# **12TH ANNUAL** STEVIE®AWARDS

FOR SALES & CUSTOMER SERVICE



















# **Awards Banquet and Presentations**

Friday, February 23, 2018 Caesars Palace • Las Vegas, Nevada

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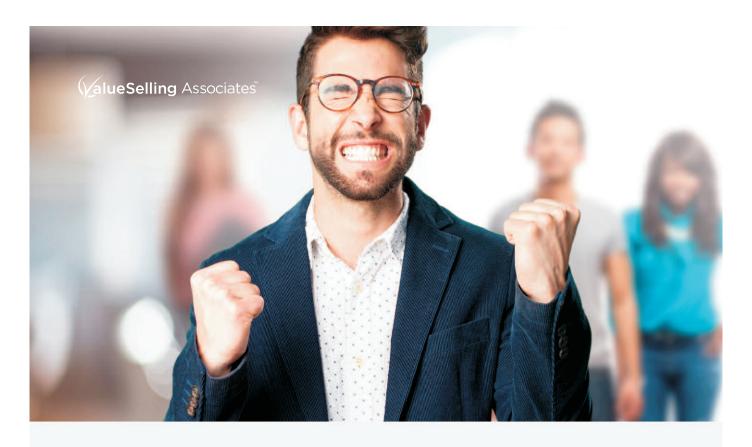




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#### **STEVIE®AWARDS FINALISTS**























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High-performers do what works. They use the ValueSelling Framework® to accelerate sales results. Complex B2B sales doesn't have to be hard. It can be easy. Join the thousands of sales professionals around the world who use the ValueSelling sales methodology to fill the funnel, improve margins and grow revenue year over year.

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#### ValueSelling Associates Award Honoree:

#### servicenuw

Excellence in Sales Transformation

#### **Giles Giddings**

WW Director Sales Enablement

#### Mike Sheehy

VP Global Sales Strategy

#### **Kevin Haverty**

**EVP Worldwide Sales** 



Welcome to the 12th annual Stevie® Awards for Sales & Customer Service, the world's top honors for business development, sales, contact center and customer service professionals.

This year the program received more than 2,500 nominations, an increase of 9% over 2017, from organizations in 41 nations.

From November 2017 through early January this year, more than 150 professionals around the world reviewed, rated and commented on the nominations. Just about 36% of the entries they rated received average scores high enough to qualify as Finalists, all of which will be recognized tonight as Gold, Silver or Bronze Stevie Award winners. All of the judges are acknowledged in this program. We can't run a successful awards program with our volunteer judges, and we can't thank them enough for their participation.

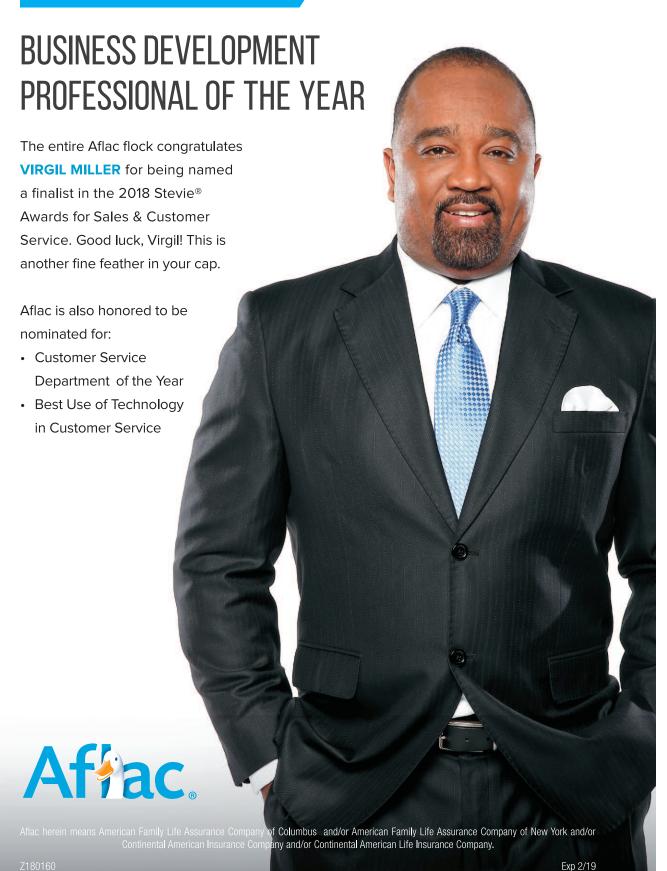
Stevie Awards competitions receive more than 10,000 nominations each year from organizations of every type in more than 60 nations. This spring we're accepting entries for the 5th annual Asia-Pacific Stevie Awards, The 16th Annual American Business Awards<sup>SM</sup>, The 15th Annual International Business Awards<sup>®</sup> and the third edition of the Stevie Awards for Great Employers. I invite you to learn more about these and our other competitions at <a href="https://www.stevieAwards.com">www.stevieAwards.com</a>.

Thank you for participating in the 12th annual Stevie Awards for Sales & Customer Service, and for joining us this evening. Best wishes for continued success!

Cordially,

Michael Gallagher

President, The Stevie Awards





# **Program**

5:15 pm **Awards presentations in this order** 

**Business Development Categories** 

New Product & Service Categories

Solution Provider Categories

6:00 pm Reception

7:00 pm **Dinner** 

7:40 pm **Awards presentations in this order** 

Sales Achievement Categories

Sales Individual Categories

Sales Distinction Categories

Sales Team Categories

Customer Service & Contact Center Individual Categories

Customer Service & Contact Center Team Categories

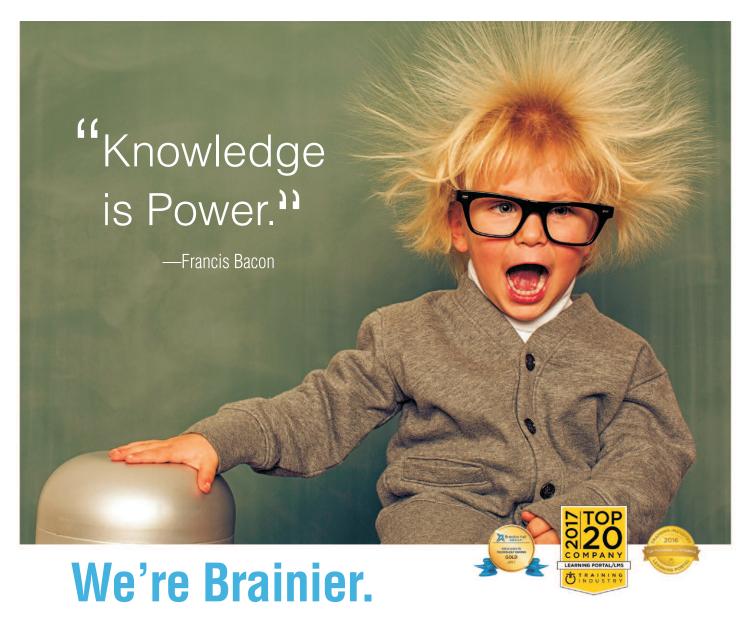
Customer Service & Contact Center Achievement Categories

Customer Service Success Categories

Customer Service Department of the Year Categories, including the People's Choice Stevie® Awards for

**Favorite New Products** 

**Presentation of the Grand Stevie® Award trophies** 



#### Providing Your Employees Smarter Online Learning Solutions.

There is no one way to learn or a best time for study. That's why our cloud-based, individualized learning management system (LMS) and learning content are 100% accessible and customizable to your employees' needs, interests and abilities. Brainier continues to help businesses achieve breakthrough results by providing better enterprise e-learning solutions that educate, engage, and empower your employees.

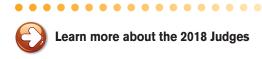
#### With Élan, Our Award-Winning LMS Product, Learning Has No Limits.

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"The stability of our Élan LMS is key to the success of our employee development—it has not disappointed." Darin, Holiday Stationstores®

Our Brainier e-learning experts will show your company how to turn learning and development into a strategic business advantage.







# **Judging Committees**

Judging of the 2018 Stevie® Awards for Sales & Customer Service was conducted in November 2017 – January 2018 by more than 150 professionals worldwide. Their average scores determined the Finalists, and the Gold, Silver and Bronze Stevie-winner placements among the Finalists to be revealed tonight.

# CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL AWARDS JUDGES



CHAIR:
Lisa Oswald
Senior Vice President, Customer Service,
Travelzoo
New York, New York, USA

#### **COMMITTEE:**

**Bilal Asci,** Customer Value Group Manager, n11.com, Istanbul, Turkey

**Tom Asher,** Senior Vice President, Customer Engagement, Humach, Fairfax, California, USA

Pembe Candaner, Founder & President, JobzMall, Inc., Irvine, California, USA

Sally Cordova, COO and Lead Trainer, The LAMA Training by McKee Consulting LLC, Camarillo, California, USA

Nick Daines, Vice President, Technical Support, WP Engine, Austin, Texas, USA

**Kristyn Emenecker,** Global VP, Product Strategy, Verint, East Stroudsburg, Pennsylvania, USA

**Darlene Geller-Stoff,** *President,* Direct Communication Specialists, LLC, Woodstock, Georgia, USA

**Heidi Guzman,** *Director,* Consorcio Kairos, Villahermosa, Tabasco, Mexico

Angie Harris, Senior Vice President, Client Services, The Church Pension Group, New York, New York, USA Jim Iyoob, Chief Customer Officer, Etech Global Services, Nacogdoches, Texas, USA

Wasif Khan, President, Invenio Solutions, Austin, Texas, USA

Roger Lee, Principal Evangelist, CEM Product Marketing, OpenText, Apple Valley, Minnesota, USA

**Tim Montgomery,** Managing Partner, Alamo Cloud Solutions, San Antonio, Texas, USA

Ann Moreth, Senior Customer Service Engagement Manager, UPMC Health Plan, Pittsburgh, Pennsylvania, USA

**Denis Reno,** Senior Vice President, Global Customer Success and Professional Services, Arxan Technologies, San Francisco, California, USA

Gwen Sorensen, Vice President, Client Services, First American Database Solutions, Santa Ana, California, USA

CJ Stafford, President, Stafford Communications Group, Inc., New Providence, New Jersey, USA

Joshua Strahler, Support Center Manager, Network Alliance, Reston, Virginia, USA

**Lori Sullivan,** Owner, Process Infinity, LLC, Indianapolis, Indiana, USA

Monica Tarr, Founder & CEO, Bennett Bay Consulting, Coeur d'Alene, Idaho, USA

Will Tarrant, Co-Founder & Managing Partner, Service Metrics Group, Plano, Texas, USA

**Lark Will, President,** Will Call Consulting, Jacksonville, Florida, USA

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#### **Increasing customer expectations**

**73**%

said that **valuing their time** is the most important thing to good customer service

#### **Proliferation of digital**

40%

of customers use **multiple channels** in their quest for resolution

#### **Impact of Digital Baggage**

**53**%

customer's perception of the contact center is **driven by their digital experience** 









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# **Judging Committees**

# CUSTOMER SERVICE & CONTACT CENTER TEAM AND CUSTOMER SERVICE SUCCESS AWARDS JUDGES



CHAIR:

Art Gairo
Senior Vice President,
Evolve IP,
Wayne, Pennsylvania, USA

#### **COMMITTEE:**

Cheryl Alaniz, Director, SalesForce Implementation, Topco Associates LLC, Skokie, Illinois, USA

Reshma Bennur, Vice President Customer Experience, PeopleMetrics, Philadelphia, Pennsylvania, USA

Jeremy Bigler, Chief Product Officer, Neverfail, LLC, Austin, Texas, USA

Michelle Bray, Managing Director of Customer Care and Horse Services, United States Equestrian Federation, Lexington, Kentucky, USA

Cynthia Carle, Client Engagement Supervisor, eMoney Advisor, LLC, Radnor, Pennsylvania, USA

Lucia Caron, Senior Manager, Customer Support, Verint Systems Inc., Herndon, Virginia, USA

**Ana Degani,** Regional Director of Customer Service, Americas, DHL Express, Plantation, Florida, USA

Michael Doolan, Vice President, ImageTech, a Xerox Company, Canton, Massachusetts, USA

**Kelly Hill,** EAP Resolution Consultant, LifeWorks, Blue Bell, Pennsylvania, USA

**Rod Jones,** Chairman, Strategy to Revenue, Slough, Buckinghamshire, United Kingdom

**Eduardo Jordan**, *Consultant*, Ed Jordan/BenchmarkPortal, Fayetteville, North Carolina, USA

Nilima Justice, MD, VP Global Pharmacovigilance and Risk Management, Mallinckrodt Pharmaceuticals, Pipersville, Pennsylvania, USA

JoAnn Kay, Director of the Leadership Team, The Gordon Group, Greenwich, Connecticut, USA

Tony Keesee, Director of Customer Care, VPay, Plano, Texas, USA

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William Leigh, Director, Director of Sales and Commercial Operations, CenturyLink, Gilbertsville, Pennsylvania, USA

**Deb Matthews,** Vice President, Customer Experience, nexVortex, Herndon, Virgina, USA

RJ Riemer, Vice President, Support Operations, VIZIO, Inc., Dakota Dunes, South Dakota, USA

Peter Rifkind, Vice President, Client Services, UltraLing Healthcare Solutions, Inc, New York, New York, USA

**Frank Rowe,** *Managing Director,* Cecond Opinion, Bryn Mawr, Pennsylvania, USA

Manfred Stockmann, Founder and CEO, Honorary Chairman of CCV, C.M.B.S. Beratung & Coaching, Olching, Germany

Lori Van Dyke, Senior Manager, Customer Care, Access One Inc, Oswego, Illinois, USA



On a scale of 1 to eMoney, how good is your customer service?



# **Congratulations to our Stevie Award nominees!**

#### Danielle White (PA)

Young Customer Service Professional of the Year Technology Industries

## Teale McIntosh (CA)

Front-Line Customer Service Professional of the Year Technology Industries

#### Melissa Houlemarde (CA)

Back-Office Professional of the Year Technology Industries

#### Client Engagement

Front-Line Customer Service Team of the Year Technology Industries

#### Client Engagement

Contact Center of the Year (Over 100 Seats)
Technology Industries

#### Client Engagement

Customer Service Department of the Year Computer Software – 100 or More Employees

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# **Judging Committees**

# CUSTOMER SERVICE DEPARTMENT & ACHIEVEMENT AWARDS JUDGES



CHAIR:

Matt Medina
Senior Director OF SMB Customer Service
Dun & Bradstreet
Tucson, Arizona, USA

#### **COMMITTEE:**

Taufik Aldila Armaputra, Budget Controller, PT Petrokimia Gresik, Gresik, East Java, Indonesia

**Jeanne Bliss,** *President,* CustomerBliss.com, Bellevue, Washington, USA

**Roy Dicello,** Senior Director, Imaging Customer Care, KaVo Kerr, Atlanta, Georgia, USA

**Alan Dowler,** *Director of Client Services,* Hamilton Jewelers, Princeton, New Jersey, USA

Alex Edens, VP, Corporate Learning & Development, Optima Tax Relief, Santa Ana, California, USA

Richard Feinberg, Professor, Department of Consumer Sciences and Retailing, Purdue University, West Lafayette, Indiana, USA

Simone Fojut, Chief Editor, CallCenterProfi, SFO Medien GmbH, Wiesbaden, Germany

**Chris French,** *Vice President, Customer Success,* Globoforce, Southborough, Massachusetts, USA

Jennifer Gogol, Customer Service Manager, City of Toledo, Toledo, Ohio, USA

Sandra Hill-Lynch, Account Manager, Business Communications, John Hancock, Boston, Massachusetts, USA

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Phillip Horvath, Senior Vice President, Professional Services, Merchant Partners, Redmond, Washington, USA

**Tunde Hubina,** Vice President, Customer Care & Experience, Liberty Global, Luxembourg, Luxembourg

**Suchit Kaul,** *Executive Director,* JP Morgan, New York, New York, USA

Jamie Mork, Head of Application Support, Merrill Corporation, St Paul, Minnesota, USA

Will O'Keeffe, Vice President, Global Support & Operations, Acquia, Burlington, Massachusetts, USA

**Leslie Phillips,** *Internal Communications,* GoDaddy, Scottsdale, Arizona, USA

Lou Reinemann, Director, Customer Care, SmartBear Software, Somerville, Massachusetts, USA

Joao Pedro Santanna, Customer Services Director, Oi, Rio de Janeiro, Brazil

Paul Shiroma, Director of Training,
First American Database Solutions, Santa Ana, California, USA

Sheena Sweeney, Managing Director – Global Customer Service, Moody's Analytics, New York, New York, USA

**Anika Tannebaum,** Senior Head of Customer Service, Brands4friends, eBay Inc., Berlin, Germany



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# Human Intelligence Meets Artificial Intelligence

Etech Insights is an innovative combination of people, processes, and technology that deliver remarkable customer experiences. Our solutions exceed traditional quality management by combining human intelligence with artificial intelligence to capture and analyze 100% of customer interactions. Our Data Scientists then refine large data sets into actionable insights that are used to drive successful behaviors. The result is increased sales conversion, reduced churn and improved customer experience.



