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Shared Services & Outsourcing Excellence Awards Europe 2017

SONAE WINS EUROPEAN AWARD FOR SHARED SERVICES IN HUMAN RESOURCES

The implementation of a new team management process in Sonae retail businesses won the “Excellence in Transformation” category at the Shared Services & Outsourcing Excellence Awards Europe 2017.

Sonae won the *Shared Services & Outsourcing Excellence Awards Europe 2017*, one of the main European prizes in the shared services area. Sonae won the Excellence in Transformation category given the importance of the project, the work carried out by development team, its implementation and results achieved.

The winning project described the transformation of the workforce management in the different retail brands that enabled the stores to increase productivity through a more efficient team management. Apart from that, the new process contributed towards halving the time spent on tasks such as defining shifts and working times, saving the managers time to focus on other team management and customer service activities.

Along with Sonae, the other finalists were Coca-Cola, Shell, Hexaware Technologies and the UK Department of Finance.

The Shared Services & Outsourcing Excellence Awards are prizes that recognise Shared Service Centres and teams that exceed industry standards in developing their activities and innovations. The award was presented at the 17th Annual European Shared Services & Outsourcing Week conference which was held in Manchester in the UK.

Sonae was also shortlisted in Process Innovation

Apart from winning the “Excellence in Transformation” category at the Shared Services & Outsourcing Excellence Awards Europe 2017, Sonae was also one of the six finalists in the “Best Process Innovation” category at the Shared Services & Outsourcing Excellence Awards Europe 2017, alongside companies such as Ericsson, Shell, National Grid, WNS and MAS. The project consisted of a quality management system in the area of shared services in human resources.



Sonae is a multinational company that manages a diversified portfolio of businesses in the retail, financial services, technology, shopping centre and telecommunications areas. It operates in more than 80 countries and at the end of 2016 it had a turnover of €5.4 billion. Further details available from www.sonae.pt.

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