Key client retention and growth
- New business (wins, success ratios)

### Mandatory information

- Annual turnover
- Nett profit
- Key clients
- Income change y-on-y
- Clients lost and annual value
- % change y-on-y
- % change y-on-y
- Length of relationship
- Clients won and annual value

## Product (25% of total score)

Detail how you have developed your product and services offering over the awards period – what makes this significant and unique?

Some measures judges will be looking out for are:

- Key market-leading campaigns
- Innovations & discipline development
- Recognition & Awards won

### Mandatory information

- Key product/service offerings
- Key market leading projects
- By key client, product/services delivered
- Key awards won and their grade

## People (25% of total score)

Describe how you have succeeded in managing your key resource, people what makes this significant and unique?

Some measures judges will be looking out for are:

- Key hires/promotions
- Staff turnover, retention
- Staff satisfaction
- Training & development programmes

### Mandatory information

- Overall staff numbers
- % change y-o-y
- % staff turnover y-o-y

## Perspective (25% of total score)

Illuminate on how you have been communicating your company's perspectives and points of view – what makes this significant and unique?

Some measures judges will be looking out for are:

- Industry contribution & thought-leadership
- Media coverage

\*All mandatory information is designed to aid the jury in understanding the finalists' total performance. As such, judges must agree to a confidentiality statement, and the sensitive information given will not be made public without your express consent.



# CATEGORY DESCRIPTIONS

## Section A: Recruitment

### 1. Best Recruitment Website

Career websites fulfill one of the most basic needs HR professionals have - finding candidates. While all recruitment websites have their strengths and weaknesses, the winner of the “Best Recruitment Website” award is the career site which best ticks the most boxes on the HR professional’s wish list - active candidates, design, user experience, quality of candidates, response, price, etc.

### 2. Best Recruitment Firm - Non-management roles under US\$4k per month

Junior staff keep the wheels of the organisation turning and feed the company’s talent development programmes to become the leaders of tomorrow. Attracting the right junior staff is hugely important and the winner of the “Best Recruitment Firm - Non-management roles under US\$4k per month” category is the recruitment firm which best supplies its clients with high calibre entry-level and junior talent.

### 3. Best Recruitment Firm - Mid-management roles US\$4k-US\$10k per month

Mid-level talent is often the trickiest to recruit. Experienced enough to understand their core function yet not sufficiently seasoned to take full control of the business, high calibre middle managers are confident in their abilities and well looked after by their current employers. But they are looking to accelerate their careers and are open to joining a new employer if it meant taking a step up into a more senior role. The winner of the “Best Recruitment Firm - Mid-management roles US\$4k-US\$10k per month” award is the recruitment firm which excels at identifying high potential talent and linking them with the companies and roles which are the best fit.

### 4. Best Recruitment Firm - Senior management roles over US\$10k per month

Talking to senior managers and discussing their careers takes a sophisticated set of skills, not the least of which is the ability to communicate on their level and establish trust. Identifying senior candidates who are ready for business unit management or top leadership roles and then persuading them to move is an extremely difficult task and the “Best Recruitment Firm - Senior management roles over US\$10k per month” category winner is the recruitment firm which can best demonstrate consistent success in this high level area.

### 5. Best Overall Recruitment Firm

Being recognised as a leading recruitment firm in one area is one thing, but demonstrating leadership in all areas of recruitment takes a very special organisation. The winner of the “Best Overall Recruitment Firm” award is the recruitment firm which best matches the right candidates, regardless of age or experience, with the right roles in the right organisations across the entire recruitment and talent acquisition spectrum.

### 6. Best Employer Branding Consultant

In order to attract the best talent, companies need to be known as great places to work - this is the essence of a valuable employer brand. Strong employer brands don’t happen by accident, they are the product of smart strategies and great employer brand consultants are the best at helping companies achieve that outcome. The winner of the “Best Employer Branding Consultant” category is the employer brand consultant which best delivers visible employer brand improvements for its clients.

