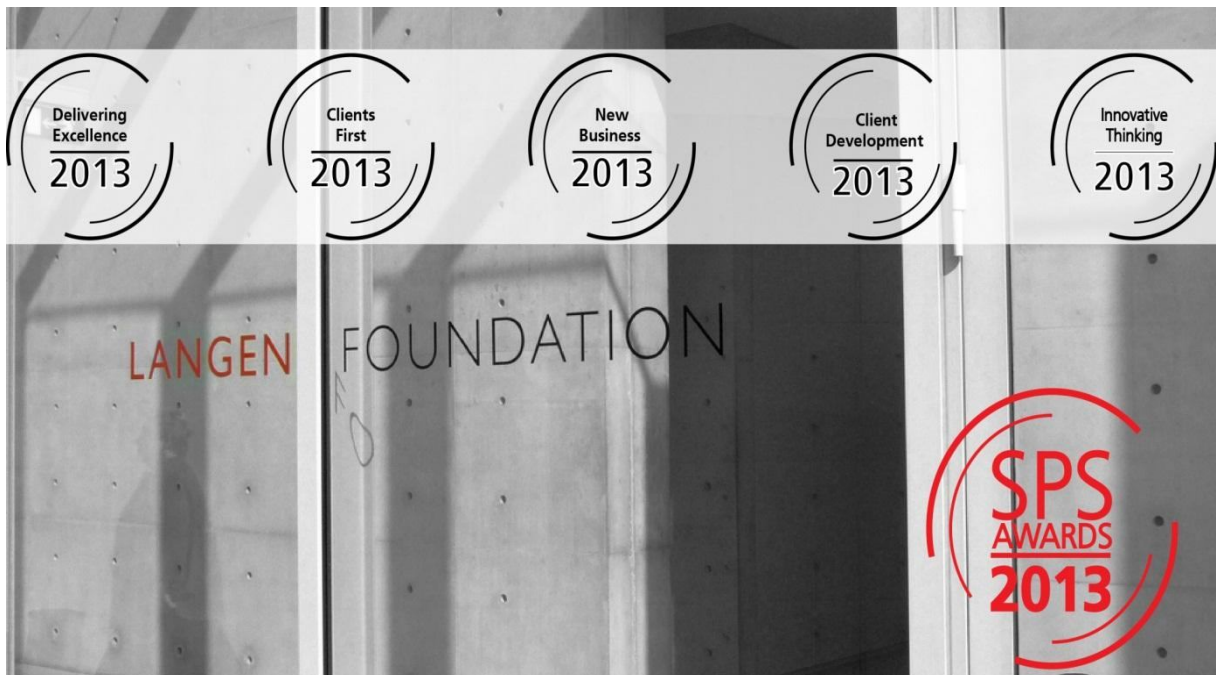


SPS Global Academy Awards 2013



“Welcome this evening to the second annual SPS Academy Awards, where we come together to celebrate the outstanding achievements of our employees” was how Kelly Donovan, UK People Office Director, opened this year’s eagerly awaited event.

This year’s special guest was Swiss Post CEO Susanne Ruoff, who sees such award ceremonies as an essential part of business “if we are to show our employees appreciation and guide them into understanding what is important to their management teams.”

A Warm Welcome

The Awards ceremony took place during the annual Senior Management Team (SMT) meeting on the evening of Thursday 11 April 2013. The location chosen for this year’s event was the [Langen Foundation](#), home to the art collections of Viktor and Marianne Langen and described as “the most attractive private museum in Germany”. The impressive building, designed by Japanese star architect Tadao Ando is situated on the outskirts of Dusseldorf, close to where the Senior Management Team were ensconced in their annual two-day strategy-based event.

The top three to four shortlisted finalists for each award – teams or individuals – representing seven different geographies, were invited to attend the SMT meeting and learn more about the tasks of top management and, perhaps more enjoyably, share a superb celebratory meal with the SMT before being called to the podium to accept their awards.



The Awards

The Awards celebrated outstanding achievements in one of the three SPS values "Innovative Thinking", "Clients First" and "Delivering Excellence". Prizes to commemorate exceptional performance in "New Business" and "Client Development" were also presented. All winners received a trophy and a prize to commemorate their achievement.

Special Award

This year the audience were also treated to a special one-off award presented by Alex Valkenberg to Nicolas Renoux to commemorate his achievement in reaching the final of the Swiss Post Group Venture Awards earlier this year with an innovative image marketing idea.

SPS CEO Frank Marthaler had some words to say about Nicolas' achievement: "Innovative Thinking is one of our key values. The reason for this is rather simple: we have to satisfy our clients' needs but we also have to conquer new markets to stay ahead of our competition. Post Venture, the business plan competition set up by Swiss Post Group, is a platform for our employees to dedicate time to and receive support for developing new business ideas. You, Nicolas, handed in two ideas, and out of more than 120 ideas one of yours made it to the final. This is an extraordinary achievement."