Coach & develop team members



Improve efficiency & reduce expenses



Improve customer experience (CX)



Grow market share

## Don't Gamble With Your Customer Experience



Analyze 100% of your customer interactions in real time using artificial intelligence and machine learning



QEval software captures customer behaviors and transforms them into intelligent reports for a meaningful experience

#### Serving Your Customers Is Not Just A Priority, It's Our **ONLY** Priority

Telecommunication
AHT Decreased ◆ 3 minutes
Call Compliance ◆ 95%
Script Adherence ◆ 44%

#### Hospitality

Incremental Revenue Increase ↑ \$500,00 in 3 months Sales Conversion ↑ 2% Cancellation Rate ↑ 3%

#### Retail

First Contact Resolution ↑ 44%
Customer Acquisition ↑ 18%
CSAT increased ↑ 5%





# **Judging Committees**

# NEW PRODUCT AND SOLUTION PROVIDER AWARDS JUDGES



CHAIR:

Ben Martin
Vice President, Client Support
Network Alliance
Reston, Virginia, USA

#### **COMMITTEE:**

Ravi Arora, Senior ERP Solution Architect/ Business Transformation Expert, HCL Axon, Noida, Uttar Pradesh, India

**Tristan Averett,** Founding Principal, Virago Solutions, Lisbon, Portugal

Marlene Fox-McIntyre, Principal, Athene Solutions LLC, Coral Springs, Florida, USA

Lorretta Gasper, *Principal*, Wind Rose Communications, Atlanta, Georgia, USA

**Tara Griffin,** Analytics Solution Lead - North America, Genesys, Flagler Beach, Florida, USA

Anne Jefferies, Senior Manager, Customer Care Projects, AT&T Global Vendor Management, Abington, South Lanarkshire, United Kingdom

Corinne Jenni, President, Strategati LLC, San Diego, California, USA

**Shridhar P Joshi,** Consultant Advisor, TATA Motors, Pune, Maharashtra, India

**Umut Keçecioğlu,** *Mobile Product Manager,* Yapi Kredi Bank, Istanbul, Turkey

**Arvind Kumar,** Advanced Certified Senior Solution Architect/ Information Technology Project Manager, Derex Technology, Inc., Portland, Oregon, USA John Letourneau, Senior Director, Customer Success, VIPRE Security, Clearwater, Florida, USA

Wessam Massoud, Program Delivery Manager, Abu Dhabi Systems & Information Center (ADSIC), Abu Dhabi, United Arab Emirates

Mayank Moudgil, Associate Partner, Capco, Houston, Texas, USA

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**Rebecca Moule,** *Manager, Financial Services,* Accenture, London, United Kingdom

Rajendran Nair, Chief Marketing Officer, Intrigo Systems, Inc, San Francisco, California, USA

Leticia Padilla, Vice President/Client Partner, TTEC, San Francisco, California, USA

Supriya Pande, Software Developer, File and ServeXpress, LLC, Irving, Texas, USA

Toni Potter, Director, AMERICAN SYSTEMS, Chantilly, Virginia, USA

**Karishma Leon Quyn,** *Manager – Product Automations,* Fareportal, Paris, France

Mohammad Rizvi, IT Leader, PricewaterhouseCoopers LLP, USA, Dallas/Fort Worth, Texas, USA

Randy Selleck, Senior Consultant, Service Strategies, Inc., Dayton, Ohio, USA

**Sylvia Slezak,** *Marketing Director,* CityOf.com, Livingston, Texas, USA

Melda Sofuoglu, Channel Experience & Operations Development Manager, Turkcell Global Bilgi, Istanbul, Turkey

Michel Stevens, Managing Partner, goCX, Brussels, Belgium

Shoab Syed, Managing Director, Technology Solutions Company, Toronto, Ontario, Canada

**Marvin White,** *Manager, Innovation R&D,* FedEx Services, Memphis, Tennessee, USA

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# **Judging Committees**

# SALES ACHIEVEMENT & BUSINESS DEVELOPMENT AWARDS JUDGES



CHAIR:

Jay Fortuna

President & Chief Learning Officer

Jado Solutions

Chicago, Illinois, USA

#### **COMMITTEE:**

Lara Abrams, Managing Member,
Lara Abrams Communications, LLC, Lexington, Kentucky, USA

**Jessica Ash,** Business Development and Strategy, Broadridge, Fort Wayne, New York, USA

**Sam Baddeley,** Business Improvement Manager, Kuoni Global Travel Services, London, United Kingdom

**Kim Claditis,** *Partner,* Bridge Street Branding, Cedarburg, Wisconsin, USA

**Teresa Clancy Burnett,** Consultant Relations, FIS, Daytona Beach, Florida, USA

Von Conley, Regional Business Director - Sales & Marketing, Holiday Inn Club Vacations, Myrtle Beach, South Carolina, USA

**Belinda Dolan,** *CEO,* Clariti Group, Brisbane, Queensland, Australia

**Heisha Freeman,** Executive Vice President, MoveCenter, San Mateo, California, USA

**Shannon Gregg,** Head of Business Development Operations, Acurian, Pittsburgh, Pennsylvania, USA

**Don Hopkins,** *CFO*, Michael Thomas Salon Group, LLC, Naples, Florida, USA

Cecelia Huffman, Marketing Communications Manager, Board of Certification/Accreditation, Owings Mills, Maryland, USA

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Bhargav Katikala, Co-founder and CMO, One Youth Media, Hyderabad, Telangana, India

Andreea Leonte, Creative Strategist, Smileback, Berlin, Germany

Kristin Marquet, Creative Director, Creative Development Agency, New York, New York, USA

Robert Meehan, Director Business Development & Strategic Accounts, Lennox International, Dallas/Fort Worth, Texas, USA

**AKM Moinul Islam Moin,** General Manager-Business Operations (Business Head), PRAN-RFL Group, Dhaka, Bangladesh

**Taylor Nelson,** Vice President, Business Operations, Redline Automotive Merchandising, Haddonfield, New Jersey, USA

Karthikeyan Rajakumar, Senior Manager/Strategist, PricewaterhouseCoopers LLP, Chicago, Illinois, USA

Madhukar Sharma, CEO, ACE Medical LLC, Jacksonville, Florida, USA

**Sherry Smith,** Senior Account Director, Clarity PR, New York, New York, USA

Joe Steuter, Vice President, Marketing Communication, Carson Group, Omaha, Nebraska, USA

Laura Walter, Digital Marketing Manager, United Access, St Louis, Missouri, USA

**Charles White,** Principal Administrator, International Relations Officer (retired), European Commission, Brussels, Belgium

**Rusty Williams,** Co-Founder, AnswerStage, Wayland, Massachusetts, USA



# Congratulations to these Stevie Awards finalists And we're honered to be nominated.

#### IVR or Web Service Solution

GiGA Genie 'Our Home Service Center'

#### Best Use of Technology in Customer Service

'All-in-Home' & 'Preemptive care' Technology consultation

#### Award for Innovation in Customer Service

Customer service center shares compassion, Consultant gives happiness.





# **Judging Committees**

# SALES INDIVIDUAL & SALES DISTINCTION AWARDS JUDGES



CHAIR:
Tiffany Wagner
Global Process Executive for Account Planning

Newtown Square, Pennsylvania, USA

#### **COMMITTEE:**

David Araujo, Sales Supervisor, DHL Express, São Paulo, Brazil

Robyn Davis, Trade Show Strategy Specialist, When I Need Help, Columbia, South Carolina, USA

Sona Jepsen, Global Head of Sales Enablement, FIS, New York, New York, USA

**Fred Kessler,** *CEO*, Sales Partnerships, Inc, Westminster, Colorado, USA

**Leah Middlebrook,** VP Market Development, FIS, Addison, Texas, USA

**Dr. Ravishankar N.S.,** *Deputy Vice President,* Axis Bank, Shimoga, Karnataka, India

**Heidi Paulson,** Partner & VP Sales & Marketing, CUC Software, Inc., Billings, Montana, USA

**Donald Pillai,** *Strategic Business Advisor,* Robust Marketing, Pretoria, South Africa

**Jodi Sawyer,** AVP, Global Human Resources, Manulife, Boston, Massachusetts, USA

Orsolya R. Szabó, Capability Development Senior Expert, MOL Group, Budapest, Hungary

**Asli Tas Kayabas,** Psychologist, Trainer, Founding Partner, Awards Consultant, Kuzey Academy, Istanbul, Turkey

**Denise Tormey,** President & Co-founder, PlanNet21, Portola Valley, California, USA

Máire P. Walsh, Senior Vice President, Digital Technologies, Enterprise Ireland, San Francisco, California, USA

#### **SALES TEAM AWARDS JUDGES**



CHAIR:

Dan Stalp

President

Sandler Training

Kansas City, Missouri, USA

#### **COMMITTEE:**

**Neetu Choudhary,** Quality Assurance Analyst, Dubai, United Arab Emirates

**John Cushman,** Vice President, Tech Mahindra USA, Plano, Texas, USA

**Eve Dumovich,** *CEO,* Snowline Publishing, Ashford, Washington, USA

Gary Fewkes, Director, Customer Service, Traeger Grills, LLC, Salt Lake City, Utah, USA

Dato Seri Dr Edmund Goh, CEO, BHG Group (M) Sdn Bhd, Selangor, Malaysia

JungAh Han, Executive, Sales Transformation Support Leader, IBM Korea, Seoul, South Korea, USA

**Evelyn Hsia,** *Director, Digital Operations,* GE, San Ramon, California, USA

Eric Louttit, Partner/Founder, Birst Group, Inc., Palo Alto, California, USA

Frank Maylett, President & CEO, Rizepoint, Salt Lake City, Utah, USA

**Stu Schlackman,** *President,* Competitive Excellence, Richardson, Texas, USA

Gary Shumaker, President & CEO, C2 Solutions Group, Inc., Reston, Virginia, USA

Michelle Taylan, Chairman/President, Llemich Personalized Imaging, Quezon City, Philippines

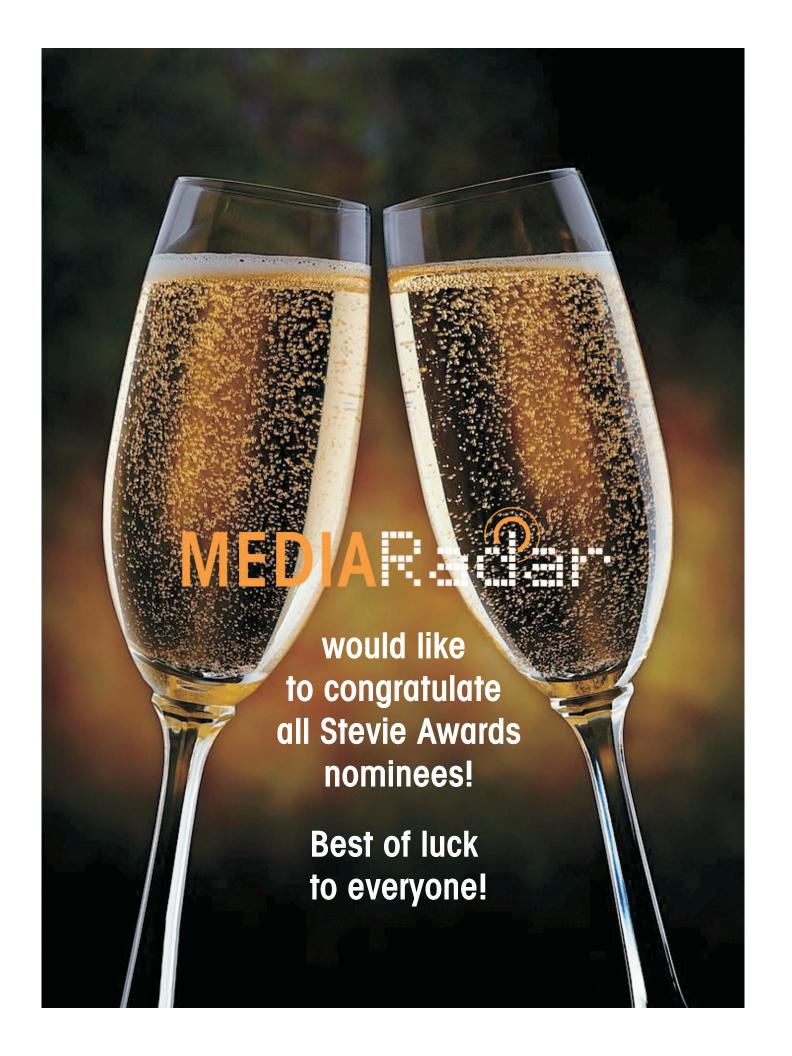
**Burcu Tekbaş,** Agencies, Sales & Marketing Manager, Fly Express International Tour Operator, Istanbul, Turkey

Julie Thomas, President & CEO, ValueSelling Associates, Rancho Santa Fe, California, USA

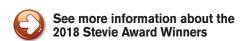
**Irem Tuzunalper,** Co-Founder & CEO, Extra Loyalty Solutions, Inc., Istanbul, Turkey

**Sabrina Valvo,** Corporate Communications, CityMD, New York, New York, USA

Cigdem Wondergem, Global Head of Sales Training – DHL Global Forwarding, DHL Global Forwarding Global Head Office, Bonn, Nordrhein-Westfalen, Germany







#### 2018 Winners

#### 5:15 pm Award Presentations

#### **BUSINESS DEVELOPMENT CATEGORIES**

#### **Business Development Executive of the Year**

CKR Property Management, LLC, Houston, TX USA: Caroline Kane, CEO

GN ReSound, Bloomington, MN USA: Keith Lewis, Vice President of Business Development

LoftSmart, New York, NY USA: Felipe Beraldo, Senior Director of Business Development

National Journal, Washington, DC USA: Katie Collins, Chief Business Development Officer

#### **Business Development Professional of the Year**

Aflac, Inc., Columbus, GA USA: Virgil R. Miller, SVP, Chief Administrative Officer

Family Heritage Life Insurance Company of America, Broadview Heights, OH USA: Vincent Qurazzo, Product Manager, Business Development

MBX Systems, Libertyville, IL USA: Tina Adams, Director of Business Development

Studio Republic, Maroochydore, QLD, Australia: Traci Castle, Owner

# Business Development Achievement of the Year – Financial Services Industries

Garanti Bank, Istanbul, Turkey: Transportation Cards Top-up

John Hancock Financial Services, Boston, MA USA: JH MIRA – Bridging the Gap between Traditional and Digital

VakifBank, Istanbul, Turkey: VakifBank IBM SPSS Modeler VakifBank, Istanbul, Turkey: VakifBank Mobile Field Sales (MFS) Application

#### Business Development Achievement of the Year-Services Industries

Buyaka, Istanbul, Turkey: Buyaka Academy Istanbul Metropolitan Municipality, Istanbul, Turkey: IMM Dynamic Strategic Model

#### Business Development Achievement of the Year – Technology Industries

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Pushpay Holdings Limited, Redmond, WA USA: Pushpay – Personalized Customer Experience