### 7. Best Psychometric Testing Provider

In the current environment of data-driven HR decision making, psychometric testing has migrated from the fringe to become an increasingly common part of the talent acquisition process. Psychometric testing is used by companies to ensure that shortlists are free of people whose personalities do not gel with employers’ culture and environment and the winner of the “Best Psychometric Testing Provider” award is the company that provides insights into candidate personality and future behaviour on a consistent basis.

### 8. Best Background Screening Provider

The growing incidence of false and fraudulent information in candidate applications has increased the need for the type of robust background checking only specialists can provide. In addition to leaving a company open to embarrassment, being fooled by false candidate credentials can allow fraudsters into the organisation where they can do untold damage. The winner of the “Best Background Screening Provider” category demonstrates excellence in protecting employers from unscrupulous candidates.



# CATEGORY DESCRIPTIONS

## Section B: Talent Management

### 9. Best Succession Planning Consultant

In a perfect world, when one employee leaves a company his or her colleague would seamlessly step into their shoes and the business would not skip a beat. Unfortunately that rarely happens - in the real world, staff leave and the productivity grinds to a halt. The winner of the “Best Succession Planning Consultant” award is the company that best ingrains succession planning and talent development into the corporate culture of its clients.

### 10. Best Leadership Development Consultant

From functional lead to business unit head then all the way to the C-Suite, leaders who come from within the company are much more likely to succeed than if they were recruited externally. Therefore, plan A is always to identify the organisation’s high potentials, keep them in the company and develop them into leaders. This doesn’t happen all by itself and increasingly even the best managed companies turn to leadership development consultants for help. The winner of the “Best Leadership Development Consultant” category is the consultancy which best helps its clients consistently develop the next generation of leaders.

### 11. Best Outplacement Consultant

With the ebb and flow of business cycles and regular merger & acquisition activity, downsizing is an ever-present issue of the corporate landscape. Outplacement consultants are engaged by reputable companies to help their redundant staff enhance their skills and re-enter the workforce with minimum disruption. The winner of the “Best Outplacement Consultant” award is the outplacement firm which consistently gets recently-redundant staff back to work quickly, effectively and respectfully.

## Section C: Employee Benefits

### 12. Best Compensation & Benefits Consultant

The fact that employees are in control of today’s talent market has meant that compensation, benefits and rewards strategy has been elevated to a much higher priority. Compensation & benefits consultants provide HR professionals with the data they need to build competitive packages that don’t break the business and also advice on how to structure and communicate remuneration policy, a complicated task which only gets more difficult when rolled out across multiple markets and tax jurisdictions. The winner of the “Best Compensation & Benefits Consultant” award is the company that provides the best insights and advice to its clients.

### 13. Best Retirement & Pension Plan Provider

In a few Asian markets governments play a leading role in retirement planning while in other markets pensions are largely managed by the private sector. Regardless of country-specific laws and government policy, financial services firms play an important role in retirement planning and in helping HR professionals add attractive corporate retirement & pension elements to their employees’ benefits packages. The winner of the “Best Retirement & Pension Plan Provider” category is the financial services firm which best helps companies offer retirement & pension solutions to their staff.

### 14. Best Employee Insurance Provider

While cash is king in HR professionals’ compensation & benefits arsenal, medical and life insurance is an increasingly important benefit. Employers need reliable employee insurance providers which offer affordable packages and are flexible enough to keep the most demanding members of staff happy. The financial services firm which provides companies with employee insurance for their workforces the best possible way will take home the “Best Employee Insurance Provider” award.

### 15. Best Corporate Healthcare Provider

To avoid healthcare costs spiraling out of control and to maintain policy consistency, many smart companies engage healthcare providers to treat their employees, put them on the road to a speedy recovery and to raise corporate wellness. The winner of the “Best Corporate Healthcare Provider” award is the hospital, clinic, health screener or other healthcare provider which gets company staff back to health and keeps them healthy.

