

Asia’s Top Firms Recognized at the 2019 Frost & Sullivan Asia-Pacific Best Practices Awards

Singapore, 14 November 2019 – Frost & Sullivan recognized Asia’s leading companies at the 2019 Frost & Sullivan Asia-Pacific Best Practices Awards held at the St. Regis Singapore on 14 November 2019.

Mr. Shivaji Das, Partner & Asia-Pacific Managing Director at Frost & Sullivan said that the award recipients have consistently demonstrated outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service and strategic product development amidst the changing business landscape.

Union Bank of Philippines, Local Power, Smart Selangor, Turnkey Lender, Medeze, Singtel, NTT LTD were amongst the companies honored.

The recipients of the annual Frost & Sullivan Asia-Pacific Best Practices Awards were identified based on in-depth research conducted by Frost & Sullivan's analysts. The award categories offered each year are carefully reviewed and evaluated to reflect the current market landscape and include new emerging trends.

The nominated companies were then evaluated on a variety of actual market performance indicators which include revenue growth; market share and growth in market share; leadership in product innovation; marketing strategy and business development strategy.

Frost & Sullivan congratulates all the recipients of the 2019 Asia-Pacific Best Practices Awards.

Global Awards	
Global Contract Research Organization (CRO) Customer Value Leadership Award	COVANCE INC
Global Halal Glove Company of the Year	KOSSAN RUBBER INDUSTRIES BHD
Global High Performance Liquid Chromatography New Product Innovation Award	SHIMADZU
Global Integrated Drug Development in CRO Industry Competitive Strategy Innovation & Leadership Award	WUXI APPTEC
Asia-Pacific Awards	
Asia-Pacific Medical Computing Solutions Company of the Year	ADVANTECH CO., LTD.
Asia-Pacific Home Water Treatment Company of the Year	AMWAY
Asia-Pacific Biotech Entrepreneurial Company of the Year	AUM BIOSCIENCES

Asia-Pacific Inbound Contact Routing Systems Market Share Leadership Award	AVAYA
Asia-Pacific Telecoms Digital Services Platform Growth Excellence Leadership Award	BB TECHNOLOGY CO., LTD
Asia-Pacific Emerging Market Telecom Service Provider of the Year	CHUNGHWA TELECOM
Asia-Pacific Home Water Treatment Customer Service Leadership Award	COWAY
Asia-Pacific Telecoms Tower Company of the Year	EDOTCO GROUP SDN BHD
Asia-Pacific CRO Customer Service Leadership Award	EPS HOLDINGS INC ITRON
Asia-Pacific AMI Growth Excellence Leadership Award	ITRON
Asia-Pacific Facilities Management Company of the Year	JLL
Asia-Pacific Logistics Service Provider of the Year	KERRY LOGISTICS NETWORK
Asia-Pacific Road Freight Service Provider of the Year	KERRY LOGISTICS NETWORK
Asia-Pacific Inorganic Disinfectants for Healthcare Industries New Product Innovation Award	LOCAL POWER CO. LTD.
Asia-Pacific SIEM Growth Excellence Leadership Award	LOGRHYTHM
Asia-Pacific Biotech CRO Company of the Year	NOVOTECH (AUSTRALIA) PTY. LTD.
Asia-Pacific Customer Experience System Integrator of the Year	NTT LTD.
Asia-Pacific End-to-End UCC Service Provider of the Year	NTT LTD.
Asia-Pacific Managed Security Service Provider of the Year	NTT LTD.
Asia-Pacific Cloud Contact Center Service Provider of the Year	ORANGE BUSINESS SERVICES
Asia-Pacific Critical Power Infrastructure Vendor of the Year	SCHNEIDER ELECTRIC
Asia-Pacific Secure IOT Service Provider of the Year	SINGTEL
Asia-Pacific Mobile Wallet Provider of the Year	SINGTEL DASH
Asia-Pacific Ultra-low Weight Nitrile Glove Product Leadership Award	SMART GLOVE HOLDINGS
Asia-Pacific Managed UC Service Provider of the Year	TATA COMMUNICATIONS
Asia-Pacific Neurodegenerative Disease Management Technology Innovation Award	TAURX PHARMACEUTICALS LTD
Asia-Pacific Customer Contact Outsourcing Technology Leadership Award	TELEPERFORMANCE INDIA
Asia-Pacific Customer Contact Enabling Technology Leadership Award	TETHERFI
Asia-Pacific Customer Contact Outsourcing Customer Service Leadership Award	TRANSCOM WORLDWIDE PHILIPPINES INC.
Asia-Pacific Critical Infrastructure Solutions Growth Excellence Leadership Award	VERTIV CO.
Asia-Pacific Data Center Power Systems Customer Value Leadership Award	VERTIV CO.
Southeast Asia Awards	
Emerging Southeast Asia Smart City Governance Agency of the Year	SMART SELANGOR DELIVERY UNIT
Southeast Asia Contact Center Applications Market Share Leadership Award	AVAYA