#### Business Development Achievement of the Year – All Other Industries

Innovative Group, Miami, FL USA: Taking it to the MAX Response, Lindon, UT USA: Business Development Achievement

#### **NEW PRODUCT & SERVICE CATEGORIES**

#### **Business Intelligence Solution – New**

IBM, Armonk, NY USA: Achievement Payment Validation Tool

IBM, Armonk, NY USA: Holistic Incentive Plan Letter (IPL)
Deployment Management System

Preparis, Atlanta, GA USA: Preparis Mobile Application for Business Continuity

RizePoint, Salt Lake City, UT USA: RizePoint Launches Search-Driven Analytics

WNS (Holdings) Limited, Mumbai, India: WNS' BrandttitudeSM

#### **Business Intelligence Solution – New Version**

Etech Global Services, Nacogdoches, TX USA: Human Intelligence Meets Artificial Intelligence

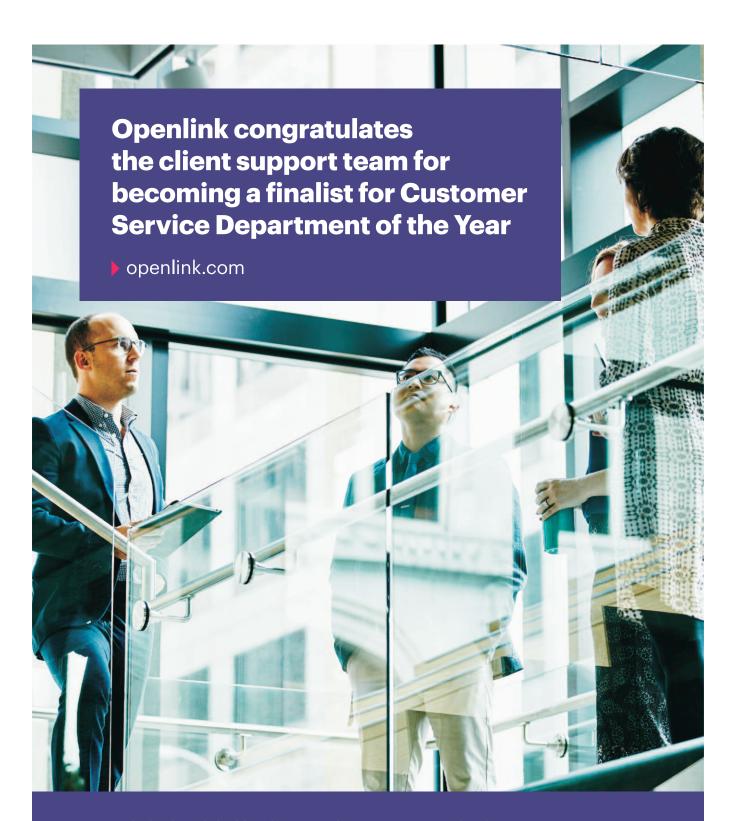
IBM, Armonk, NY USA: Inquiry Metrics & Management System on Watson Analytics

#### Collaboration Solution - New

DHL Express, Beirut, Lebanon: Time Stealers & Continuous Improvement, Customer Service

IBM, Armonk, NY USA: IBM Strategic Account Plan Program (ISAP)

John Hancock Financial Services, Boston, MA USA: Enhancing the customer experience through videos



Openlink, the global leader in trading, treasury and risk management solutions congratulates the client support team for becoming a finalist for Customer Service Department of the Year and Charles Eberhardt for becoming a finalist for Front-Line Customer Service Professional of the Year.



We make complex simple.



# NEW PRODUCT & SERVICE CATEGORIES—Continued

#### Collaboration Solution - New Version

John Hancock Financial Services, Boston, MA USA: Klapper Initiative

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#### **Contact Center Solution – New**

DHL Express El Salvador, La Libertad, El Salvador: 57/5000 Telemarketing for Customs Procedures from Contact Center

Moxie, San Bruno, CA USA: How Moxie® Concierge® KbotTM Cures the Contact Center Blues

Nuance Communications, Inc., Burlington, MA USA: Nuance and CallMiner Unite to Debut Unparalleled Customer Engagement Analytics

Resolver Inc., London, United Kingdom: Providing a clear, effective and positive path for customers to complain

#### Contact Center Solution – New Version

Convergys, Cincinnati, OH USA: Convergys Customer Interaction Hub, Featuring Customer Journey Analytics

Delta Vacations, Minot, ND USA: Delta Vacations Schedule Center

NewVoiceMedia, New York, NY USA: Product enhancements help businesses have more successful conversations with their customers

Talkdesk, San Francisco, CA USA: Talkdesk: The Intelligent Contact Center

Vocalcom, Paris, France: Vocalcom Cloud Contact Center V6

#### **Incentive Management Solution – New**

IBM, Armonk, NY USA: IBM Quota Deployment Scorecard IBM, Armonk, NY USA: Sales Incentives Design Module

#### Incentive Management Solution - New Version

GO Fuel Stations Inc, Istanbul, Turkey: GO New Generation Fuel Stations – Increasing Customer Engagement >> Increasing Sales

LLC Telecontact, Moscow, Russian Federation: Telecontact Incentive Management Solution

Xactly, San Jose, CA USA: Xactly Incent Sales Performance Management Suite

#### IVR or Web Service Solution - New

IBM, Armonk, NY USA: IBM XaaS Definition Tool

KT, Seoul, South Korea: Giga Genie 'Our Home Service Center'

Samsung Electronics America, Ridgefield Park, NJ USA: Supporting Samsung Customers through the Power of a Peer Expert Network

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#### IVR or Web Service Solution – New Version

Jacada, Atlanta, GA USA: Jacada Visual IVR

#### Marketing Solution - New

Citizens Bank, Providence, RI USA: Demonstrating Expertise to Drive Preference in Global Financial Markets: The Citizens Bank FiX Newsletter

CSA Travel Protection-Generali Global Assistance, San Diego, CA USA: CSA-Generali New Consumer-Direct Website

Pointillist, Boston, MA USA: Pointillist: Discover And Influence Your Customers' Journeys

#### Marketing Solution - New Version

First American Database Solutions, Santa Ana, CA USA: TitleFlex- Customer Service Marketing Solution

GO Fuel Stations Inc, Istanbul, Turkey: GO New Generation Fuel Stations – Increasing Customer Engagement >> Increasing Sales

HapYak Interactive Video, Boston, MA USA: HapYak Interactive Video Platform

VakifBank, Istanbul, Turkey: VakifBank Mobile Field Sales (MFS) Application

#### Relationship Management Solution – New

Gladly, San Francisco, CA USA: Gladly Customer Experience Platform

# Something not quite right here?

Maybe you're looking at your customer feedback the wrong way too.



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Proud to be working with industry leading brands...

Surveys filter out emotion, but the future lies in harnessing it. We're capturing the good, the bad and everything in between when it comes to customer experience.

surveys are no longer enough, customers are screaming for more. engagement. The world moves quickly and it won't stick to your time frames. Your opening hours and annual From recognizing your employee heroes to bringing emotion back, we're on a mission to transform customer Hundreds of the world's leading brands rely on us to proactively communicate and gather fast feedback.

# Customer Engagement with a Difference





# NEW PRODUCT & SERVICE CATEGORIES—Continued

#### Relationship Management Solution - New Version

HomeServe USA, Norwalk, CT USA: HomeServe Cares – Giving Back to our Partner Communities

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Impartner, Inc., South Jordan, UT USA: Impartner PRM Cements Position As Industry's Gold Standard

JobDiva, New York, NY USA: JobDiva: Helping Our Clients Succeed with Exciting New Tools

Oi Telecom, Rio de Janeiro, Brazil: Unique Screen: the innovation of convergent service

Pegasystems, Cambridge, MA USA: Pega Customer Decision Hub with T-Switch capability

#### Sales & Marketing Mobile Application – New

Stanley Black & Decker Türkiye, Istanbul, Turkey: Tradesmen of Turkey (Türkiyenin Ustalari Application)

#### Sales & Marketing Mobile Application – New Version

Allego, Needham, MA USA: Modern Training for On-the-Go Sales Teams

JobDiva, New York, NY USA: JobDiva: New Tools for Engaging with Consultants

Sales Partnerships, Inc., Broomfield, CO USA: SPI Territory Visualization Suite using GIS and AI

VakifBank, Istanbul, Turkey: VakifBank Mobile Field Sales (MFS) Application

#### Sales Automation Solution – New

IBM, Armonk, NY USA: Robotics Processing Automation for Pool Plan Creation

SalesboxAI, Houston, TX USA: SalesboxAI – AI for Sales and Marketing

#### Sales Automation Solution – New Version

SalesPreso, Melbourne, VIC, Australia: Customer presentations are broken; we've fixed them

SmartLinx Solutions, Edison, NJ USA: SmartLinx Solutions: Sales Automation Solution – New Version

#### Sales Enablement Solution - New

IBM, Armonk, NY USA: IBM Data Analytics and Insights for Sales Coverage

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Imparta Inc., Austin, TX USA: Imparta's Virtual Sales Academy

The SAVO Group, Chicago, IL USA: The SAVO Group

VMware, Palo Alto, CA USA: VMware

#### Sales Enablement Solution – New Version

Allego, Needham, MA USA: Transforming Sales Enablement with Mobile Video Technology

Bigtincan, Boston, MA USA: Bigtincan's Sales Enablement Automation Platform, Bigtincan Hub

ClearSlide, San Francisco, CA USA: ClearSlide's Orion Release

EXTRA Loyalty Solutions, Istanbul, Turkey:
GO | New Generation Fuel Stations Loyalty –
Increasing Customer Engagement >> Increasing Sales

Gage, Minneapolis, MN USA: Educate, Market & Reward: Introducing the Gage Channel Performance Suite

MindTickle, Sunnyvale, CA USA:
MindTickle – A Comprehensive Sales Readiness and
Enablement Solution

nThrive, Alpharetta, GA USA: nThrive Education

Ovidian, Chelmsford, MA USA: We Automate and Accelerate the Proposal Process, Helping Sales Teams Submit More Winning Proposals, Faster

SalesPreso, Melbourne, VIC, Australia: Empowering sales teams by automating their most time-consuming task – creating winning presentations

Seismic, San Diego, CA USA: Seismic

ServiceMax, Pleasanton, CA USA: ServiceMax

ServiceNow, Santa Clara, CA USA: ServiceNow

Zoomlnfo, Waltham, MA USA: Zoomlnfo's Salesforce Plug-In

#### Customer Service or Sales Book of the Year

Lotte Department Store, Seoul, South Korea: 2017 Lotte Department Store Chuseok Premium Collection



# The WORLDWIDE LEADER in network management software.\*

And now a recognized leader in support and customer success.\*\*



# NEW PRODUCT & SERVICE CATEGORIES—Continued

#### **Customer Service Training Product of the Year**

FIS Payments, Jacksonville, FL USA: Customer Service Quick Hits, FIS Payments

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Liveops, Phoenix, AZ USA: Skill Builder

MTM, Lake St. Louis, MO USA: MTM Training's Newest Training Product – Mobility Assessment Evaluator Training

SmartLinx Solutions, Edison, NJ USA: SmartLinx University

#### Sales Training Product of the Year

Imparta Inc., Austin, TX USA: Imparta's Virtual Sales Academy

ValueSelling Associates, Rancho Santa Fe, CA USA: ValueSelling Associates™ Vortex Prospecting™

Wilson Learning, Minneapolis, MN USA: Negotiating to Yes: Improving Profits, Strengthening Relationships

#### SOLUTION PROVIDER CATEGORIES

#### Sales Consulting Practice of the Year

The Brooks Group, Greensboro, NC USA
Guidebook, Inc., San Francisco, CA USA
Imparta Inc., Austin, TX USA
Janek Performance Group, Las Vegas, NV USA
JB Bush, Newport Beach, CA, USA
Value Prime Solutions, Rochester, NY, USA
Visualize, Inc., Birmingham, MI, USA

#### Sales Training Practice of the Year

The Brooks Group, Greensboro, NC USA
Carew International, Inc., Cincinnati, OH USA
Imparta Inc., Austin, TX USA
Janek Performance Group, Las Vegas, NV USA
JB Bush, Newport Beach, CA, USA
MarketBridge, Bethesda, MD USA
Nisbet Associates, Cambridge, United Kingdom

RAIN Group, Framingham, MA USA TTEC, Englewood, CO USA Value Prime Solutions, Rochester, NY, USA Visualize, Inc., Birmingham, MI, USA Wilson Learning, Minneapolis, MN USA

#### Sales Outsourcing Provider of the Year

Sales Partnerships, Inc., Broomfield, CO USA: Sales Partnerships Field Based Sales Outsourcing Through the Science of Sales

TTEC, Englewood, CO USA: Cross-Channel Strategies and Solutions to Increase Customer Lifetime Value

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VXI Global Solutions, Los Angeles, CA USA: Sales and Culture Training Increases Revenue Per Agent, Per Transaction

#### Incentive, Rewards, or Recognition Provider of the Year

EXTRA Loyalty Solutions, Istanbul, Turkey:

GO | New Generation Fuel Stations Loyalty –
Increasing Customer Engagement >> Increasing Sales

MarketBridge, Bethesda, MD USA: Implementation of well-timed creative rewards for clients

MTC Performance, Schaumburg, IL USA: MTC Performance's Pro Series Automated Sales Incentive Software

TTEC, Englewood, CO USA: Healthcare Provider Optimizes Training Through Gamification

# Customer Service or Call Center Consulting Practice of the Year

Prov International, Tampa, FL USA: Delivering As A Service solutions

TTEC, Englewood, CO USA: Delivering Concierge Services in Healthcare Through Enhanced Technology and Training

#### Customer Service or Call Center Training Practice of the Year

Concentrix, Fremont, CA USA: "Best in Class" Starts With "Best in Class" Training

iQor, St. Petersburg, FL USA: How to improve retention through PeaQ Performance Qoaching

TTEC, Englewood, CO USA: TTEC Combines Talent and Technology to Drive Training Excellence



Joe Mangiaracina, Vice President of Service

#### **Stewart, A Xerox Company**

# CONGRATULATES Joe Mangiaracina

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**Stewart, A Xerox Company** is one of the region's largest and most respected business technology consultancy firms specializing in the field of digital technology. We provide insight, expertise and a consultative approach to simplify the way customers use technology so that they can focus on what's most important: their business.



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#### **SOLUTION PROVIDER CATEGORIES**—*Continued*

# Sales or Customer Service Solutions Technology Partner of the Year

EFG Companies, Irving, TX USA: Technology Solutions for a B-to-B-to-C Business Model

Imparta Inc., Austin, TX USA: Sales, Sales through Service and Service training

John Hancock Financial Services, Boston, MA USA: RAS Team - Providing Creative Business Solutions and Exceptional Customer Service

Nuance Communications, Inc., Burlington, MA USA: Nuance Digital Engagement Platform Revolutionizes Customer Service, Engages Customers Anytime and Anywhere

Resolver Inc, London, United Kingdom: Smart technology for better outcomes in customer complaints

TTEC, Denver, CO USA: Seamless Touchpoint and Channel Interoperability Provides Enhanced Performance and Continuity

Vocalcom, Paris, France: Vocalcom Salesforce Edition

Warrantech, Bedford, TX USA: Warrantech FutureProof Protect – Connected Living Made Simple

# Contact Center or Customer Service Outsourcing Provider of the Year

60K Ltd., Sofia, Bulgaria

B2X Care Solutions, Munich, Germany

CGS, New York, NY USA

Liveops, Phoenix, AZ USA

OnProcess Technology, Ashland, MA USA

Prov International, Tampa, FL USA

TTEC, Englewood, CO USA

VXI Global Solutions, Los Angeles, CA USA

#### Leadership or Management Training Practice of the Year

Asurion, Nashville, TN USA: Masters Training and Development Program

Carew International, Inc., Cincinnati, OH USA

GoDaddy, Scottsdale, AZ USA:

GoDaddy - 2017 Leadership Summit

Wilson Learning, Minneapolis, MN USA

# **Upcoming Stevie® Awards Deadlines**

#### 2018 American Business Awards<sup>SM</sup>



The top business awards program in the U.S.A., recognizing achievement in every facet of the workplace.

