

9TH ANNUAL STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE



Awards Dinner and Ceremonies

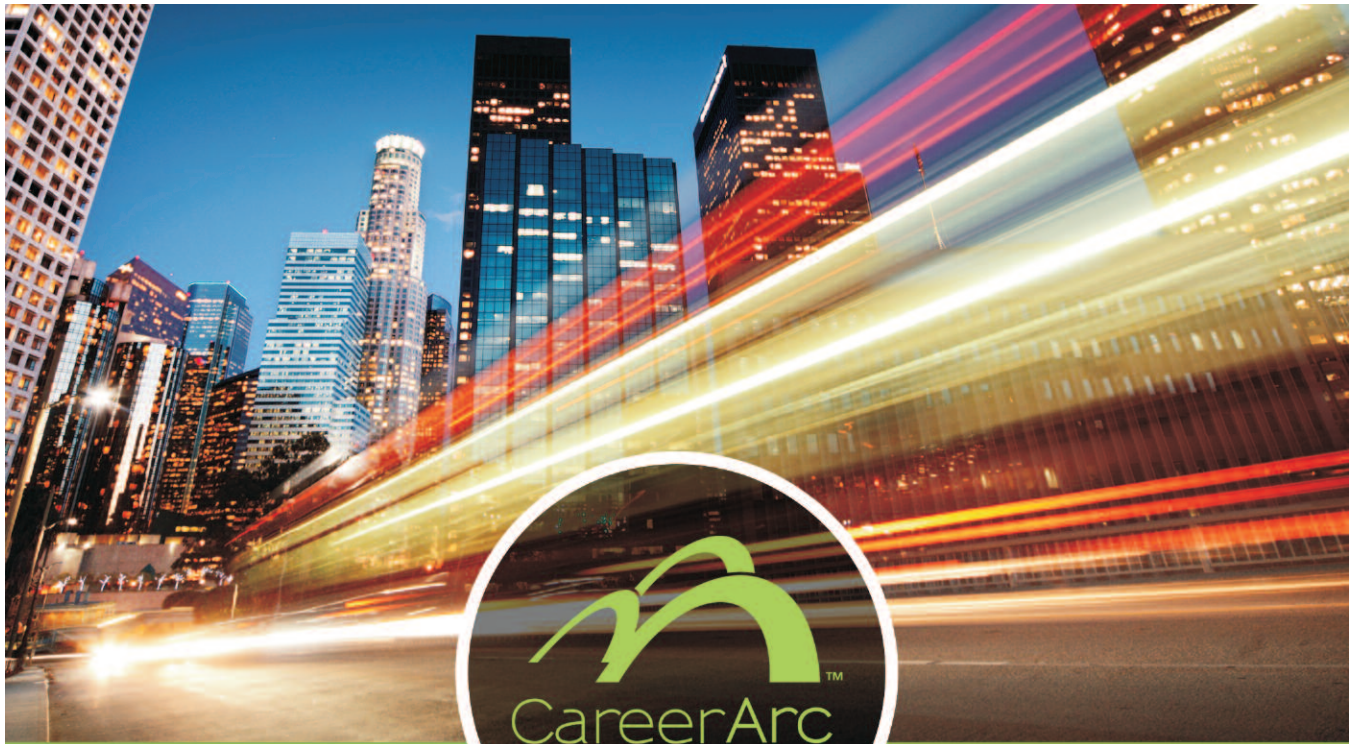
Friday, February 27, 2015
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Todd Quarfot
EVP, Chief Sales Officer, PrimePay

Karen Cimorelli-Moor
Vice President, Sales T & D, PrimePay

...and our finalists



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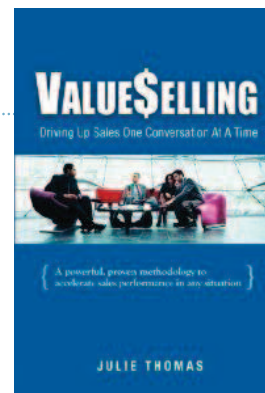
ValueSelling Associates™

To learn more about our honorees and finalists,
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Welcome to the 9th annual Stevie® Awards for Sales & Customer Service, the world's top honors for customer service, contact center, business development and sales professionals.

This is the fastest-growing of all of our Stevie Awards programs. Entries have doubled in the past three years, and were up 27% this year over last.

From November through early February, more than 190 professionals around the world reviewed and rated the more than 1,900 entries that were submitted by organizations in 34 nations. Slightly more than 40% 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 thank them enough for their time and their support.

New to the competition this year are several Business Development awards categories, and I especially want to welcome and congratulate our first Stevie Award winners in those categories.