# V CATEGORY DESCRIPTIONS

## Section D: Workforce Mobility

### 16. Best Relocation Company

Relocating key staff across the world has become commonplace but that doesn't mean that the physical transportation of personal effects has gotten any less complicated. Layered on top of the logistical challenges is the human factor (ie, the expatriate staff member and his/her family) which means care of goods, timing, communication and customer service must be beyond reproach. The winner of the "Best Relocation Company" category is the relocation firm which both delights expat staff and reduces the administrative burden on its clients' HR and mobility departments.

### 17. Best Mobility & Orientation Consultant

Navigating the logistical challenges involved in shipping containers full of household items is one thing, getting relocated staff settled in their new city and back to work with minimal business disruption is another. The best mobility and orientation consultants prepare the relocated manager (and his/her family) for changes in culture prior to the move, take care of immigration administration, work out tax issues, provide advice on banking and other legal and statutory requirements and get the expat executive into the office ASAP. The winner of the "Best Mobility & Orientation Consultant" winner best exemplifies these traits.

### 18. Best Serviced Apartment Company

Recently relocated expatriate staff and their families need to live somewhere appropriate while they wait for their belongings to arrive from their previous city and decide on where they are going to live permanently. This can take as long as six months. Serviced apartments are often the perfect solution and the winner of the "Best Serviced Apartment Company" category is the organisation which supplies the best quality serviced apartments and the best level of service.

### 19. Best Residential Property Agent

Finding the right permanent place to live is a very important decision for relocated staff and their companies - if the foreign executive and his/her family is happy with their living arrangements the chance of high performance output will be much greater. The best agents understand the diverse preferences of expats from different countries and are able to match those preferences with the right homes within the set budget. The winner of the "Best Residential Property Agent" award is the company that can best demonstrate success in this area.

### 20. Best Car Leasing Provider

Most expatriates experienced the freedom to travel in their home countries and the majority of those expect the same freedom in their new cities - they either need a car or a car with a driver. Great car leasing companies provide quality motor vehicles that suit the expat driver and back up their cars with excellent after-sales service. The winner of the "Best Car Leasing Provider" category best demonstrates these traits.

## Section E: Training & Development

### 21. Best Management Training Provider

The sad fact is most managers learn how to manage people on the job and as a result they make far more mistakes and lose far more people from their teams compared to managers who received management training before they were tasked with running teams. Great management training providers equip new and experienced managers with people management tools which in turn leads to improved bottom line business performance and the winner of the "Best Management Training Provider" award achieves this for its clients on a consistent basis.

### 22. Best Sales Training Provider

There are salespeople who have the gift of the gab and then there are true sales professionals who understand how to get their clients to open up, appreciate the value of listening and provide their clients with the products and services they need within set budgets. True sales professionals consistently exceed their targets and drive the revenue performance of their companies and the winner of the "Best Sales Training Provider" category is the company that is in the business of transforming friendly and chatty salespeople into high performing sales professionals.

### 23. Best IT Training Provider

In the knowledge economy the ability to operate a PC and pick up both basic and advanced technical skills quickly is a distinct advantage. Great IT training companies take employees with rudimentary technical skills and train them with the ability to operate specific software applications with ease. The winner of the "Best IT Training Provider" award can demonstrate the ability to upskill employees quickly and efficiently.

### 24. Best Team Building Training Provider

Teams that work together with genuine team spirit are the teams which perform the best and deliver the most value to their companies. Sometimes team spirit sparks by itself but most of the time it requires hard work and smart techniques. Those smart techniques are provided by team building specialists and the winner of the "Best Team Building Training Provider" category is consistently able to transform groups of employees into high performing teams who work hard for each other, communicate effectively and achieve fantastic results.

### 25. Best Training Venue

Deciding where to hold the training session is often just as important as deciding which training should take place. Sometimes the company conference room or office pantry area is fine but in most cases training is more effective when it takes place offsite at a neutral venue. The best training venue encourages communication, creativity and confidence within set budgets and the winner of the "Best Training Venue" award best delivers these attributes on a consistent basis.