Final Entry Deadline: March 14, 2018

#### 2018 Asia-Pacific Stevie® Awards



This Stevie Award program recognizes achievement at organizations in the 22 nations of the Asia-Pacific region.

Final Entry Deadline: March 14, 2018

#### 2018 International Business Awards<sup>sm</sup>



The world's top business awards program, open to all organizations worldwide.

**Early-bird Entry Deadline:** April 11, 2018

Learn More and Enter at <a href="https://www.StevieAwards.com">www.StevieAwards.com</a>



#### 7:40 pm Award Presentations

#### **SALES ACHIEVEMENT CATEGORIES**

#### Sales Turnaround of the Year

DHL Express Nigeria, Isolo, Lagos, Nigeria: DHL NG Sales

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IBM, Armonk, NY USA: Achieving Excellence in Distributed Software Product Introduction

Mondelez International Turkey, Kocaeli, Turkey: Localization of Gifting & Offering Business

#### Sales Growth Achievement of the Year – Banking & Insurance

GuideWell Connect, Jacksonville, FL USA: A Healthy Mouth Goes Beyond a Smile

VakifBank, Istanbul, Turkey: VakifBank Mobile Field Sales (MFS) Application

Yapi Kredi Bank, Istanbul, Turkey: Yapi Kredi Bank Customer Relations Center Sales Growth

#### Sales Growth Achievement of the Year - All Other Industries

Delta Vacations, Minot, ND USA: Delta Vacations Sales Growth

Firebird Tours, Ft Lauderdale, FL USA: Thank you 2017. Welcome 2018!

iHeartMedia, Inc., New York, NY USA: iHeartMedia National Inside Sales Growth Achievement

Makers Nutrition, Hauppauge, NY USA: Makers Nutrition Sales Growth Achievement

SoftPro, Raleigh, NC USA: SoftPro Sales Team Growth Achievement

# Best Use of Technology in Sales – Banking, Financial Services & Insurance

Garanti Bank, Istanbul, Turkey: STEP: A Seamless Workplace & Bank in a Tablet

Mercer Consumer, Des Moines, IA USA: Short-term Recovery Predictive Model

VakifBank, Istanbul, Turkey: VakifBank Mobile Field Sales (MFS) Application

#### Best Use of Technology in Sales - Business Services

MTC Performance, Schaumburg, IL USA: MTC Performance's Pro Series Automated Sales Incentive Software

nThrive, Alpharetta, GA USA: nThrive

Optymyze, Chester, PA USA: Optymyze Offers Blue Cross Blue Shield of Massachusetts Accuracy, Flexibility and Scalability

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- Sales Partnerships, Inc., Broomfield, CO USA: Big Data and Machine Learning Transforming Sales Recruiting
- Sales Partnerships, Inc., Broomfield, CO USA: GIS and Al Redefining Territory Management from Sales Partnerships
- TTEC, Englewood, CO USA: Integrating Advanced Analytics with Sales Expertise Yields Big Value for Clients

#### Best Use of Technology in Sales – All Other Industries

Adobe Systems Incorporated, San Jose, CA USA: Adobe: Data Technology to Reveal Untapped Opportunities

Delta Vacations, Minot, ND USA: Delta Vacations - Navigator

SAP America, Newtown Square, PA USA: Improving Account Executive Productivity with Deal Manager

Ultimate Software, Weston, FL USA: Ultimate Customer Success Portal Delivers Results with 80% Increase in Satisfaction

Zelis Payments, Clearwater, FL USA: Zelis Payments' Lead Management System Enhancements increase Sales and Decrease Churn

#### **Demand Generation Program of the Year**

Beyond Codes Inc., Simi Valley, CA USA: Beyond Codes' Demand Generation Program

GO Fuel Stations Inc., Istanbul, Turkey:
GO New Generation Fuel Stations – Increasing Customer
Engagement >> Increasing Sales

Mercer Consumer, Des Moines, IA USA: NEA CarePlus Video II

PowerSchool Group, LLC, Folsom, CA USA: Powering Demand-Gen with a Tour of the Future

WePay, a Chase company, Redwood City, CA USA: Reimagining Demand Generation Fundamentals When More Falls Short

#### **Outbound Marketing Program of the Year**

Mercer Consumer, Des Moines, IA USA: Dental Insurance Mailing

Mercer Consumer, Des Moines, IA USA: SUV Auto/Home Oversized Postcard Self-Mailer

Outsell, Minneapolis, MN, and DSplus, New York, NY USA: 2018 Toyota C-HR Launch Campaign



#### SALES ACHIEVEMENT CATEGORIES - Continued

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#### **Inbound Marketing Program of the Year**

Birevim A.S., Istanbul, Turkey: Birevim A.S. Inbound Marketing Program

Mercer Consumer, Des Moines, IA USA: Long-Term Care Mailing

WePay, a Chase company, Redwood City, CA USA: Thinking Bigger & Better When More Inbound Fails

Wyndham Vacation Ownership, Orlando, FL USA: In-Bound Call Transfer Program

#### Sales Process of the Year

DISH Network, Roseland, NJ USA: DISH Direct Sales

GuideWell Connect, Jacksonville, FL USA: Operating Precision: Not just for Surgeons

NCR Corporation, Duluth, GA, USA: Driving Adoption Through Six Workstreams

sahibinden.com, Istanbul, Turkey: PUSULA

Sales Partnerships, Inc., Broomfield, CO USA: The Science of Sales with Sales Partnerships

SAP America, Newtown Square, PA USA: Managing Pipeline Health to Ensure Success

Yapi Kredi Bank, Istanbul, Turkey: Yapi Kredi Bank Call Center Personal Loan Direct Sales

#### Sales Training or Coaching Program of the Year – Business Services Industries

Advantexe Learning Solutions, West Conshocken, PA USA: Developing empathy skills to build long-term customer relationships

Bloomfire, Austin, TX USA: Turn Insights Into Action With Bloomfire's Insights Platform

iHeartMedia, Inc., New York, NY USA: iHeartMedia National Inside Sales Training and Coaching Program

iProspect, Boston, MA USA with Richardson, Philadelphia, PA USA: iProspect Implements Agile, Scalable, and Highly Relevant Sales Program to Gain Results

RAIN Group, Framingham, MA USA: cStor wins significantly more sales, improves profit margin, and increases productivity

#### Sales Training or Coaching Program of the Year – Other Service Industries

Bloomfire, Austin, TX USA: How Bloomfire Knowledge Sharing Platform Make Financial Advisor Training More Effective

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Forrest Performance Group (FPG), Fort Worth, TX USA: FPG's Sales Training or Coaching Program: Service Unleashed

GuideWell Connect, Jacksonville, FL USA: Shopping is the Secret to Our Success

Invenio Solutions, Austin, TX USA: Inveniology – Invenio's Proprietary Approach to the Science of Sales

Mondelez International Turkey, Kocaeli, Turkey: The Game for 6 Steps of A Call

NCR Corporation, Duluth, GA, USA: Six Workstreams with a Single Focus

#### Sales Training or Coaching Program of the Year – Technology Industries

IBM, Armonk, NY USA: IBM Accelerate – Becoming Agile and Excellence in Training Delivery

IBM, Armonk, NY USA: Sales Incentives Workshop

ServiceNow, Santa Clara, CA: "Elevate"

VMware, Palo Alto, CA USA: Solution Architect (SA) Training

#### Sales Training or Coaching Program of the Year – All Other Industries

Bausch and Lomb, Rochester, NY USA with Richardson, Philadelphia, PA USA: New Selling Approach for Bausch + Lomb Results in 11% Increase in Market Share

Bridgestone Americas & SweetRush, Nashville, TN & San Francisco, CA USA: Bridgestone Education Network: Winning the Hearts and Minds of a Non-Captive Sales Training Audience

HUB International, Chicago, IL USA: HUB Sales Force Development's Path to Validation Program

Marine Corps Recruiting Command, Quantico Station, VA USA: National Training Team, Marine Corps Recruiting Command

UNIQ Training and Consultancy, Istanbul, Turkey: UNIQ Training and Consultancy



#### SALES ACHIEVEMENT CATEGORIES - Continued

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#### Sales Meeting of the Year

Netchex, Covington, LA USA: Netchex's Netconnect Rocks the '80s

Western & Southern Life, Cincinnati, OH USA: 2017 Leaders Sales Meeting, Maui, HI

Zelis Healthcare, Bedminster, NJ USA: Zelis Healthcare's 2017 Client Forum – Accelerating Together

#### Award for Innovation in Sales – Business Services Industries

Alliance Data, Columbus, OH USA: Frictionless Mobile Credit

Sales Partnerships, Inc., Broomfield, CO USA: Sales Partnerships Innovating Sales Recruiting using Big Data and Al

#### Award for Innovation in Sales – Other Service Industries

nThrive, Alpharetta, GA USA: nThrive Strategic Solutions Warrantech, Bedford, TX USA: Warrantech FutureProof Protect

Wyndham Vacation Ownership, Orlando, FL USA: Wyndham Rewards Points Pack

#### Award for Innovation in Sales – Technology Industries

Apttus, San Mateo, CA USA: Apttus Max – World's 1st Quote-to-Cash Intelligent Agent

IBM, Armonk, NY USA: ASK Watson Incentives Cognitive Chatbot

SAP, Newtown Square, PA USA: SAP's Leading Sales Transformation Masters Program

Sungard Availability Services, Wayne, PA USA: Sungard AS's Deal Management System accelerates deal execution times by 40%, improves accuracy

#### Award for Innovation in Sales - All Other Industries

Birevim A.S., Istanbul, Turkey: Birevim A.S. Innovation in Sales

EMKAY Inc, Itasca, IL USA: A Comprehensive Guide to Constructing a Corporate Fleet

M Partners Ltd, South Godstone, Surrey, United Kingdom: Cost of Ownership not Machine Price

SomethingNew, LLC, Madison, CT USA:
You have to be constantly innovative when your company name is SomethingNew!

#### **SALES INDIVIDUAL CATEGORIES**

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#### Senior Sales Executive of the Year

Apttus, San Mateo, CA USA: Kent Perkocha, Chief Customer Officer

etouches, Norwalk, CT USA: Kathleen Roberge, Chief Revenue Officer

Makers Nutrition, Hauppauge, NY USA: Patrick Gillespie, VP-Sales

nThrive, Alpharetta, GA USA: Trace Hicks, VP of Sales, Northeast Zone

Sales Partnerships, Inc., Broomfield, CO USA: Fred Kessler, Chief Sales Officer

Simpson Healthcare Executives, LLC, Old Lyme, CT USA: Neil Malloy, EVP Global Strategy and Business Development

Urban Airship, Portland, OR USA: Eric Holmen – SVP Worldwide Sales and Demand

Wyndham Vacation Ownership, Orlando, FL USA: Jason Barnhill, Vice President, Sales & Marketing

#### Worldwide Sales Executive of the Year

Apttus, San Mateo, CA USA: Kamal Ahluwalia, Chief Revenue Officer

#### **National Sales Executive of the Year**

GN ReSound, Bloomington, MN USA: Mikkel Knudsen, VP of Sales

iHeartMedia, Inc., New York, NY USA: Matt Loyd, National Media Consultant

Makers Nutrition, Hauppauge, NY USA: Patrick Gillespie, VP-Sales

NCR Corporation, Duluth, GA, USA: Eric Schoch, VP/GM North America Retail

Orion Advisor Services, Omaha, NE USA: Todd Bertucci, VP of Institutional Business Development

Sales Partnerships, Inc., Broomfield, CO USA: Gene Higby, VP of Client Services and Sales



#### SALES INDIVIDUAL CATEGORIES - Continued

#### Sales Director of the Year

Bolt On Technology, Southampton, PA USA: Frank Dragoni, Director of Sales

Farbman Group, Southfield, MI USA: Michael Kalil, Director of Brokerage and COO

FieldEdge, Atlanta, GA USA: Cassie Fields, Director of Sales

iHeartMedia, Inc., New York, NY USA: Nathan Nicholson, Director of Sales

InfinityQS International, Inc., Fairfax, VA USA: John Hicks, Head of Sales

Lucid, South Jordan, UT USA: Peter Chun, VP, Inside Sales

RT Edgar Hawthorn, Kew, VIC, Australia: Glen Coutinho, Director

Sales Partnerships, Inc., Broomfield, CO USA: Brian Duxbury, Sales Director

Wyndham Vacation Ownership, Orlando, FL USA: Eric Ellis, Regional Director of Sales Projects

#### Sales Manager of the Year

Bernard BPO Jacksonville, FL USA: Michael Johnson

Quality 1st Basement Systems, Cliffwood, NJ USA: Dan McNally

Sales Partnerships, Inc., Broomfield, CO USA: Holly Derrick

#### Sales Operations Professional of the Year

FIS Payments, Jacksonville, FL USA: Leah Middlebrook, FIS Payments' International Sales Support

iHeartMedia, Inc., New York, NY USA: Heather Glenday, Manager, National Media Consultant

nThrive, Alpharetta, GA USA: Trace Hicks, VP Sales, NE Zone

Orion Advisor Services, Omaha, NE USA: Robin Danahy, Sales Administrator

#### Sales Training or Education Leader of the Year

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FIS, Jacksonville, FL USA:
Alison Cromer, Global Sales Learning Team

GN ReSound, Bloomington, MN USA: Sarah Klett, Director of Training

iHeartMedia, Inc., New York, NY USA: Hector Zuklic, Inside Sales Training Specialist

NCR Corporation, Duluth, GA USA: Julie Betts, Global Learning Leader

Sales Partnerships, Inc., Broomfield, CO USA: Jeff Valentine, Sales Training Leader

ServiceMax, Pleasanton, CA USA:

Bob Kruzner, Director of Sales Enablement

Wyndham Vacation Ownership, Orlando, FL USA: Amy Tyndall, Director, Training

#### Sales Representative of the Year – Business Services Industries

DHL Express Nigeria, Isolo, Lagos, Nigeria: Enobong Joe, DHL NG Sales Representative

Makers Nutrition, Hauppauge, NY USA: Sal Ciaccio, Sales Representative

#### Sales Representative of the Year – Other Services Industries

Delta Vacations, Minot, ND USA: Jackie Hildenbrand, Sales Representative

Delta Vacations, Minot, ND USA: Robin Langford, Sales Representative

DHL Express Nigeria, Isolo, Lagos, Nigeria: Charles Archibong, DHL NG Sales Representative

Sales Partnerships, Inc., Broomfield, CO USA: Duncan Walsh, Merchant Account Superstar

Wyndham Vacation Ownership, Orlando, FL USA: Simon Saliba, Sales Representative

#### Sales Representative of the Year – All Other Industries

Bernard BPO Jacksonville, FL USA: Jennifer Ashby HomeServe USA, Norwalk, CT USA: Ashley Shiwarsk



#### **SALES DISTINCTION CATEGORIES**

#### Sales Distinction of the Year - Computer Software

Intermedia, Mountain View, CA USA: Intermedia's new sales structure ignites record company growth

Social Sentinel, Inc.; Burlington, VT USA: Social Sentinel – A Success Story

SoftPro, Raleigh, NC USA: SoftPro Sales Team Distinction

#### Sales Distinction of the Year – Distribution & Transportation

DHL Express, Beirut, Lebanon: DHL Express Tripoli Service Point

#### Sales Distinction of the Year – Financial Services

Birevim A.S., Istanbul, Turkey: Birevim A.S. Sales Distinction

Sales Partnerships, Inc., Broomfield, CO USA: Sales Partnerships Financial Services Sales Teams Grow to \$2B in Sales

#### Sales Distinction of the Year - Hospitality & Tourism

Delta Vacations, Minot, ND USA:
Delta Vacations Sales Distinction

#### Sales Distinction of the Year – Industrial & Manufacturing

M Partners Ltd, South Godstone, Surrey, United Kingdom: Real Cost of Ownership

#### Sales Distinction of the Year - All Other Industries

EMKAY Inc, Itasca, IL USA: Fleet Management Company Signs Manufacturing Powerhouse Tesla