Stevie Award competitions now receive 10,000 entries from organizations in more than 60 nations. This spring we're accepting entries for the 2nd annual Asia-Pacific Stevie Awards, The 13th Annual American Business Awards, The 12th Annual International Business Awards, and the 23rd Golden World Awards for PR Excellence, which we organize on behalf of the International Public Relations Association. I invite you to learn more about these and our other competitions at www.StevieAwards.com.

Thank you for participating in the 9th 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

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THE STEVIE® AWARDS

10560 Main Street • Suite 519 • Fairfax, Virginia 22030 U.S.A.

703.547.8389 • Fax: 703.991.2397 • help@stevieawards.com

www.stevieawards.com



CONGRATULATIONS
Darlene

Black Knight congratulates **Darlene Ledet**, Senior Vice President of PowerCell®, Black Knight's customer support center, for being named a finalist for the Customer Service Leader of the Year award.



Learn more about the 2015 Final Judges.

Final Judging Committees

Final judging was conducted in early February 2015 by members of seven specialized committees. Their average scores determined the Gold, Silver and Bronze Stevie® Award placements from among the Finalists. We thank all of the judges for their time, interest and insights.

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT FINAL JUDGING COMMITTEE



CHAIR:

Tim Taylor, *Chief Client Success Officer*, Telogis, Aliso Viejo, California, USA

COMMITTEE:

Altug Merhap, *Senior Vice President*, DenizBank Turkey, Istanbul, Turkey

Colonel Mohamed Shaiban, *Director*, Ministry of the Interior, Dubai, United Arab Emirates

Rochelle Sutton, *Specialist, Customer Experience Management*, Accenture, London, United Kingdom

Pelin Nazli, *Quality Control Officer*, TürkTelekom, Istanbul, Turkey

CUSTOMER SERVICE DEPARTMENT & NEW PRODUCT AND SERVICE FINAL JUDGING COMMITTEE



CHAIR:

Rosa M. Moreno, *Senior Vice President, Treasury Services Manager*, Wells Fargo & Co, Treasury Management Client Delivery, El Monte, California, USA

COMMITTEE:

Joe Cherian, *Regional Vendor Manager*, Vonage, Holmdel, New Jersey, USA

Scott Keller, *President*, TPG TeleManagement, Inc., Omaha, Nebraska, USA

Tara Paluck, *Director, Client Programs*, fassforward Consulting Group, Pelham, New York, USA

Jessica Pineda, *Talent Representative*, Irvine Technology, Kforce, Inc., Tampa, Florida, USA

Mason Preddy, *CEO/Founder*, White Brights Teeth Whitening Boutiques, LLC, Washington, DC, USA

Hakan Satici, *Supervisor*, Garanti Bank, Istanbul, Turkey

CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL FINAL JUDGING COMMITTEE



CHAIR:

Peggy Heafey, *Director – Intermediary Partner Care*, Marriott International, Inc., Omaha, Nebraska, USA

COMMITTEE:

Shadi Al Hroub, *COO*, Jarenik Investment, Amman, Jordan

Michelle Dinsmore, *Customer Service Director*, SocialRel8 Ltd., Merseyside, United Kingdom

Angie Escobedo, *Business Initiatives Manager*, Wells Fargo & Co, El Monte, California, USA

Steve Kaay, *Vice President, Global Contact Center Operations*, US Auto Parts, Carson, California, USA

Chris Keelan, *Customer Experience Delivery Manager*, Evaluagent, Lymm, Cheshire, United Kingdom

Brian Stupp, *Vice President, Marketing*, IOU Central, Kennesaw, Georgia, USA

Tarek Ziadeh, *Customer Service Manager*, DHL Express, Beirut, Lebanon

CUSTOMER SERVICE & CONTACT CENTER TEAM FINAL JUDGING COMMITTEE



CHAIR:

David Graffia, *Vice President, Sales*, dinCloud, Gardena, California, USA

COMMITTEE:

Nick Barton, *Vice President*, Vortex Staffing, Mount Prospect, Illinois, USA

Jeanine Greer, *Inside Sales Representative*, En Pointe Technologies, Chicago, Illinois, USA

Kelly Kanches, *Customer Service Manager*, Whaley Parts & Supply, Lexington, South Carolina, USA

Lisa Murphy, *Vice President/Service Executive*, Black Knight Financial Services, Jackson, Florida, USA

Brett Pasternak, *Wintel Architect*, Baxter Healthcare, Mount Prospect, Illinois, USA

Michel Stevens, *Contact Center Leader*, Teamleiders.nu, Sint-Katelijne-Waver, Belgium

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Final Judging Committees

SALES INDIVIDUAL & BUSINESS DEVELOPMENT FINAL JUDGING COMMITTEE



CHAIR:

Ric Riddle, *Vice President, Demand Generation, SalesStaff LLC, Stafford, Texas, USA*

COMMITTEE:

Samar Al Mashjeri, *Head of Strategic Planning and Project Management Unit, National Archives, Abu Dhabi, United Arab Emirates*

Jordan Kahf, *Franchise & Business Consulting, RJBS Inc., Corona, California, USA*

Jeffrey Mockabee, *Business Development & Operations Manager, theinfopeople, North Las Vegas, Nevada, USA*

Alec Stern, *Founding Team, Vice President Strategic Innovation, Constant Contact, Waltham, Massachusetts, USA*

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

Julia Zamorska, *Senior Director of Corporate Communications, Fareportal, New York, New York, USA*

SALES DEPARTMENT & SOLUTION PROVIDER FINAL JUDGING COMMITTEE



CHAIR:

Cigdem Wondergem, *Global Head of Sales Training, DHL Global Forwarding, Global Head Office, Bonn, Germany*

COMMITTEE:

Stephen Cullen, *Global Head of Sales Transformation & Inside Sales, Vodafone Group PLC, Newbury, Berkshire, United Kingdom*

Jens Damsholt, *Managing Director, DISCOVER A/S, Høje Taastrup, Denmark*

Rod Jones, *Chairman, Strategy to Revenue, Farnham Common, Buckinghamshire, United Kingdom*

Béatrice Martinez, *International Sales Head (Customer Service Channel), CITI, Barcelona, Spain*

Tolga Moral, *Chief Executive Officer, Sistema Management Consulting Inc., Istanbul, Turkey*

Reinhard Schlinkert, *Chief Executive Officer, dimap GmbH, Bonn, Germany*

David Shrimpton, *Global Sales Head (Customer Service Channel), CITI, Barcelona, Spain*

Claudia Six, *Chief Executive Officer, MOO-XOO GmbH, Munich, Germany*

Jim Wagstaff, *Managing Director, Jam Factory, Pte. Ltd., Singapore*

SALES TEAM & SALES ACHIEVEMENT FINAL JUDGING COMMITTEE



CHAIR:

Todd Quarfoot, *Executive Vice President, Chief Sales Officer, PrimePay, West Chester, Pennsylvania, USA*

COMMITTEE:

Raymond Chiang, *Partner, Prospera RX, North Wales, Pennsylvania, USA*

Ed Ellsasser, *President, PrimeGroup Insurance, Tampa, Florida, USA*

Stephen Giersch, *Director Instructional Design, Marriott Vacations Worldwide, Orlando, Florida, USA*

Shelley Goble, *Director, Facilities, Acquisition & Administrative Services, Pentagon Force Protection Agency, Washington, DC, USA*

Mike Hayes, *Vice President, Sales and Customer Success, PipelineDeals, Seattle, Washington, USA*

Fred Kessler, *President & Chief Sales Officer, Sales Partnerships, Inc., Westminster, Colorado, USA*

Urguhan Konuk, *Strategic Business Development Manager, Setur, Istanbul, Turkey*

Geoff Koontz, *Vice President of Marketing, PuriCore, Exton, Pennsylvania, USA*

Tom Moor, *Chief Financial Officer, Sartomer (a division of Arkema Inc.), Exton, Pennsylvania, USA*

Tom Netzer, *General Manager, TruMed Systems, West Chester, Pennsylvania, USA*

Carey Schuster, *Director, Yellow Goat Design, West Chester, Pennsylvania, USA*

Greg Schuster, *Operations Manager, Pepper Medical, West Chester, Pennsylvania, USA*

Maria Zorzos, *Chief Growth Officer, fassforward Consulting Group, Pelham, New York, USA*



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eMoney Advisor builds the leading wealth planning technology for financial professionals. Tailored to transform the way financial advisors deliver their expertise and grow their business, eMoney's solution combines the power

of **innovation** with the **advice** only a trusted advisor can provide. Pairing this with the **industry's best training and support** creates an unparalleled digital wealth management experience for our advisors—and their clients.





Learn more about this judging panel.



Preliminary Judges

The following professionals participated in preliminary-round judging of the 9th annual Stevie® Awards for Sales & Customer Service from November 2014 to January 2015. Their average scores determined the Finalists in the sales awards, contact center awards, business development, and customer service awards categories. We thank them for their time, insights and interest.