# CATEGORY DESCRIPTIONS

## Section F: HR Outsourcing

### 26. Best Payroll Outsourcing Partner

One of the keys to advancing the HR function is the ability of HR professionals to free themselves of administrative HR functions which will enable them to focus on strategic HR management issues. Outsourcing payroll to a reliable third party is a god-send for many companies and the winner of the “Best Payroll Outsourcing Partner” award is the company that best delivers bottom line value for its clients as a result of taking on and improving payroll administration.

### 27. Best Recruitment Process Outsourcing Partner

Resourcing and the administrative side of contract and permanent recruitment takes up a huge amount of time and soaks up large volumes of HR department resources, time and effort which could be put to more valuable use if allocated to more strategic HR management issues. The winner of the “Best Recruitment Process Outsourcing Partner” category is the company that takes the administrative recruitment work off its clients’ hands and delivers the most value for its clients.



## Section G: HR Technology

### 28. Best Payroll Software

Back in the good old days employees got a cheque at the end of the month, if they were lucky they got a payslip. How times have changed - salary, commission, bonus, flexible benefits, tax, leave, expenses, time & attendance plus the need for self-service capabilities, cloud-based accessibility and multiple layers of security have all conspired to make a smart payroll package an essential item for all companies. The winner of the “Best Payroll Software” award is the company which has developed the most intuitive and most valuable payroll system.

### 29. Best Applicant Tracking Software

Anyone who has sorted through 200 resumes to fill a single role will understand how tedious it is to manage job applications. Now think about filling 200 roles in six markets over a 12 month period with a quarter of those candidates applying for more than one role. Impossibly complex. An intuitive applicant tracking system is the answer. The winner of the “Best Applicant Tracking Software” award is the software company that has developed the ATS package which has both saved time and unlocked value for its customers.

### 30. Best Learning Management System

The verdict is in: Keeping track of the required skills for every role, at every level, in every market and monitoring how every employee is progressing through those required skills and making that data available to all stakeholders in real time is beyond the capabilities of the trusty spreadsheet. Thankfully learning management systems have been developed to take on these tasks and the “Best Learning Development System” award will go to the software company which has developed the LMS which best meets the HR profession’s learning & development needs.

### 31. Best Talent Management Software

Talent management is a relatively new concept and talent management software is even newer. And yet smart TMS applications are increasingly essential for companies which need an enterprise system to manage the life cycle of all their employees - from recruitment to performance management to learning & career development to retention and succession planning. The winner of the “Best Talent Management Software” category is the software company which has developed the talent management system that provides the most value.

### 32. Best HR Management System

Best of breed payroll, ATS, LMS and TMS systems are often excellent but many companies prefer the consistency and centralised control offered by all-encompassing, end-to-end HR management systems which include all HR technology modules. The winner of the “Best HR Management System” award is the software company which has developed the HRMS which ticks all the boxes and adds the most value for its customers.

# TERMS & CONDITIONS

For further enquiries on submissions, please contact **Naomi Cranswick** at +65 6423 0329 or [naomic@humanresourcesonline.net](mailto:naomic@humanresourcesonline.net)

The judges' decisions are final.

The entrant agrees that *Human Resources* magazine or Lighthouse Independent Media will not accept responsibility for errors or omissions reproduced in the presentation of the HR Vendor of the Year Awards, or in *Human Resources* magazine, or for work lost or damaged under any circumstances.

The entrant agrees that the *HR Vendor of the Year Awards* team have the right to merge categories or dissolve any categories should it be deemed necessary. Should a category or categories be dissolved, entries in that category/ categories will be notified.

Any specific information or content intended for judging purposes only must be clearly indicated in **red text** or **highlighted in red** and will not be used for publication, and will not be disseminated beyond the judging panel in any way.

The entrants grants *Human Resources* magazine permission to show material from the entries (that has not been highlighted as confidential) at the awards presentation, in the magazine and at any time as deemed appropriate.

