**Ecosystem Synergy Award:   
Excellence in GCC-Service Provider partnerships**

This category is aimed at recognizing Enterprises and Service Providers that formed strategic partnerships to deliver measurable business outcomes for both organizations.

Evaluation criteria include – Strategic Intent, Implementation Effectiveness across Talent, Technology and Process and finally, Impact Assessment.

**Section 1: Strategic Intent Behind Partnering**

***Objective:*** *Understand the “why”: motivations, priorities, and strategic alignment behind engaging service providers.*

1. What are the primary objectives behind engaging with service providers?  
   *(e.g., cost optimization, capability expansion, innovation acceleration, access to niche talent, speed-to-market, etc.)*
2. Which areas or functions have been prioritized for partnership engagement (e.g., Engineering, Digital, IT Ops, Analytics, AI/ML, Cybersecurity, etc.)?
3. What factors influence the decision to partner vs. build capabilities in-house?
4. To what extent are your service partnerships driven centrally (by HQ) vs. locally (by the GCC leadership)?

**Section 2: Implementation through Talent, Tech, and Process**

***Objective:*** *Explore the “how”: How GCCs operationalize and manage partnerships effectively.*

1. How do service providers support your talent needs (e.g., through staff augmentation, managed services, or co-innovation teams)?
2. How are service providers contributing to your technology modernization or transformation initiatives?
3. Do you co-develop or co-own IP with service providers? If yes, how is IP governance managed?
4. What tools, platforms, or integration mechanisms are used to collaborate effectively with partners?
5. What governance mechanisms are in place to manage ongoing partnerships (e.g., steering committees, SLAs, KPIs)?

**Section 3: Impact Measurement and Continuous Improvement**

***Objective:*** *Assess the outcomes: How GCCs measure the value and effectiveness of partnerships.*

1. What key performance indicators (KPIs) or metrics are used to evaluate partner success?  
   *(e.g., productivity gains, cost savings, innovation outcomes, time-to-market improvements, talent retention, etc.)*
2. How frequently are partnerships reviewed or re-evaluated for performance and strategic relevance?
3. How do you capture feedback from internal stakeholders on the effectiveness of service partnerships?
4. What are the biggest challenges or lessons learned in managing partner ecosystems?

**Section 4: Success Stories**

1. Can you share specific success stories or quantifiable outcomes from your partner engagements?
2. Any other data we should know? Please attach supporting documents as needed.