Sales Partnerships, Inc., Broomfield, CO USA: Sales Partnerships Lighting Up Results for Solar Sales

#### **SALES TEAM CATEGORIES**

#### Global Sales Team of the Year

LabRoots, Yorba Linda, CA USA: LabRoots Global Sales Team

Sterling Talent Solutions, New York, NY USA: Sterling Talent Solutions Global Sales Team

#### **National Sales Team of the Year**

Allianz Global Assistance, Richmond, VA USA

DISH Network, Roseland, NJ USA: DISH Direct Sales

Empyrean Benefit Solutions, Inc., Houston, TX USA: Successfully Driving Record Sales Growth in a Challenging Industry GN Hearing, Bloomington, MN USA: Moving Parts Unify to Deliver Record Sales Results

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nThrive, Alpharetta, GA USA: National Sales Team

sahibinden.com, Istanbul, Turkey: S Team

Sales Partnerships, Inc., Broomfield, CO USA: Sales Partnerships National Sales Force

Simpson Healthcare Executives, LLC, Old Lyme, CT USA: Simpson Healthcare Executives National Sales Team

SoftPro, Raleigh, NC USA: SoftPro Sales Team Sets a New Benchmark for Success

USHEALTH Advisors, LLC, Grapevine, TX USA: USHEALTH Advisors continues to dominate with a combination of affordability and flexibility

#### **Government Sales Team of the Year**

FIS Payments, Jacksonville, FL USA: FIS Payments' Government Sales Team – EBT/EFT Team

GN ReSound, Bloomington, MN USA: GN ReSound's Government Sales Team: Creatively Carving out New Paths to Growth on Heels of Unforeseen Challenges

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#### Field Sales Team of the Year

BNP Paribas Cardif Turkey, Istanbul, Turkey: Re-design of Sales Force with Segment Based Service Approach

Legal Resources, Virginia Beach, VA USA: Legal Resources Field Sales Team – The Standard for Service

Sales Partnerships, Inc., Broomfield, CO USA: Sales Partnerships Field Sales Leaders

Wyndham Vacation Ownership, Orlando, FL USA: Specialist Presenter Team

#### Telesales Team of the Year

DISH Network, Roseland, NJ USA: DISH Direct Sales

iHeartMedia, Inc., New York, NY USA: iHeartMedia National Inside Sales

UPMC Health Plan, Pittsburgh, PA USA: UPMC Health Plan Medicare Telesales Team: Leveraging Passion and Innovation for Sales Results

VXI Global Solutions, Los Angeles, CA USA: Sales and Culture Training Increases Revenue Per Agent, Per Transaction

Zelis Payments, Clearwater, FL USA: Zelis Payments Inside Sales: Transforming from Call Center to Consultative Mindset Yields a YOY Increase



#### SALES TEAM CATEGORIES—Continued

#### Online Sales Team of the Year

BNP Paribas Cardif Turkey, Istanbul, Turkey: Online Insurance Policy and Pension Sales via Tablet

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Comcast, Philadelphia, PA USA: Comcast's Online Sales Team Transforms the Customer Journey

DrugTestsInBulk.com, West Hills, CA USA: 'Online Sales' is About Understanding Our Customer. We Listen,We Apply,We Grow!

GuideWell Connect, Jacksonville, FL USA: A Healthy Mouth Goes Beyond a Smile

#### Sales Support Team of the Year – Business Services Industries

IBM, Tokyo, Japan: STS Support in Efficiency of Sales Activities for Growing

iHeartMedia, Inc., New York, NY USA: iHeartMedia National Inside Sales Coordinators

#### Sales Support Team of the Year – Other Service Industries

FIS, Jacksonville, FL USA: FIS Global Sales Enablement Team

GN ReSound, Bloomington, MN USA:

GN ReSound's Strategic Sales Investment Bolsters Performance, Sets Records

#### Sales Support Team of the Year - Technology Industries

IBM, Armonk, NY USA: IBM Sales Transaction Support Team Accelerates Agile Adoption

IBM, Armonk, NY USA: Process automation for client unique invoice in Japan

IBM, Armonk, NY USA: RPA BotCamp - start small grow big

IBM, Armonk, NY USA: Sales Scheme Optimization for IBM Bluemix® Infrastructure in Japan

IBM, Tokyo, Japan: IBM Japan – Enabling Contract Negotiation with Contract Reference empowered by Watson

#### Sales Support Team of the Year – All Other Industries

GuideWell Connect, Jacksonville, FL USA: Racing to the Finish Line

#### Sales Operations Team of the Year

DISH Network, Roseland, NJ USA: DISH Direct Sales

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GuideWell Connect, Jacksonville, FL USA: Operating Precision: Not just for Surgeons

GuideWell Connect, Jacksonville, FL USA: Building a Better Mouse Trap

HomeServe USA, Norwalk, CT USA: Delivering Sales Excellence – People not Products

iHeartMedia, Inc., New York, NY USA: iHeartMedia National Inside Sales Coordinators

nThrive, Alpharetta, GA USA: nThrive Sales Operations Team

Sales Partnerships, Inc., Broomfield, CO USA: Sales Partnerships Operational Excellence

SAP America, Newtown Square, PA USA: Creating and Running a Successful Global Sales Operations Model

VXI Global Solutions, Los Angeles, CA USA: Sales and Culture Training Increases Revenue Per Agent, Per Transaction

# Virtual Technology Sales Enablement and Pre-sales Team of the Year

Cisco Systems, Inc., San Jose, CA USA: Cisco Global Virtual Engineering (GVE) Organization

Empyrean Benefit Solutions, Inc., Houston, TX USA: Rethinking Strategies to Exceed Goals

#### Sales Management Team of the Year

DHL Express Oman, Muscat, Oman: Country Commercial Management Team-Oman

EFG Companies, Irving, TX USA:
Achieving Sales Growth Through Client Engagement

iHeartMedia, Inc., New York, NY USA: iHeartMedia National Inside Sales Management Team

NCR Corporation, Duluth, GA, USA: NCR Corporation Sales Management Team

Warrantech, Bedford, TX USA: Warrantech Sales Team Creates FutureProof Protect – Connected Living Made Simple



## CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

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### Front-Line Customer Service Professional of the Year – Business Services Industries

Runzheimer, Waterford, WI USA: Mardell Cook: Exceptional Customer Care

V Digital Services, Phoenix, AZ USA: Megan Esposito, Senior Account Manager

### Front-Line Customer Service Professional of the Year – Financial Services Industries

AllClear ID, Austin, TX USA: Henry Vines, Licensed Fraud Investigator

Allianz Global Assistance, Richmond, VA USA: Greg Smith, Call Center Sales Specialist

#### Front-Line Customer Service Professional of the Year – Other Service Industries

American Airlines, Ft. Worth, TX USA: Gloria "Maytee" Miller, Customer Relations Representative

Delta Vacations, Minot, ND USA: Rob Hoffart, Advanced Support Representative

Farbman Group, Southfield, MI USA: Christina Dibartolomeo, Vice President of Client Relations

HomeServe USA, Norwalk, CT USA: TaNesha Townsend – Caring for Customers Stronger than any Hurricane!

Kansas Turnpike Authority, Wichita, KS USA: Heather Kord, Customer Service Extraordinaire

Sun Basket, San Jose, CA USA: Fulgencio Eres, Front-Line Customer Service Professional

Sun Basket, San Jose, CA USA: Elena Gatmaltan, Front-Line Customer Service Professional

Wyndham Vacation Ownership, Orlando, FL USA: Megan Picard, Representative, Vacation Planning Center

### Front-Line Customer Service Professional of the Year – Technology Industries

Carbonite, Inc., Lewiston, ME USA: Mitchell Nemeth: Taking Customer Service to a New Level!

eMoney Advisor, LLC, Radnor, PA USA: Teale McIntosh, Success Coach

MetTel, New York, NY USA: MetTel's Meagan Abeltin Raises the Bar, Over and Over Again

Mitsubishi Electric US, Inc, Visual and Imaging Systems Division, Cypress, CA USA: Ken Reddick, Priority Support

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Network Alliance, Inc., Reston, VA USA: Corey Orr, Help Desk Analyst

Openlink Financial, Uniondale, NY USA: Charles Eberhardt Champions World-Class Customer Experience at Openlink

Park Place Technologies, Cleveland, OH USA: Mitch Cambareri, Advanced Engineer

PlanGrid, San Francisco, CA USA: Crystal Ross: Putting the "Hero" in Customer Support Hero

SmartLinx Solutions, Edison, NJ USA:
Brandon Tahquette, Customer Support Specialist

#### Front-Line Customer Service Professional of the Year – All Other Industries

Albridge, Pennington, NJ USA: Newry Bannish, Senior Client Services Representative

Delta Air Lines, Atlanta, GA USA: Bev Griffith, CVG Customer Experience Specialist

Delta Air Lines, Atlanta, GA USA:
Cisley Webster, ATL Customer Experience Specialist

Delta Air Lines, Atlanta, GA USA:
Joann Gibler, MSP Premium Sales & Service

Delta Air Lines, Atlanta, GA USA: Katie Suitter, MSP Premium Sales & Service Specialist

Delta Air Lines, Atlanta, GA USA:
Kristen Kimber – SLC Premium Sales & Service,
Tina Hsu – Executive Sales & Service Specialist

Delta Air Lines, Atlanta, GA USA: Rachel Padur, CVG Customer Experience Specialist Brand Advisor

Delta Air Lines, Atlanta, GA USA: Tara Stroman, ATL Brand Advisor Reserve

Delta Defense, West Bend, WI USA: Chantal Schroer: "Lightning fast Service; Thunderous Empathy"

DHL Express South Africa, Johannesburg, South Africa: Andile Nhlapo, Customer Service Professional

VIZIO Inc., Irvine, CA USA: The Curious Case of Lucas Boddy

#### Back-Office Customer Service Professional of the Year – Business Services Industries

DiCentral Corporation, Houston, TX USA: Kayla Adair, EDI Onboarding and Connections Lead



#### Back-Office Customer Service Professional of the Year – Financial Services Industries

CSA Travel Protection-Generali Global Assistance, San Diego, CA USA: CSA-Generali's Lupe Zepeda, Back-Office Customer Service Professional

FIS Payments, Jacksonville, FL USA: Christine Mejia, Senior Director for Center of Excellence Team, FIS Payments

Mass Mutual Life Insurance Company, Springfield, MA USA: Enrico Hamilton, Back-Office Customer Service Professional

Mass Mutual Life Insurance Company, Springfield, MA USA: Ryan Vigil – Back Office Service Professional

#### Back-Office Customer Service Professional of the Year – Other Service Industries

Flight Centre, Montvale, NJ USA: Colleen Eaton, Corporate Applications Support Analyst with Corporate Solutions at FCM

Sun Basket, San Jose, CA USA:
Johnny Vu – Back-Office Customer Service Professional

Wyndham Vacation Ownership, Orlando, FL USA: Judy House, Administrative Assistant

### Back-Office Customer Service Professional of the Year – Technology Industries

Carbonite, Inc., Lewiston, ME USA: Becky Allen: Customer Care's Source of Strength, Agility and Execution

eMoney Advisor, LLC, Radnor, PA USA: Melissa Houlemarde, Operations Specialist

### Back-Office Customer Service Professional of the Year – All Other Industries

DHL Express Peru, Lima, Perú: El Empleado del Año 2017 DHL Express: Cesar Batallanos

DHL Express South Africa, Johannesburg, South Africa: Chad Vaughn, Key Accounts Executive

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Ms. Nhi, Customer Care Advisor – Rise the voice of
customer centricity values

HomeServe USA, Norwalk, CT USA: Monica Edelen – Maximizing Collection Rates that Benefits Consumers

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Vivint Solar, Lehi, UT USA: Anna Hales, Training Lead

Vivint Solar, Lehi, UT USA:

Charles Machinski, Quality Assurance Auditor

VIZIO Inc., Irvine, CA USA: Vanessa 'The Kraken' Kranig, International Service Coordinator

#### Young Customer Service Professional of the Year – Business Services Industries

Runzheimer, Waterford, WI USA: Trevor "Exceed Customer Expectations" Doetsch

V Digital Services, Phoenix, AZ USA: Pablo Villalpando, SEO Specialist

### Young Customer Service Professional of the Year – Other Service Industries

Sun Basket, San Jose, CA USA:
Kim Ngan Lam – Young Customer Service Professional
Sun Basket, San Jose, CA USA:

Kristen Barnes - Young Customer Service Professional

### Young Customer Service Professional of the Year – Technology Industries

eMoney Advisor, LLC, Radnor, PA USA: Danielle White, Success Coach

Securus Technologies, Dallas, TX USA: Zelperita Jackson, Customer Service Manager

SmartLinx Solutions, Edison, NJ USA:
Thomas VanAntwerp, Customer Support Team Leader

#### Young Customer Service Professional of the Year – All Other Industries

DHL Express, Nairobi, Kenya:
Albert Nganga, Certified International Specialist

DHL Express South Africa, Johannesburg, South Africa: Busisiwe Tshabalala, Frontline Supervisor

Vivint Solar, Lehi, UT USA: Cory Bobrowski, Default Manager

VIZIO Inc., Irvine, CA USA:

Justin Chilton has a 'quick question'

VIZIO Inc., Irvine, CA USA: Whitney McAlexander, Young Customer Service Professional



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#### **Customer Service Manager of the Year – Transportation**

Delta Air Lines, Atlanta, GA USA:
Marlon Carter, SLC Customer Service Manager

DHL Express Zimbabwe, Bulawayo, Zimbabwe: Vee Rwodzi, Head of Customer Service

DHL International (Zambia) Limited, Lusaka, Zambia: Siamatendu Konayuma, Zambia CS Manager 2017

#### **Customer Service Manager of the Year – All Other Industries**

Carbonite, Inc., Lewiston, ME USA: John Marshall: Self-Service Hero

Donan, Louisville, KY USA: Amanda Prewitt, Client Services Manager

FIS Payments, Jacksonville, FL USA: Jenniffer Brazon, AVP of Dispute & Chargeback Services, FIS Payments

Flight Centre, Montvale, NJ USA: Marisol Marzette, Team Leader, Corporate Solutions Team

Overstock.com, Midvale, UT USA:
Tyler Gardner, Customer Service Manager

Rimini Street, Inc. Las Vegas, NV USA: Jennifer Perry, Leading a Global SAP Support Team to Provide World-Class Customer Service

Studio Republic, Maroochydore, QLD, Australia: Lana Turner, Customer Service Manager

Sun Basket, San Jose, CA USA: Jon Ngo, Customer Service Manager

VIZIO Inc., Irvine, CA USA: Leah Anderson, Service and Support Team Supervisor

#### Customer Service Leader of the Year – Computer Software Industry

Bolt On Technology, Southampton, PA USA: Wilmarie Perez, Customer Service Leader

Carbonite, Inc., Lewiston, ME USA: Robert Frost, Vice President

Druva Inc., Sunnyvale, CA USA: Sunil Wadhwa – Druva's Fearless Leader

Rimini Street, Inc. Las Vegas, NV USA: Craig Mackereth, Group Vice President of Global Application Support

#### Customer Service Leader of the Year – Transportation Industry

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Delta Air Lines, Atlanta, GA USA: KarolRae Rokala – IRC Customer Experience Global Ticketing Specialist

DHL Express Bangladesh, Dhaka, Bangladesh: Mahmud Bin Alam, National CS Manager

DHL Express, Nairobi, Kenya: Jane Karugi, Head of Customer Service

#### Customer Service Leader of the Year – All Other Industries

ARIIX, Bountiful, UT USA:

Cameron Bott, Vice President of Partner Support

FIS Payments, Jacksonville, FL USA: Brian O'Neill, SVP & Chief Client Officer, FIS Payments

Mass Mutual Life Insurance Company, Springfield, MA USA: Marilyn Edstrom, Customer Service Leader

Overstock.com, Midvale, UT USA: Brian Popelka, Customer Service Leader

Stewart, A Xerox Company, Mount Laurel, NJ USA: Joe Mangiaracina, Customer Service Leader

Sun Basket, San Jose, CA USA: Shawn Satterfield, SNR Operations Manager

VIZIO Inc., Irvine, CA USA: Derek Teut, Senior Director of Support

#### **Contact Center Professional of the Year**

Allianz Global Assistance, Richmond, VA USA: Greg Smith, Call Center Sales Specialist

Carbonite, Inc., Lewiston, ME USA: Marshall Milinazzo,: Leader in Call Center Optimization and Product Focus

DHL Express South Africa, Johannesburg, South Africa: Thabiso Aphane, Business Support Analyst

HomeServe USA, Norwalk, CT USA: Jimmy Patterson – Passionately Leading our People to Service Excellence

VIZIO Inc., Irvine, CA USA:

Drew Goodell-Rains, Administrator of the VIZIO KBase

Wyndham Vacation Ownership, Orlando, FL USA: Dulce Garcia, Contact Center Representative

#### **Contact Center Manager of the Year**

Carbonite, Inc., Lewiston, ME USA: Kevin Bechard: A True Manager and Leader

VIZIO Inc., Irvine, CA USA: JB Pettiecord - Simply the Best



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#### **Contact Center Leader of the Year**

Albridge, Pennington, NJ USA: Natasha Horn, Vice President

Carbonite, Inc., Lewiston, ME USA:

Laurie Danforth: A True Contact Center Leader!

