

Leading Organizations in the Region Honored by Frost & Sullivan in the 3rd Edition of the 2020 Asia-Pacific Best Practices Virtual Awards Ceremony

13 organizations recognized for their exemplary performance and valuable contributions in shaping new trends across Asia-Pacific

Singapore, 15 October 2020 – At its third virtual awards ceremony of the year, Frost & Sullivan honored Asia-Pacific’s leading companies at the 18th annual Asia-Pacific Best Practices Awards on 15 October. A total of **17 awards** were presented to organizations for elevating performance benchmarks and for their outstanding industry achievements.

Congratulating the 2020 winners and recognizing their best-in-class performance, **Senior Vice President Sapan Agarwal of Frost & Sullivan in Asia-Pacific** said, “This evening we honor organizations across Asia-Pacific that have accomplished disruptive breakthroughs and have continually demonstrated excellence in their industries. Many of our awardees have toiled for months and years to make a difference in their companies and industries. Our awards give these industry leaders a chance to take a step back to reflect and celebrate with those who made it possible.”

The award recipients were identified using Frost & Sullivan’s proprietary, measurement-based methodology derived from extensive primary and secondary research, in-depth interviews, analysis, and industry benchmarking. Numerous award categories were carefully reviewed and evaluated to reflect the current market landscape and highlight emerging trends in Asia-Pacific. A detailed study was further conducted on each of the nominated companies, focusing on real-time performance indicators like market share, revenue growth, customer acquisitions, product/service value, and technology innovation. The companies that emerged represent outstanding leaders that are driving positive trends in the Asia-Pacific economy.

Recipients of the 2020 Asia-Pacific Best Practices Awards

Award Titles & Category	Award Recipients
Regional titles	
2020 Asia-Pacific 5G Customer Value Leadership Award	Amdocs
2020 Asia-Pacific Inbound Contact Routing Systems Market Leadership Award	AVAYA
2020 Asia-Pacific Telecommunications Revenue Management Product Leadership Award	CSG
2020 Asia-Pacific Cyber Intelligence Technology Innovation Leadership Award	CYFIRMA
2020 Asia-Pacific IoT Technology Vendor of the Year	Intel Corporation
2020 Asia-Pacific Blockchain and Cryptocurrency Security Technology Innovation Award	Uppsala Security
2020 Southeast Asia Contact Center Applications Market Share Leadership Award	AVAYA
Country titles	

2020 Australia Customer Experience Outsourcing Services Provider of the Year	Probe Group
2020 Cambodia Mobile Data Service Provider of the Year	Smart Axiata Co. Ltd
2020 Cambodia Mobile Service Provider of the Year	Smart Axiata Co. Ltd
2020 Indonesia Digital Services Provider of the Year	Indosat Ooredoo
2020 Malaysia Managed Security Service Provider of the Year	HeiTech Padu Berhad
2020 Malaysia Cloud Infrastructure Services Competitive Strategy Innovation and Leadership Award	HeiTech Padu Berhad
2020 Malaysia ERP Software Vendor of the Year	Sage Asia
2020 Malaysia Financial Accounting Software Vendor of the Year	Sage Asia
2020 Malaysia Home Improvement Retail Market Leadership Award	Mr D.I.Y. Group (M) Berhad
2020 Malaysia Integrated Poultry Market Leadership Award	Leong Hup International Berhad

The 2020 Frost & Sullivan Asia-Pacific Best Practices Awards virtual banquet is supported by our media partners: **ACN Newswire**, **AI Time Journal**, **CryptoNewsZ**, **Chief IT**, **Asia Research News**, **CEO World Magazine**, and **Developing Telecoms**.

To learn more about the awards and partnership opportunities for the 2020 awards, please visit <http://www.apacbp-awards.com/>. To schedule interaction with our spokespersons, please email Kala Mani. S. at kala.manis@frost.com.

About Frost & Sullivan

For over five decades, Frost & Sullivan has become world-renowned for its role in helping investors, corporate leaders, and governments navigate economic changes and identify disruptive technologies, Mega Trends, new business models, and companies to action, resulting in a continuous flow of growth opportunities to drive future success. [Contact us: Start the discussion](#)

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