Southeast Asia Stem Cell Banking Growth Excellence Leadership Award	MEDEZE
Southeast Asia Unified Communications System Integrator of the Year	NTT LTD.
Southeast Asia Smart Buildings Competitive Strategy Innovation and Leadership Award	QUANTUM AUTOMATION PTE LTD
Southeast Asia Managed Security Service Provider of the Year	TRUSTWAVE, A SINGTEL COMPANY
Country Awards	
Australia Customer Contact Outsourcing Service Provider of the Year	STELLAR
Indonesia Payment Gateway Company of the Year	FASPAY
Indonesia Healthcare IT Growth Excellence Leadership Award	HOPE BY PT MEDIA TIGA WARNA
Indonesia Cloud Infrastructure Services Provider of the Year	LINTASARTA
Indonesia Emerging Hospital of the Year	MAYAPADA HEALTHCARE
Indonesia Data Center Services Provider of the Year	PT. SIGMA CIPTA CARAKA (TELKOMSIGMA)
Indonesia IOT Services Provider of the Year	PT TELEKOMUNIKASI INDONESIA TBK
Indonesia Mobile Data Service Provider of the Year	TELKOMSEL
Indonesia Telecom Service Provider of the Year	TELKOMSEL
Japan IOT Service Provider of the Year	NTT COMMUNICATIONS
Malaysia Waste Management Company of the Year	ALAM FLORA SDN BHD
Malaysia Stem Cell Banking Company of the Year	CRYOCORD
Malaysia Pharmaceutical Company of the Year	DUOPHARMA BIOTECH BERHAD
Malaysia Halal Pharmaceutical Company of the Year	DUOPHARMA BIOTECH BERHAD
Malaysia Organic Food Company of the Year	ZENXIN AGRI-ORGANIC FOOD SDN BHD
Philippines Contact Center System Integrator of the Year	NTT LTD.
Excellence in Customer Experience - Banking Industry Philippines - Overall Experience	UNION BANK OF THE PHILIPPINES
Excellence in Customer Experience - Banking Industry Philippines - Mobile Experience	UNION BANK OF THE PHILIPPINES
Excellence in Customer Experience - Banking Industry Philippines - ATM Experience	UNION BANK OF THE PHILIPPINES
Excellence in Customer Experience - Banking Industry Philippines - Branch Experience	UNION BANK OF THE PHILIPPINES
Excellence in Customer Experience - Banking Industry Philippines - Net Promoter Score	UNION BANK OF THE PHILIPPINES
Singapore Cloud Infrastructure Competitive Strategy Innovation and Leadership Award	SINGTEL

Singapore Data Center Service Provider of the Year	ST TELEMEDIA GLOBAL DATA CENTRES
Singapore Managed Security Service Provider of the Year	TRUSTWAVE, A SINGTEL COMPANY
Singapore FinTech Industry New Product Innovation Award	TURNKEY LENDER PTE LTD
South Korea Endpoint Security Vendor of the Year	AHNLAB, INC.
Taiwan Data Center Service Provider of the Year	CHUNGHWA TELECOM
Taiwan Mobile Service Provider of the Year	CHUNGHWA TELECOM
Taiwan Data Center Services Competitive Strategy Innovation and Leadership Award	FAREASTONE
Thailand Facilities Management Company of the Year	PCS SECURITY AND FACILITIES SERVICES LIMITED
Thailand Property Development Company of the Year	RAIMON LAND
Vietnam Data Center Services Provider of the Year	FPT TELECOM
Vietnam Hospital of the Year	HOAN MY MEDICAL CORPORATION
Vietnam Mobile Data Service Provider of the Year	VIETTEL TELECOM

About Frost & Sullivan

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