

SPONSORED: The Derbyshire businesses putting the customer first

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On Thursday, October 21, live at the Derby Arena, the [DerbyshireLive Business Awards](#), in association with [Champions \(UK\) PLC](#), will be the exciting night we are all in need of.

Finally reuniting off-screen, we can all catch up face-to-face and enjoy a night of celebration together. Not only that, but what will be bringing us together is commending the success stories from throughout the past year. With so many obstacles to overcome, it will be truly inspiring to see so many businesses and entrepreneurs be rewarded with coveted titles and prestigious awards for their triumphs.

This year's headline sponsors are [Invictus Communications](#), [Futures](#), [Diginus](#), [Derby Arena](#) and [Derby College](#). To find out more, visit the [official website](#). For tickets, contact Michelle Roberts, mroberts@championsukplc.com.



Companies that make customer service a priority in their day-to-day operations will be commended in this year's Customer Service Excellence Award. Providing the income and traction necessary for business success, customers are often at the heart of most companies. Putting themselves in the customer's shoes and providing clients with exactly what the customer wants, needs and expects to a high standard, the finalists below are excelling with the help of their customer experience.

The finalists of the Customer Service Excellence Award are:

Anoki

Award-winning, fine-dining Indian restaurant Anoki combines the finest food and superlative service to create an unforgettable dining experience in its restaurants in Derby, Nottingham, and Burton-on-Trent.

Its Anoki Express range of chilled ready meals provide customers with restaurant quality meals they can heat up and enjoy at home. Due to increasing popularity among customers, it created an e-commerce site and expanded its fleet of delivery vehicles from three to 12, and now delivers hundreds of meals to more than 70 villages across the Midlands, seven days a week.



Silver X Logistics

Silver X Logistics originally started as a transport company, delivering same day and contract haulage to businesses who valued service above all else. Over time it has added multi-drop delivers and palletised network deliveries to the service offering, transporting products across the country for next day delivery.

Customer service is a driving force for the company and its success has been founded on word-of-mouth recommendations. It establishes strong relationships and long partnerships by showing commitment at an operational level. Clients can login and receive automated updates and reports through its cloud-based warehouse, offering complete transparency.

Velez Managed Services

With 20 years of working knowledge, Velez Managed Services is

an IT services team entrusted with handling server, storage and networking technologies across a range of industries. With a commitment to understanding the business models of its clients, a bespoke service is provided by a team of expert remote and one-site engineers.

Velez Managed Services has a presence in more than 180 territories with offices in the UK, North America, Spain and Kosovo, allowing for a continent-wide 24/7 availability every single day of the year. A mission to upscale technical skills cost-effectively, intelligently and globally drives the company's solution delivery ethos.

The [DerbyshireLive Business Awards 2020/21](#) categories are:

Company of the Year Sponsored by [University of Derby](#)

SME Business of the Year

Start-Up Business of the Year Sponsored by [Wheeldon Brothers](#)

Business Entrepreneur of the Year Sponsored by [HUUB](#)

Employer of the Year Sponsored by [Smith Partnership](#)

Customer Service Excellence Award

Professional Services Sponsored by [EVAD](#)

Excellence in Innovation Award Sponsored by [Derby City Council](#)

Contribution to the Community Award Sponsored by [Lubrizol](#)

Family Business of the Year Sponsored by [Invictus Communications](#)

Apprentice Employer of the Year Sponsored by [Futures](#)

Not-For-Profit-Organisation Award Sponsored by [Sellick Partnership](#)

Education Sector: Business Engagement and Employability
Sponsored by [Rolls Royce](#)

Best Digital Transformation Sponsored by [RDS](#)

Excellence in Manufacturing Award Sponsored by [ACE Sameday Couriers](#)

Excellence in Business Growth Sponsored by [Dains Accountants](#)

- **The [DerbyshireLive Business Awards 2020/21](#) will take place on Thursday, October 21 at the Derby Arena. To enter your business and find out more information, visit the [official website](#).**
- **For tickets, please contact Michelle Roberts, mroberts@championsukplc.com.**