Delta Vacations, Minot, ND USA: Shelley Knight, Vice President, Customer Engagement Center (CEC)

FIS Payments, Jacksonville, FL USA: Barbara Hunter, VP Dispute and Chargeback Services, FIS Payments

OptumRx, Costa Mesa, CA USA: Richard Gross, Call Center Director

Response, Lindon, UT USA: Kent North, Executive Vice President

VIZIO Inc., Irvine, CA USA: Scott Patten, Senior Vice President of Support

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: John Bailey, Vice President

## CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

### Customer Service Team of the Year – Recovery Situation – Financial Services Industries

Assurant, Atlanta, GA USA:

Helping Homeowners Recover Quickly From a Disaster

InsureMyTrip, Warwick, RI USA: Team recovers \$1M in delayed or denied travel insurance claims through Anytime Advocates© program

John Hancock Financial Services, Boston, MA USA: Aligning Partnerships and Locations

John Hancock Financial Services, Boston, MA USA: A Business Unit Ripe for Change!

Seven Corners, Carmel, IN USA: Turn-Around of Customer Service

#### Customer Service Team of the Year – Recovery Situation – Other Service Industries

Arzum, Istanbul, Turkey:

After Sales Services Operational Renewal

DHL Express, Bucharest, Romania: DHL Romania Customer Service Engagement & Turnover Recovery 2017

UPMC Health Plan, Pittsburgh, PA USA: UPMC Member Services Team

### Customer Service Team of the Year – Recovery Situation – Technology Industries

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BlueCat Networks, Toronto, ON Canada: BlueCat's Smart Meter Recovery

Dell Technologies, Round Rock, TX USA: Dell's Social Media Support

VIPRE Security, Clearwater, FL USA: VIPRE Security Incident Response Team

### Customer Service Team of the Year – Recovery Situation – All Other Industries

Cross Country Home Services, Fort Lauderdale, FL USA: Cross Country Home Services Beats the Summer Heat & Delivers Customer Service Excellence in 2017

DHL Express Honduras, San Pedro Sula, Cortes, Honduras: Great Service Recovery in Difficult Times

DHL Express Vietnam, Ho Chi Minh City, Vietnam: Passion for Excellence and reliability in any situation

First American Database Solutions, Santa Ana, CA USA: The Importance of SOPs, CRM and Organized Workflow in Client Services

Hisense USA Corporation, Suwanee, GA USA: Hisense USA Service Team

VIZIO Inc., Irvine, CA USA: VIZIO Executive Resolution Team – Offering options to reach a resolution in a Recovery Situation

### Customer Service Complaints Team of the Year – Financial Services Industries

FIS Payments, Jacksonville, FL USA:
FIS Payments' Customer Service Complaints Team –
Dispute & Chargeback Services

Future Generali India Insurance Company Ltd., Mumbai, India: Grievance-Management & Beyond

InsureMyTrip, Warwick, RI USA: Team recovers \$1M in delayed or denied travel insurance claims through Anytime Advocates© program

John Hancock Financial Services, Boston, MA USA: Customer Service Driving Reputation and Sales

Mr. Cooper, Dallas, TX USA:

The New Way of Handling Customer Complaints

Social Finance, San Francisco, CA USA: The SoFi Sharks



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#### Customer Service Complaints Team of the Year – Other Service Industries

American Airlines, Ft. Worth, TX USA: Michelle Wanzo and Donna Turilli of Customer Relations' "Elevation Team"

DHL Express UK Ltd, Castle Donington, Derbyshire, United Kingdom: DHL Express UK Delivery & Logistics Team

NorthStar Home, Orem, UT USA: NorthStar Home Complaints Team

#### Customer Service Complaints Team of the Year – Technology Industries

Carbonite, Inc., Lewiston, ME USA: Carbonite Service Recovery Unit: No Customer Left Behind!

Securus Technologies, Dallas, TX USA: Securus Technologies' Corporate Escalations Team

#### Customer Service Complaints Team of the Year – All Other Industries

DHL Express Ecuador, Quito, Ecuador:
DHL Express Ecuador Customer Service Complaints Team

DHL Express South Africa, Johannesburg, South Africa: Customer Service Complaints Team

HomeServe USA, Norwalk, CT USA: Customer Advocacy – Offering Real Time Resolutions when Customers are in Need

Vivint Solar, Lehi, UT USA: ERT – Executive Resolutions Team

VIZIO Inc., Irvine, CA USA: VIZIO's Executive Resolution Team

#### Front-Line Customer Service Team of the Year – Business Services Industries

AnswerPro Limited, Mission, KS USA: Live operators offer customized answering services 365 days a year.

FreshBooks, Toronto, ON, Canada: Investing in Rockstar Happiness to Create Extraordinary Experiences

Runzheimer, Waterford, WI USA: Exceeding Industry Standards to Deliver Best Customer Service

#### Front-Line Customer Service Team of the Year – Financial Services Industries – Less than 100 Employees

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AllClear ID, Austin, TX USA:
AllClear ID's Fraud Investigations Team

Divido, London, United Kingdom: Divido's Amazing Client Success Team

#### Front-Line Customer Service Team of the Year – Financial Services Industries – 100 or More Employees

Allianz Global Assistance, Richmond, VA USA: Allianz Global Assistance Front-Line Customer Service Team

GuideWell Connect, Jacksonville, FL USA: Saving Time + Saving Money = Customer Delight

Intelenet Global Services, Mumbai, India: Success Story of Team Barclaycard at Intelenet: End to End Cards Management Value Chain

John Hancock Financial Services, Boston, MA USA: Employee Engagement and Customer Loyalty

John Hancock Financial Services, Boston, MA USA: Going Beyond Regulatory and Industry Changes

SelectAccount, Eagan, MN USA: SelectAccount's Everyday Heroes

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: Dedicated Client Services Team

#### Front-Line Customer Service Team of the Year – Other Service Industries

60K Ltd., Sofia, Bulgaria: 60K – Thomas Cook Front-Line Team

ClassicCars.com, Phoenix, AZ USA: Customer Service: A Human Touch

DHL Express United Arab Emirates, Dubai, UAE: DHL AE Entry Management Team

Grosvenor Services, Dublin, Ireland: The Grosvenor Customer Care Centre – Customer focused, process driven.

Studio Republic, Maroochydore, QLD, Australia: Studio Republic Front-Line Customer Service Team

Swanson Health Products, Fargo, ND USA: Customer Service Impact Plan, Gaining Better Efficiency & Skills Without Diminishing Quality

Travelzoo, New York, NY USA:
Delivering 100% Satisfaction, 100% of the Time



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#### Front-Line Customer Service Team of the Year – Technology Industries – Computer Services & Software – Less Than 100 Employees

Biscom, Chelmsford, MA USA:
Biscom Customer Service Goes Above and Beyond

DATABASICS, Reston, VA USA:

"I have never received customer support on this level."

Fluxx, San Francisco, CA USA: Fluxx Supports the Community

Grovo, New York, NY USA:

Grovo Reinvents Its Award-Winning Customer Experience, Launches New Product Driven By Customer Feedback

Network Alliance, Inc., Reston, VA USA:
The Network Alliance Support Center drives scalability
and client satisfaction to record-high levels

NGINX, Inc., San Francisco, CA USA: NGINX Customer Support Team

Pushpay Holdings Limited, Redmond, WA USA: Pushpay – Personalized Customer Experience

Replicon, Inc., Redwood City, CA USA: Ensuring Not Just Customer Satisfaction, but Also Customer Delight

Riva CRM Integration, Edmonton, AB, Canada: One Goal: Customer Delight!

SmartLinx Solutions, Edison, NJ USA: Solutions Delivery Team

Social Sentinel, Inc., Burlington, VT USA: A Client Success Story

#### Front-Line Customer Service Team of the Year – Technology Industries – Computer Hardware & Software – 100 or More Employees

Achievers, Toronto, ON Canada: Achievers Client Support Team Exemplifies Company Core Value: Focus on Customer Happiness

BlueCat Networks, Toronto, ON Canada: BlueCat Enterprise Support

DataCore Software, Fort Lauderdale, FL USA: DataCore Software Worldwide Support Team Druva Inc., Sunnyvale, CA USA:
Druva's Awesome Customer Service Team

etouches, Norwalk, CT USA: etouches' Client-Facing Customer Service Team

Intuit Inc., Mississauga, ON, Canada: Intuit's Frontline Care Team: Empowering Prosperity around the World

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MediaRadar, Inc., New York, NY USA: The Personal, Customizable, Scalable Approach to Ad Tech

Other World Computing, Woodstock, IL USA:
Other World Computing Front-Line Customer Team

PlanGrid, San Francisco, CA USA: How PlanGrid's Support team is laying the foundation for customer success

Rimini Street, Inc., Las Vegas, NV USA: Rimini Street Oracle Support Team Redefines Enterprise Software Support

#### Front-Line Customer Service Team of the Year – Technology Industries – Telecommunications

Access One Inc., Chicago, IL USA: Beyond the Scope

Active Digital, Tunbridge Wells, Kent United Kingdom: Active Digital's Active Gurus – The Ultimate Front-line Team

Comcast, Philadelphia, PA USA: Leading the Comcast Customer Experience Transformation

j2 Global, Inc., Ottawa, ON Canada: J2 Global Fax Support Team

#### Front-Line Customer Service Team of the Year – All Other Technology Industries

eMoney Advisor, LLC, Radnor, PA USA: Embracing Agile Support via Technology and Training

Nasdaq Corporate Solutions, New York, NY USA: Nasdaq Boardvantage - Coming Together for the Client Experience

Securus Technologies, Dallas, TX USA: Securus Technologies' Video Visitation Team

SignUpGenius, Charlotte, NC USA: SignUpGenius' Scrappy Support Team

Stewart, a Xerox Company, Mt. Laurel, NJ USA: Rolling Out Managed Print Services for New Jersey's Largest Healthcare Provider



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#### Front-Line Customer Service Team of the Year – All Other Industries – Less than 100 Employees

Albridge, Pennington, NJ USA: Albridge Frontline Client Service Team

Competence Call Center, Vienna, Austria: Nespresso & CCC

Cyberscout (formerly IDT911), Scottsdale, AZ USA: CyberScout's team helps consumers after Equifax data breach

DHL Express Bangladesh, Dhaka, Bangladesh: DHL Express Bangladesh Front Line Team

DHL Express Bahrain, Manama, Bahrain: Bahrain Country Office Team!

DHL Express South Africa, Johannesburg, South Africa: DHL SA Front-Line Customer Service Team

DHL Uruguay SRL, Canelones, Uruguay:
DHL Express Uruguay Front-Line Customer Service Team

### Front-Line Customer Service Team of the Year – All Other Industries – 100 or More Employees

Borusan Otomotiv Ithalat ve Dagitim A.S., Istanbul, Turkey: A "MINI" Wedding Story

CubeSmart Self Storage, Malvern, PA USA: Why Commitment To Service Is The Key To Success

Delta Defense, West Bend, WI USA: USCCA Member services - Rolling with the punches.

HomeServe USA, Norwalk, CT USA: RM WOW- Driving Resolutions with Integrity and Efficiency

Response, Lindon, UT USA: Customer Service Call Center Team Awesome

RXBAR, Chicago, IL USA: RXBAR's Front-Line Customer Service Team

United States Equestrian Federation, Lexington, KY USA: How Service Recovery helped the US Equestrian Customer Care Team

VIZIO Inc., Irvine, CA USA: VIZIO's Team Saunders Has the Recipe for Success

#### Back-Office Customer Service Team of the Year – Business Services Industries

GoDaddy, Scottsdale, AZ USA: GoDaddy Workforce Management Team

HomeServe USA, Norwalk, CT USA: Enhancing the Customer Experience – A Process Study in Contractor Recruitment

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#### Back-Office Customer Service Team of the Year – Financial Services Industries

FIS Payments, Jacksonville, FL USA: Client Relations Center of Excellence team, FIS Payments

Mass Mutual Life Insurance Company, Springfield, MA USA: Loan, Dividend, Cash Value, and Variable Life Back-Office Customer Service Team

Mass Mutual Life Insurance Company, Springfield, MA USA: Disability Income Back Office Operations Customer Service Team

Riversource Life Insurance at Ameriprise Financial, Minneapolis, MN USA: Lean collaboration for new team to achieve quality and timeliness goals

SurePayroll, Inc., Glenview, IL USA: The SurePayroll Taxes Paid and Filed Guarantee That Delivers

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: Customer Experience Communications Team

### Back-Office Customer Service Team of the Year – Other Service Industries

AVRS, Petaluma, CA USA: AVRS Back-Office Customer Service Team

DHL Express, Saudi Arabia, Al Khobar, Saudi Arabia: DHL Saudi Arabia Key Account Back Office Team

Sun Basket, San Jose, CA USA: Sun Basket Customer Service Operations

UPMC Health Plan, Pittsburgh, PA USA:
UPMC Health Plan Enrollment & COB Services

#### Back-Office Customer Service Team of the Year – Technology Industries

Achievers, Toronto, ON Canada: The Achievers Operations Team is Critical to Internal and External Customers

Albridge, Pennington, NJ USA:
Albridge Contact Center- Back Office Team

Carbonite, Inc., Lewiston, ME USA: Carbonite Customer Care Readiness: Aligning Teams and Driving Success



#### Back-Office Customer Service Team of the Year – All Other Industries

Delta Air Lines, Atlanta, GA USA: SIN Queue Support Team

DHL Express South Africa, Johannesburg, South Africa: Back-Office Customer Service Team

DHL Express Vietnam, Ho Chi Minh City, Vietnam: The concrete team beyond crisis

EMKAY Inc., Itasca, IL USA: An Analytical Approach to Improving Business Performance

HomeServe USA, Norwalk, CT USA: Processing Payments to Ensure Premium Customer Service

Human Resources Authority, Ministry of Interior-Kingdom of Bahrain, Manama, Bahrain: Oracle Team

San Antonio Water System, San Antonio, TX USA: San Antonio Water System Billing Team

VIZIO Inc., Irvine, CA USA: Field Issue Tracking Team

#### Contact Center of the Year (Up to 100 Seats) – Business Services Industries

AnswerPro Limited, Mission, KS USA:

AnswerPro Limited excels at handling more than 1M call transactions each year.