Arriving at the
Langen Foundation

The Winning Formula

To become a contender for an [SPS Academy Award](#), the values' nominees had been put forward by their managers at the beginning of 2013. Nominations for the New Business and Client Development Awards are made by the CEO of each country. In the run up to the Awards ceremony, the 35 initial nominees were whittled down to a shortlist by a panel

comprised of senior management members from the USA, Germany, Switzerland, Italy and the SPS Global Academy. The final winners were then picked by members of the Executive Board.

A Warm Welcome to TOP

The audience of around 130, were made up of award contenders and members of the top three levels of SPS management. This year, four of the five recently selected participants of the SPS' first [Talent Opportunity Programme \(TOP\)](#) were also present.



First TOP intake - L to R: Emma Welch, Key Account Manager UK; Lisa Clark, Client Director USA; Nicolas Renoux, Executive Assistant Head of Production Services France; Kristin Mueller, Head of Marketing and Communications Germany (the last participant, Mick Everett, Area Director and Deputy COO UK was unable to attend)

This year the awards ceremony felt even more like an SPS Oscars as each short-listed nominee in the five awards was introduced via a sound bite featuring information on why they had been nominated. An attractive glass award was then presented to the lucky winner(s) by a member of management to rapturous applause.

Nominees had travelled from as far afield as the USA and Vietnam to attend the ceremony.

Innovative Thinking

The first award to be handed out was the **Innovative Thinking Award**. This was presented by Susanne Ruoff, CEO of Swiss Post, for whom innovation is a subject that is

close to her heart having just helped judge the recent Post Venture Awards. This award went to:

Mr Hieu Le, Senior Software Developer, from our partner GHP Far East in Vietnam



Of Hieu Le, Frank Schellenberg, CEO Vietnam said: "Mr Hieu Le has raised the productivity of our Production Unit to a new level, allowing us to utilize our resources efficiently and avoid the increase of price in some projects"

Hieu Le's accomplishment:

- Initiated the task of researching different optical character recognition(OCR) technologies, for the purpose of integrating OCR into data entry points in Vietnam.

When I asked Hieu Le what it felt like to win the award, he told me: "It is the first time I have been able to attend a meeting like this. I was very happy and surprised to find out I was nominated. And I am now happy to be here representing Vietnam this year. It is my first time in Germany."

"These awards offer a great opportunity to see another side of the company... and for so many different nationalities to come together in one place."

Clients First

The next award in the value category **Clients First** was presented by Walter Gerdes, CEO Germany.

This award went to: **Mandy Jarisch from Client Management and Solution Design Health Care, SPS Germany**



Kelly introduced this category by saying that “exceeding the expectations of our clients, often in challenging situations, is integral to our continued development and success.”

And it is for working through a complicated client issue that Rainer Madkamul, of the Business Unit Healthcare, put Mandy forward for the award: “Mandy’s skills are of an extraordinarily high calibre and she has amazing talent.”

Mandy Jarisch’s accomplishments:

- Mandy successfully steered the Daimler BKK operation through a period of dramatic change following the departure of our former core team of 25 people, including senior management and client managers. Within only a few days, Mandy took charge of the complex operational coordination of deliveries, as well as client management, managing to salvage, protect and improve for SPS this valuable client relationship.

Mandy was over the moon to have her achievements rewarded. “I was surprised when I heard of my nomination and very grateful to be invited to attend a management meeting. I feel very proud to be here and totally happy to be a winner.”

“Being awarded this statuette makes me feel I am on the right course; that I understand what SPS wants and how I can fulfil its wishes.”

“I think these awards are very important. They show that a firm supports its employees when they give special service or put forward ideas. It shows they really do value the worth of such input.”

Client Development

“The ability to take an account and develop it, adding new services and geographies is what constitutes success in this category,” stated Kelly as she handed over to Thomas Pieper to present the award for **Client Development**. This year, the award went to Dave Delventhal and Gary Wilson, from the USA.

Dave Delventhal, Head Strategic Client Group; Gary Wilson, Client Director, both SPS NA



"This tandem has done a great job at building relationships, executing our client strategy and then providing operational excellence day in day out," said Dan Moscatiello, CEO SPS NA, about the "dynamic duo".

Dave and Gary's accomplishments:

- During the course of 2012, the Re:Sources account generated USD 11 million in revenue, a growth of 28% from the previous year. SPS was tasked with providing a full range of services including mailroom, office services, records, copy/scan and print. In addition, in 2013, we began to provide Invoice Processing Services to this client, making this the first large scale BPO deal in the USA to be performed at our Document Processing Centers in Long Island City and Toronto.