Runzheimer, Waterford, WI USA: Exceeding Industry Standards to Deliver Best Customer Service

### Contact Center of the Year (Up to 100 Seats) – Financial Services Industries

Albridge, Pennington, NJ USA: Albridge Contact Center

EFG Companies, Irving, TX USA:

Contact Center Enhancements for a Seamless Customer Service Experience

Future Generali India Insurance Company Ltd., Mumbai, India: One Passion, One Mission – Service Excellence John Hancock Financial Services, Boston, MA USA: Going Beyond Regulatory and Industry Changes

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PayLease, San Diego, CA USA: PayLease's Resident Service Team

SurePayroll, Inc., Glenview, IL USA: SurePayroll Contact Center Hits New Highs in Customer Feedback

#### Contact Center of the Year (Up to 100 Seats) – Other Service Industries

DHL Express Brazil LTDA, São Paulo SP, Brazil: 2017, The resilience year!

DHL Express United Arab Emirates, Dubai, UAE: DHL AE Contact Center

DHL International (Zambia) Limited, Lusaka, Zambia: Zambia Contact Center 2017

### Contact Center of the Year (Up to 100 Seats) – Technology Industries

Autosoft, Inc, West Middlesex, PA USA: Autosoft Customer Success Center

AWeber - Email Marketing, Chalfont, PA USA: Remarkable Partnerships, Remarkable Experiences

Bottomline Technologies, Portsmouth, NH USA: Making sure every interaction makes a "delightful" impression

Buildium, Boston, MA USA: Buildium Customer Care: Maintaining high levels of service despite volume growth

DAT Solutions, Beaverton, OR USA: A Road to Professional Development, Caring Culture, and Customers for Life.

Druva Inc., Sunnyvale, CA USA: Druva's Cloud-based Contact Center

EventMobi, Toronto, ON, Canada: EventMobi's Customer Support Team

ISN, Dallas, TX USA: ISN Software Corporation

Pushpay Holdings Limited, Redmond, WA USA: Pushpay – Personalized Customer Experience



#### Contact Center of the Year (Up to 100 Seats) – All Other Industries

Borusan Otomotiv Ithalat ve Dagitim A.S., Istanbul, Turkey: Borusan Otomotiv Interaction Center

CubeSmart Self Storage, Malvern, PA USA: Customer Service Worthy of a WOW!

Delta Defense, West Bend, WI USA: USCCA/Delta Defense LLC: Crafting Legendary Customer Service

DHL Express Bangladesh, Dhaka, Bangladesh: DHL Express Bangladesh Contact Center

DHL Express Ecuador, Quito, Ecuador: Contact Center DHL Express Ecuador

DHL Express Vietnam, Ho Chi Minh City, Vietnam: Strategy for a changing world – CONNECT Focus: work together to achieve excellence in everything we do

Dorel Juvenile, Columbus, IN USA: Dorel Juvenile Contact Center

Hawk Incentives, Lewisville, TX USA: Hawk Incentives Call Center

JM Bullion, Dallas, TX USA:
JM Bullion Continues to Raise the Bar

Response, Lindon, UT USA:
Customer Service and Call Center – Awesome Team

#### Contact Center of the Year (Over 100 Seats) – Business Services Industries

GoDaddy, Scottsdale, AZ USA: GoDaddy – Shifting the global economy toward life-fulfilling independent ventures

Sponsored by



### Contact Center of the Year (Over 100 Seats) – Financial Services Industries

Allianz Global Assistance, Richmond, VA USA: Allianz Global Assistance Contact Center

Cathay Life Insurance Co., Ltd, Taipei, Taiwan: Cathay Life Insurance Contact Center

John Hancock Financial Services, Boston, MA USA: Employee Engagement and Customer Loyalty

Odeabank, Istanbul, Turkey: Odeabank Contact Center

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: National Services Group Contact Center

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Yapi Kredi Bank, Istanbul, Turkey: Yapi Kredi Bank Customer Relations Center

#### Contact Center of the Year (Over 100 Seats) – Other Service Industries

60K Ltd., Sofia, Bulgaria: 60K Ltd. Contact Center

Alliance Data, Columbus, OH USA: Alliance Data Care Center

Delta Vacations, Minot, ND USA:
Delta Vacations Customer Engagement Center

Marriott Vacation Club International, Orlando, FL USA: Marriott Vacation Club Owner Services

#### Contact Center of the Year (Over 100 Seats) – Technology Industries

Blackbaud, Inc., Charleston, SC USA: Restructured Support Organization Increases Efficiency and Customer Satisfaction at Blackbaud

Carbonite, Inc., Lewiston, ME USA: Carbonite Customer Care: One Extraordinary Contact Center

eMoney Advisor, LLC, Radnor, PA USA: Embracing Agile Support via Technology and Training

Empyrean Benefit Solutions, Inc., Houston, TX USA: A Hi-Touch Approach to Service for Total Benefits Administration Success

iiNet Ltd, Perth, WA, Australia: iiNet's Virtual Contact Centre

SecurityMetrics, Orem, UT USA: Dedication to Quality Assurance and Data Accuracy

SolarWinds, Austin, TX USA: SolarWinds Technical Support

#### Contact Center of the Year (Over 100 Seats) – All Other Industries

DHL Express South Africa, Johannesburg, South Africa: Customer Service Contact Center

HomeServe USA, Norwalk, CT USA: Living our Customer Promise one call at a time

UPMC Health Plan, Pittsburgh, PA USA: UPMC Health Plan Contact Center

VIZIO Inc., Irvine, CA USA: VIZIO Dakota Dunes Contact Center Has Found the Formula for Success

VXI Global Solutions, Los Angeles, CA USA: VXI – Contact Center Partner for the world's leading brands



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#### **Customer Service Management Team of the Year**

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: Executive Management Team

FIS Payments, Jacksonville, FL USA: Client Relations Management Team, FIS Payments

Albridge, Pennington, NJ USA:
Albridge Contact Center Management Team

DHL Express, Guatemala City, Guatemala: Small Contact Center Management Team

Druva Inc., Sunnyvale, CA USA: Druva's Exemplary Service Management team

HomeServe USA, Norwalk, CT USA: Driving the business forward during exceptional growth.

Overstock.com, Midvale, UT USA:
Overstock.com Customer Care Management Team

PublicSchoolWORKS, Cincinnati, OH USA: PublicSchoolWORKS Client Services leadership team makes supporting customers more efficient and effective

Rimini Street, Inc., Las Vegas, NV USA: Management Lead Teams in the Relentless Pursuit of Providing the Best Customer Support in the Industry

Travelzoo, New York, NY USA: Lean Team Delivers Industry-Leading Results

VIZIO Inc., Irvine, CA USA: VIZIO Dakota Dunes Leadership Team

#### Customer Service Training Team of the Year – Business Services Industries

SGEi, Las Vegas, NV USA: SGEi Customer Service Training Team Improves Sales and Service Training for Inspiration and Success

#### Customer Service Training Team of the Year – Financial Services Industries

FIS Payments, Jacksonville, FL USA: FIS Payments' Customer Service Training Team

John Hancock Financial Services, Boston, MA USA: The Shared Services Training & Development Team

#### Customer Service Training Team of the Year – Other Service Industries

MTM, Lake St. Louis, MO USA:
MTM's Outstanding Customer Service Training Team

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Overstock.com, Midvale, UT USA: Overstock.com Training Team

#### Customer Service Training Team of the Year – Technology Industries

BlueCat Networks, Toronto, ON Canada: BlueCat Training

Buildium, Boston, MA USA: Buildium Training Team: Finding a more efficient and effective way

ezCater, Boston, MA USA: No PowerPoints Here: How ezCater Enables Catering Miracles

ISN, Dallas, TX USA: ISN Software Corporation Customer Service Training Team

OmniUpdate, Camarillo, CA USA: Trained To Succeed

#### Customer Service Training Team of the Year – All Other Industries

Con Edison, New York, NY USA: R.I.S.E. Academy

Delta Vacations, Minot, ND USA: Delta Vacations Customer Engagement Center Training Team

DHL Express, Arnhem, The Netherlands:

Dedicated agents; supporting their new colleagues and promoting our feedback culture

First American Database Solutions, Santa Ana, CA USA:
First American DBS Client Service Training Team –
Driving Customer Success by Driving Internal Success

Learning Tribes, Miami, FL USA: Learning Tribes – a training footprint

MRO Corp, Norristown, PA USA: MRO's Customer Service Training Team

VIZIO Inc., Irvine, CA USA: VIZIO's Customer Service Training Team- Tyrel Drey and Red Brown a Remarkable Two-Man Team



## CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

#### e-Commerce Customer Service Award – Computer Industries

Carbonite, Inc., Lewiston, ME USA: Empowering Customers to Self-Serve

#### e-Commerce Customer Service Award – Financial Services Industries

Ally Bank, Detroit, MI USA: Ally Card Controls

#### e-Commerce Customer Service Award – Other Service Industries

Con Edison, New York, NY USA: The Digital Customer Experience (DCX) Project

Invenio Solutions, Austin, TX USA:
Invenio Digital – A turnkey, integrated, outsourced sales &
marketing solution for the B2B SMB market

#### e-Commerce Customer Service Award – Telecommunications Industries

Comcast, Philadelphia, PA USA: Digital Customer Care at Scale

#### e-Commerce Customer Service Award – All Other Industries

Delta Defense, West Bend, WI USA: USCCA/Delta Defense LLC Social Care Team-- Moderating the Masses: Serving Success

Federal Motor Carrier Safety Administration (FMCSA), Washington, DC USA: FMCSA Pre-Employment Screening Program Enrollment Wizard

QVC, West Chester, PA USA: QVC Expands e-Commerce Services to Exceed Customer Experience

#### Best Use of Technology in Customer Service – Computer Industries

BlueCat Networks, Toronto, ON Canada: BlueCat Care Portal

Carbonite, Inc., Lewiston, ME USA: Seamless Acquisition Integration

CareerArc, Burbank, CA USA: CareerArc: Impactful Innovation & Client Success

Cisco Systems, Diegem, Belgium: Alfred – changing the way customer service departments are managed

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Dell Technologies, Round Rock, TX USA:
Use of Technology in Social Media For Customer Service

Druva Inc., Sunnyvale, CA USA:

Druva's Innovatory use of technology for Customer Service Guidebook, Inc., San Francisco, CA USA:

From Coins to Computers: Using Technology to Advance Service at Guidebook

Leanplum, San Francisco, CA USA: The proactive client health monitor

Mozy by DELL, Draper, UT USA:

What if you could solve your customers' issues before they're even aware of a pending problem?

ServiceNow, Santa Clara, CA USA: ServiceNow Delivers Customer Service

SmartLinx Solutions, Edison, NJ USA: Scorecards Enable Customer Health Monitoring and Value Confirmation

#### Best Use of Technology in Customer Service – Financial Services Industries – Insurance

Aflac, Inc., Columbus, GA USA:
Aflac Technology Enhancements Further Elevate
Industry-Leading Customer Focus

AkSigorta, Istanbul, Turkey: Better Customer Service and Stronger Customer Relationship

Assurant, Atlanta, GA USA:
Agile Approach Improves the Customer Experience

USHEALTH Group, Inc., Fort Worth, TX USA: Our Vision for the Future, "The All-Seeing Customer Service Rep": USHEALTH Group's OZ CRM System



#### Best Use of Technology in Customer Service – All Other Financial Services Industries

Ally Bank, Detroit, MI USA: Ally Skill for Amazon Alexa

FIS Payments, Jacksonville, FL USA: FIS Payments' Customer Service Robotic Process Automation (RPA)

Forter, New York, NY USA: Forter Customer Service Support

John Hancock Financial Services, Boston, MA USA: Alexa Offering for John Hancock Investments Exchange Traded Funds Platform

John Hancock Financial Services, Boston, MA USA: Using Robotics to Stay Connected with our Clients

Nuance Communications, Inc., Burlington, MA USA:
Pensiones BBVA Bancomer Strengthens Pension System
with Voice Biometric

Nuance Communications, Inc., Burlington, MA USA: Virginia Credit Union (VACU) Brings Innovation and Security with Nuance Voice Biometrics

Yapi Kredi Bank, Istanbul, Turkey: Yapi Kredi Bank Contact Center One Direction Project

#### Best Use of Technology in Customer Service – Other Service Industries

1-800-Flowers.com, Carle Place, NY USA: How GWYN is Transforming Customer Service for 1-800-FLOWERS.COM, Inc.

Convergent Outsourcing, Inc., Renton, WA USA:
Convergent Employee Scorecard – Employee Engagement & Gamification

Optum, Eden Prairie, MN USA: Optum: Enhancing the customer experience through Al persona-routing

UniFirst Corporation, Wilmington, MA USA: UniFirst Develops Information Management System To Improve Customer Service

UPMC Health Plan, Pittsburgh, PA USA: UPMC Health Plan's New Payment IVR

#### Best Use of Technology in Customer Service – Telecommunications Industries

Cisco Systems, Diegem, Belgium: Cisco Charlotte project: at the heart of quality and KPIs

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KT, Seoul, South Korea: KT's "All-in-Home" & "Preemptive Care" technology consultation

OpenMarket, Seattle, WA USA: SMS Alerts Tackle Customer Frustration, Eliminate Overcrowded Train Platforms

#### Best Use of Technology in Customer Service – All Other Industries

Athenahealth, Watertown, MA USA:
Athenahealth and Salesforce Service Cloud

Collective Health, San Francisco, CA USA:
Collective Health's breakthrough customer service tool for
the data-rich modern healthcare ecosystem

DoorDash, San Francisco, CA USA:
Door Dash and Salesforce Service Cloud

Dorel Juvenile, Columbus, IN USA: Dorel Juvenile

HomeServe USA, Norwalk, CT USA: Enhancing the Customer Experience – A Study in Mobile Field Technology

HomeServe USA, Norwalk, CT USA: Exploring the Emotion & Sentiment Behind a Customer Experience

HomeServe USA, Norwalk, CT USA: Let's Get Sassy!

Human Resources Authority, Ministry of Interior-Kingdom of Bahrain: Manama, Bahrain

Samsung Electronics America, Ridgefield Park, NJ USA: Creating the Perfect Customer Care Experience While Maximizing Efficiencies – Samsung's Private Cloud Solution



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#### Award for Innovation in Customer Service – Computer Industries

AWeber - Email Marketing, Chalfont, PA USA

BlueCat Networks, Toronto, ON Canada: BlueCat Solutions

Carbonite, Inc., Lewiston, ME USA: Quality Assurance: The Future Has Arrived

CareerArc, Burbank, CA USA: Impactful Innovation & Client Success

Dell Technologies, Bangalore, Karnataka, India: Call Driver Analytical Tool

Dell Technologies, Round Rock, TX USA: Innovation In Customer Service Through Social Media Support

Druva Inc., Sunnyvale, CA USA:
Druva's Intelligent and Innovative Customer Service

Gladly, San Francisco, CA USA: Jetblue + Gladly's Customer Experience Platform Put People at the Heart of it

InfinityQS International, Inc., Fairfax, VA USA:
Online, Self-service Resources Improve Customer
Satisfaction and Loyalty

Jobvite, San Mateo, CA USA: Cracking the Product Usage Nut: Usage Index and Contextualized Help

Loopio, Toronto, ON, Canada: The Success Loop

#### Award for Innovation in Customer Service – Financial Services Industries

Alliance Data, Columbus, OH USA:
Alliance Data Care Center: Supervisor Optimization

Ally Bank, Detroit, MI USA: Ally Skill for Amazon Alexa

EFG Companies, Irving, TX USA: Driving Innovation Through Collaboration

Future Generali India Insurance Company Ltd., Mumbai, India: Placing our Customers at the Heart of everything we do

Garanti Bank, Istanbul, Turkey: Free Speech

Intelenet Global Services, Mumbai, India: Co-creation and Transformation of Mortgage Services at Intelenet

John Hancock Financial Services, Boston, MA USA: LIDS UP Program Moody's Analytics, New York, NY USA: Moody's Analytics – Our Dedication to Innovation

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Mr. Cooper, Dallas, TX USA:

Mr. Cooper, changing the face of home mortgages

Odeabank, Istanbul, Turkey: Voice Technologies

Pacific Life, Newport Beach, CA USA: World Class Transaction Experience - We Want to Know!

USHEALTH Group, Inc., Fort Worth, TX USA:
Our Vision for the Future "The All-Seeing Customer
Service Rep": USHEALTH Group's OZ CRM System

#### Award for Innovation in Customer Service – Other Service Industries

DHL Express N.V., Diegem, Belgium: On Demand Delivery DHL Express

DHL Express, Buenos Aires, Argentina: Customer Care Yellow Wallboard AR

Ezdan Real Estate, Doha, Qatar:

Ezdan Real Estate, Home of Exceptional Life Experiences

Hospitadent Dental Group, Istanbul, Turkey: Smiling Center

TTEC, Englewood, CO USA: A Video Chat a Day Keeps the Doctor Away: How Welcome Home Health is Bringing Healthcare into the 21st Century with TTEC

#### Award for Innovation in Customer Service – Telecommunications Industries

Cisco Systems, Diegem, Belgium:

Cisco Charlotte project: at the heart of quality and KPIs

Comcast, Philadelphia, PA USA: Comcast's Digital Team Uses Customer Feedback to Innovate

CSS Corp, Chennai, Tamil Nadu, India: CSS Corp's Customer Service Innovation

KT, Seoul, South Korea: KT customer service center that shares compassion, KT consultant that gives happiness.

Nextiva, Scottsdale, AZ USA: Nextiva's dedication to Amazing Service

Oi S/A, Rio de Janeiro, Brasil: Customer Experience of the Future, Today

Oi S/A, Rio de Janeiro, Brasil: Turning Competition into Cooperation



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#### Award for Innovation in Customer Service – All Other Industries

- Achievers, Toronto, ON Canada: Achievers Member Experience team Delivers a Superior and Personalized Customer Experience
- Board of Certification/Accreditation, Owings Mill, MD USA: New Product Development for Customer Demand
- Borusan Otomotiv Ithalat ve Dagitim A.S., Istanbul, Turkey: BOTIM BOOST Project – Coaching Program for Self-Improving and Happiness
- C3i Solutions, King of Prussia, PA USA: Surprising and delighting clients with customized video emails
- ComEd, OakBrook Terrace, IL USA: ComEd's Contact Center Online Quality Store
- ComEd, Oakbrook Terrace, IL USA: Enhancing the Customer Experience
- DHL Express Peru, Lima, Perú: Mejorando la Experiencia de Nuestros Clientes en DHL Express: Plataforma de Pago "Advance Duty Collection"
- First American Database Solutions, Santa Ana, CA USA: Providing Game-Changing Support in Existing Platforms
- GoDaddy, Scottsdale, AZ USA: Shifting the global economy toward life-fulfilling independent ventures
- HomeServe USA, Norwalk, CT USA: Evolving customer insight to meet the ever changing expectation of todays' consumers
- NICE Systems, Paramus, NJ: NICE Robotic Process Automation
- Nuance Communications, Inc., Burlington, MA USA: FedEx Leverages Nuance Al-Powered Virtual Assistant to Enhance the Experience
- Response, Lindon, UT USA: Customer Service Awesome Team
- Safelite AutoGlass, Columbus, OH USA: Safelite AutoGlass introduces Alexa skill and Watch Us On Our Way to enhance customer experience
- Samsung Electronics America, Ridgefield Park, NJ USA: Samsung Electronics America's Private Virtual Cloud – Technology for Best in Class Customer Service

#### Sponsored by

### Digital Leader of the Year – BFSI Industry – Customer Experience

- Deutsche Bank, London, United Kingdom: Marcus Glover, Head of Digital & Innovation
- National Insurance Corporation of India, Kolkata, India: K Sanath Kumar, Chairman and Managing Director

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#### Leader in Financial Services Transformation – Customer Experience

- Deutsche Bank, Warlingham, United Kingdom: Wendy Redshaw, CIO
- GEICO, Washington, DC USA: Matthew Harrison, Director Programming Analysis, Digital Claims

#### **CUSTOMER SERVICE SUCCESS CATEGORIES**

#### Customer Service Success – Business Service Industries

- Advantage Media Group|ForbesBooks, Charleston, SC USA: Building the Advantage Family with great service
- Verified Volunteers, Fort Collins, CO USA: Verified Volunteers Balances High-Tech and High-Touch Customer Experience

#### Customer Service Success - Financial Service Industries

- Birevim A.S., Istanbul, Turkey: Birevim A.S. Customer Service Success
- GuideWell Connect, Jacksonville, FL USA: Shopping is the Secret to Our Success
- GuideWell Connect, Jacksonville, FL USA: Saving Time + Saving Money = Customer Delight
- John Hancock Financial Services, Boston, MA USA: NPS and Customer Satisfaction Rating
- Moxie, San Bruno, CA USA: Moxie® Concierge® Suite: Increase CSAT, Applications and Quotes Completion and Sales without the need for human assistance.
- Nuance Communications, Inc., Burlington, MA USA: Citizens Bank Launches Nuance Live Chat to Increase Customer Connections
- OneWest Bank, Pasadena, CA USA: OneWest Bank: One Person at a Time
- Sahouri Insurance & Financial, McLean, VA USA: Sahouri Insurance Customer Service



## CUSTOMER SERVICE SUCCESS CATEGORIES—Continued

#### **Customer Service Success – Other Service Industries**

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Bus.com, Montreal, QC, Canada: To the Bus!

Miller Electric Company, Omaha, NE USA: Miller Electric Company Excels in Customer Service

Samsung Electronics America, Ridgefield Park, NJ USA: Samsung Community – An Interactive Online Support Resource For Our Customers

WNS (Holdings) Limited, Mumbai, India: NPS Improvement

#### **Customer Service Success – Technology Industries**

ActiveCampaign, Chicago, IL USA: ActiveCampaign Customer Support & Success Award Submission

Comcast Technology Solutions, Denver, CO USA: Comcast Technology Solutions' Customer Service Engagement

Cvent Inc., McLean, VA USA: Cvent Inc's Customer Success Team

DATABASICS, Reston, VA USA:
Going Back To The Basics With Customer Support for
Timesheets & Expense Reporting

IBM, Armonk, NY USA: Transition and consolidation of IBM Global Finance Collection Activities

Intellis (formerly Warshaw Group, Inc.), New York, NY USA: Intellis Fresh Support Improves Response Time, Visibility for System Users

Masergy Communications, Inc., Plano TX, USA: Masergy Communications Customer Service Success

MentorcliQ, Columbus, OH USA: Dedicated To Our Customers' Mentoring Success

Modsy, San Francisco, CA USA: Customer Service Success at Modsy

Patagonia Health, Cary, NC USA: Service: People First – Every Day

Thomson Reuters Tax & Accounting, Carrollton, TX USA: Thomson Reuters Year 1 Customer Experience Program (Y1X)

Unitas Global, Los Angeles, CA USA: How Unitas Global Provides Successful Client Engagement and Customer Service

#### Customer Service Success – All Other Industries

Pentastar Aviation, Waterford Township, MI USA:
Pentastar Aviation – Customer Service Success

Simplilearn, San Francisco, CA USA: Transforming Customer Service into Customer Success, Creating Lifetime Value

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## CUSTOMER SERVICE DEPARTMENT OF THE YEAR CATEGORIES

#### Customer Service Department of the Year – Airlines, Distribution & Transportation

Bombardier Commercial Aircraft, Toronto, ON & Mirabel, QC, Canada

DHL Express Bangladesh, Dhaka, Bangladesh

DHL Express Bolivia SRL, Santa Cruz, Bolivia

DHL Express Colombia Ltda, Bogota, Columbia

DHL Express Vietnam, Ho Chi Minh City, Vietnam

DHL Express, Arnhem, The Netherlands

DHL Express, Bangkok, Thailand

DHL Express, Buenos Aires, Argentina

DHL Express, Manila, Philippines

DHL Fletes Aereos C.A, Caracas, Venezuela

DHL Tanzania Limited, Dar Es Salaam, Tanzania

Spireon, Inc., Irvine, CA USA

#### Customer Service Department of the Year – Computer Hardware

Black Box Network Services, Lawrence, PA USA Dell Technologies, Round Rock, TX USA Service Express Inc., Grand Rapids, MI USA Unitrends, Burlington, MA USA



## CUSTOMER SERVICE DEPARTMENT OF THE YEAR CATEGORIES—Continued

#### Customer Service Department of the Year – Computer Services

Datapipe, Jersey City, NJ USA

Dell Technologies, Bangalore, Karnataka, India: Advanced Resolution Group

Dell Technologies, Bangalore, Karnataka, India: Dell APJ Premium Support

Leanplum, San Francisco, CA USA

Network Alliance, Inc., Reston, VA USA

#### Customer Service Department of the Year – Computer Software – Up to 100 Employees

Agilence, Mt. Laurel, NJ USA

Brainier Solutions, Inc., Minneapolis, MN USA

BrightMove,Inc., St. Augustine Beach, FL USA

CareerArc, Burbank, CA USA

DATABASICS, Reston, VA USA

Dell Technologies, Bangalore, Karnataka, India & Casablanca, Morocco

FieldEdge, Fort Myers, FL USA

Function Point, Vancouver, BC, Canada

Guidebook, Inc., San Francisco, CA USA

Intuit Inc., Mississauga, ON, Canada

ListenFirst, New York, NY USA

Olark, San Francisco, CA USA

OneCause, Indianapolis, IN USA

Property Vista, Toronto, ON, Canada

Pulse Commerce, Bridgeport, CT USA

Riva CRM Integration, Edmonton, AB, Canada

Rocket Matter, Boca Raton, FL USA

Smokeball, Chicago, IL USA

Stitch Labs, San Francisco, CA USA

Teachable: New York, NY USA

TEKLYNX Americas, Whitefish Bay, WI USA

Total Defense, Hauppauge, NY USA

#### Customer Service Department of the Year – Computer Software – 100 or More Employees

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AppRiver, Gulf Breeze, FL USA

BambooHR, Lehi, UT USA

BlueCat Networks, Toronto, ON, Canada

Carbonite, Inc., Lwesiton, ME USA!

Catchpoint, New York, NY USA

Clio – Practice Management Software, Vancouver, BC, Canada

Cvent Inc, McLean, VA USA

Daxko, Birmingham, AL USA

Druva Inc., Sunnyvale, CA USA

Edgenet, Nashville, TN USA

eMoney Advisor, LLC, Radnor, PA USA

CIMS, Holmdel, NJ USA

Information Builders, New York, NY USA

Intermedia, Mountain View, CA USA

Intralinks, New York, NY USA

Justworks, New York, NY USA

Mixpanel, San Francisco, CA USA

Nasdag Corporate Solutions, New York, NY USA

Oildex, Denver, CO USA

Openlink Financial, Uniondale, NY USA

Oracle + Bronto, Durham, NC USA

Periscope Data, San Francisco, CA USA

PhishMe, Leesburg, VA USA

PlanGrid, San Francisco, CA USA

Pushpay Holdings Limited, Redmond, WA USA

Replicon, Inc., Redwood City, CA USA

Rimini Street, Inc., Las Vegas, NV USA

ServiceTitan, Glendale, CA USA

ShopKeep Inc., New York, NY USA

Siteimprove, Inc., Minneapolis, MN USA

SoftPro, Raleigh, NC USA



## CUSTOMER SERVICE DEPARTMENT OF THE YEAR CATEGORIES—Continued

Customer Service Department of the Year – Computer Software – 100 or More Employees – Continued

Sprout Social, Chicago, IL USA

SYSPRO, Costa Mesa, CA USA

Toast Inc., Boston, MA USA

Ultimate Software, Weston, FL USA

Unitrends, Burlington, MA USA

UserTesting, Mountain View, CA USA

VIPRE Security, Clearwater, FL USA

Vision Solutions, Irvine, CA USA

Wolters Kluwer's ELM Solutions, Houston, TX USA

WP Engine, Austin, TX USA

#### Customer Service Department of the Year – Financial Services – Up to 100 Employees

Care.com HomePay, Austin, TX USA

GPS Capital Markets, Inc., South Jordan, UT USA

LECMPA, Southfield, MI USA

McAdam, Philadelphia, PA USA

Squaremouth, Inc., St. Petersburg, FL USA

Symetra, Bellevue, WA and West Des Moines, IA USA

VPay, Plano, TX USA

#### Customer Service Department of the Year – Financial Services – 100 or More Employees

Aflac, Inc., Columbus, GA USA

Allianz Global Assistance, Richmond, VA USA

Family Heritage Life Insurance Company of America, Broadview Heights, OH USA

John Hancock Financial Services, Boston, MA USA

Paychex, Inc., Rochester, NY USA

United Shore Financial Services, Troy, MI USA

#### Customer Service Department of the Year – Healthcare, Pharmaceuticals, and Related Industries

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Collective Health, San Francisco, CA USA

Grand Rounds, San Francisco, CA USA

Medical Guardian, LLC, Philadelphia, PA USA

MRO Corp., Norristown, PA USA

OptumRx, Costa Mesa, CA USA

SCAN Healthplan, Long Beach, CA USA

TSI Healthcare, Chapel Hill, NC USA

UnitedHealthcare, Minnetonka, MN USA

Zelis Payments, Clearwater, FL USA

#### Customer Service Department of the Year – Leisure & Tourism

60K Ltd., Sofia, Bulgaria

AIG Travel, Houston, TX USA

CruiseDirect.com, Morristown, NJ USA

Marriott Intermediary Partner Care, Omaha, NE USA

Marriott Vacation Club International, Orlando, FL USA

Travelzoo, New York, NY USA

#### Customer Service Department of the Year – Public Services & Education

OmniUpdate, Camarillo, CA USA

PublicSchoolWORKS, Cincinnati, OH USA

Response, Lindon, UT USA

Standard For Success, Cloverdale, IN USA

#### **Customer Service Department of the Year – Retail**

Chewy.com, Hollywood, FL USA

JM Bullion, Dallas, TX USA

Overstock.com, Midvale, UT USA

QVC, West Chester, PA USA

Wayfair, Boston, MA USA

Zappos, Las Vegas, NV USA



## CUSTOMER SERVICE DEPARTMENT OF THE YEAR CATEGORIES—Continued

### Customer Service Department of the Year – Telecommunications

Arkadin Cloud Communications, London, United Kingdom Google Fiber Inc., Mountain View, CA USA Loop Communications, Charlotte, NC USA MetTel, New York, NY USA Nextiva, Scottsdale, AZ USA

#### Customer Service Department of the Year – All Other Industries – Less Than 100 Employees

Annmarie Skin Care, Berkeley, CA USA Clarus Commerce, Rocky Hill, CT USA Cyberscout (formerly IDT911), Scottsdale, AZ USA DHL Express, Nairobi, Kenya SchoolMint, San Francisco, CA USA

#### Customer Service Department of the Year – All Other Industries – 100 or More Employees

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Accurate Background, Irvine, CA USA
Adestra, New York, NY USA
ARIIX, Bountiful, UT USA
Donan, Louisville, KY USA
HomeServe USA, Norwalk, CT & Chattanooga, TN USA
Justworks, New York, NY USA
Legacy.com, Evanston, IL USA
NorthStar Home, Orem, UT USA
Okta, San Francisco, CA USA
Sterling Talent Solutions, New York, NY USA
Two's Company Inc., Elmsford, NY USA
VIZIO Inc., Irvine, CA USA
Wheels, Inc.. Des Plaines, IL USA

### Presentation of the People's Choice Stevie Awards for Favorite Customer Service

**Presentation of the Grand Stevie Award trophies** 



# Mark Your Calendar for the 2019 Stevie® Awards for Sales & Customer Service

July 24 2018: Call for entries issued

October 17: Early-bird entry deadline - entry fees discounted

November 14: Entry deadline

November 2018 - January 2019: Judging

**January 10 2018:** Last day late entries will be accepted with payment of \$55 late fee per entry

January 15: Finalists notified

**January 16:** Public voting opens for People's Choice Stevie Awards for Favorite Customer Service

**February 8:** Public voting closes at 11:59 pm ET for People's Choice Stevie Awards for Favorite Customer Service

February 22: Awards banquet at Caesars Palace in Las Vegas, Nevada USA



#### THE STEVIE® AWARDS

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