On receiving their awards, Dave said "I am especially excited to be nominated for this particular client, who is a very large client in the USA, and has a very diversified group of businesses which made it hard for us to get our arms around all the pieces. What fun to be honoured!"

"On a more serious note, being recognized by your peers is a very nice accolade. This achievement is also about our fit with the overall vision we have for our US group and the importance of our large clients, so being recognised for this is exciting."

"I feel elated to have won because of all the hard work we have put in. It is not about just one little thing you have put in to make it happen, it is about what happens in the course of a whole year."

Dave made the most of his first trip to Germany by combining it with a day trip to Amsterdam on the way.

His colleague Gary Wilson also had lots to say: It feels wonderful to have the award. Even though only Dave and I are here to pick it up, I have a wonderful team back in the US. Everything we have been able to develop is because we have a group of superstars backing us up who come in to the office each and every day and really knock it out of the ballpark. This award is a recognition of their efforts too.”

“I think the awards are great because they are not a competition between folk. They are a recognition of people’s good work and everyone needs to be recognized for what they do. Everybody up on that stage is a winner whether they took home the prize or were shortlisted. As long as an organization is solid and progressively moving forward, these kind of celebrations are great for moral.”

Delivering Excellence

The **Delivering Excellence** award goes to individuals who work diligently behind the scenes and the presenter of this award, Head of Strategic Marketing & Sales Sandro Principe reiterated that this award recognised the achievements of those individuals who carried out non-client facing roles and said he was very happy to announce the winner in this hard-fought category:

Manuela Guidicelli, Head Financial Reporting, SPS Management Services was delighted to win this category and is pictured here with the other shortlisted candidates in her category, plus Sandro Principe who presented the award.



“During my time working with Manuela she has continually strived to drive the performance of her colleagues in the UK, aligning the requirements of the group and local entities,” was the praise that Adam Cater, Accounts Manager, SPS UK, had for Manuela.

Manuela Guidicelli’s achievements:

- As part of quality index accounting, Manuela continuously measures the quality of data for punctuality, accuracy and validity of annotation. As a direct result of Manuela’s expertise, targeted team organization and high quality processes, SPS has been able to reduce the amount of error points from approximately 24,500 in the first quarter of 2009 to currently around 259.

When asked how she felt about the reward, Manuela said she was "Very proud. When I told people I was nominated I received very good feedback from colleagues in all the different lands. I felt very honoured."

"Awards like these are a great way to motivate a person or a team. And my success is a sign that I am on the right path."

New Business

Last but not least, the final award for the evening in the value category **New Business** was awarded by SPS CEO Frank Marthaler to: **Lucinda Trotman, Senior Business Development Manager, SPS UK**



Before reading out the winner, Frank commented, "I am happy to give out this award as in our business it all begins with sales and it's good to know we have such talented people on board, out there searching for new clients on our behalf."

Of Linda's performance, Charlie Peters, Sales and Marketing Director, SPS UK said: "As we move towards 2013, Lucinda looks set to continue to deliver significant new business wins for SPS."

Lucinda Trotman's achievements:

- During 2012 Lucinda successfully secured 10 new business e-billing contracts with a combined value of over GBP 5 million. One of the sectors she targeted was utilities, a difficult market to break into. Lucinda initially approached the smaller UK utilities in an attempt to create a foothold in this challenging sector. She succeeded by bringing in Jersey Electricity with a five-year e-billing contract. This has led to a strong pipeline for this sector, which represents a strong area of future growth for the UK operation.

When I caught Lucinda after picking up her award, she was almost too excited for words. However I caught a few comments.

"I am very, very happy and it is just another example of why I am glad to be working at SPS."

"These awards are great. It gives us inspiration and gets other people in the firm motivated by showing them this is where they could get to. This is especially important in sales where it is very competitive."

As the Awards ceremony came to an end, I had a chance to ask presenter Kelly Donovan about her views of tonight's events.

"I have very much enjoyed being able to welcome all these high achievers to the stage. It is important for any organization to recognise the achievements of their employees. Everyone gets very busy and it becomes difficult to take time out to reflect on the past year, so nights like tonight are a great opportunity to bring so many different people together. It is very motivational to see how well your colleagues have done around the world."

This is only the second time that SPS has hosted such a ceremony. What had Kelly and the other organizers learnt from their experiences last year.

"We had lots of feedback after the first Awards were presented. Many were really happy to have such an event. We also received some constructive criticism that we have incorporated into the planning of the event this year. We have received more nominations this year, so I think that it shows the event will be more popular each year as more people become aware of it. "



Just for fun: The awards to honour outstanding achievements by SPS staff are organized by our own SPS Global Academy, and come just a month or so after the more well-known "Academy Awards" that honour the film industry. The famous statuette rewarded to film stars has become known as the "Oscar". If you can think of a "name" for our award (featured in many photos above), please enter your suggestion in the **Just For Fun** group on SPS Interactive.