Anurag Abinashi, *Principal Consultant-Digital Business*, PA Consulting, London, United Kingdom

Samar Al Mashjeri, *Head of Startegic Planning and Project Management Unit*, National Archives, Abu Dhabi, United Arab Emirates

Cheryl Alaniz, *Director, Member Services Grocery, HBC/GM, NFR, & Frozen*, Topco Associates LLC, Skokie, IL, USA

Teresa Allen, *Owner*, Common Sense Solutions, Shreveport, LA, USA

Amal Al-Najjar, *HR Manager*, Fluor – Kuwait, Kuwait

Mohammed Al Shamsi, *Customer Service Manager*, Ajman Police, Ajman, United Arab Emirates

Johnny Anderson, *Vice President*, Bulldog Solutions, Austin, TX, USA

Deena Anreise, *Director of Marketing*, Ascension Software, Portland, OR, USA

Scott Anschuetz, *CEO*, Visualize-Inc, Birmingham, MI, USA

Heather Arthur, *Director, Business Service Delivery and Assurance*, Rogers Communications Inc., Brampton, ON, Canada

Ronald Joseph, *Avecilla, Process Auditor*, Globe Telecom, Manila, Philippines

Tristan Averett, *Associate Manager*, TouchWorks EHR Support, Allscripts, Salem, OR, USA

Stuart Bankey, *Manager, Community Management*, Rackspace, San Antonio, TX, USA

Maxim Behar, *CEO*, M3 Communications Group Inc., Sofia, Bulgaria

Paul Bilodeau, *VP, Sales & Marketing*, The Brooks Group, Greensboro, NC, USA

Angela Blevins, *VP Customer Care*, Bluegreen Corporation, Indianapolis, IN, USA

Patrice Blum, *Head of Client Services*, ProShares/ProFund Advisors, LLC, Bethesda, MD, USA

Isa Brähler, *Head of Customer Care*, redcoon, Aschaffenburg, Bavaria, Germany

Nick Broadbent, *VP Global Support*, DataCore Software, Reading, United Kingdom

Jim Brodo, *SVP, Marketing*, Richardson, Philadelphia, PA, USA

Nicky Brooker, *Vice President*, MasterCard, Purchase, NY, USA

Jon Byers, *Sales Engineer*, MedAptus, Raleigh, NC, USA

Pembe Candaner, *Founder, President*, Pro-To-Cool, Istanbul, Turkey

Lucia Caron, *Manager, Customer Support*, Verint Systems Inc., Herndon, VA, USA

Deepak Chawla, *Sr. Director Global Technical Services*, Nutanix, Fremont, CA, USA

Rosie Chawla, *Credit Executive*, Boyd Gaming and Hospitality, Mays Landing, NJ, USA

Jeanne Conger, *SVP of Sales and Marketing Operations*, Rausch Coleman Homes, Fayetteville, AR, USA

Michael Conley, *Director Operations Mid Atlantic*, Wyndham Vacation Ownership, N Myrtle Beach, SC, USA

Tom Cross, *CEO*, TEChTionary, Boulder, CO, USA

Churchill Dass Prince, *Founder CEO*, Sales Intelligence Services, Inc, Silver Spring, MD, USA

Robyn Davis, *Owner*, When I Need Help, Columbia, SC, USA

Jim de Jager, *Operations Director*, UPC DTH Leasing S.à r.l., Howald, Luxembourg

Mehmet Emre Demir, *SVP, Contact Center*, DenizBank, Istanbul, Turkey

Frank DiCarlantonio, *Vice-President of Operations*, Scaffidi Restaurant Group, Steubenville, OH, USA

Brent Dierking, *Director, Business Development/Strategic Planning*, NorthStar EMS, Birmingham, AL, USA

Asburche Dincer, *Sr. Manager, Business and Sales Development*, DHL Express – US HQ, Plantation, FL, USA

Sheryl Dobson, *Director, Customer Contact*, J2 Global, Ottawa, ON, Canada

Alan Dowler, *Operations Manager*, Hamilton Jewelers, Princeton, NJ, USA

Eve Dumovich, *Publisher*, Snowline Publishing, Ashford, WA, USA

Brad Edmonds, *Realtor*, Harry Norman Realtors, Atlanta, GA, USA

Anita Ellis, *Director of Customer Relations*, Calderon Textiles, Indianapolis, IN, USA

Ron Essig, *VP, Products & Services*, Marriott Vacation Club, Salt Lake City, UT, USA

Meredith Estep, *Vice President Client Services*, Unitiv, Inc., Alpharetta, GA, USA

Mohammed Fattoum, *IT Specialist*, Fujairah Police General Head Quarter, Dubai, United Arab Emirates

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

Andrew Filipowski, *Executive Chairman & CEO*, SilkRoad Technology, Winston Salem, NC, USA

Laura Fredrickson, *Director of Marketing*, NIC Technologies, Arlington, VA, USA

Chris French, *VP, Customer Success*, Globoforce, Southborough, MA, USA

Brenda Gallick, *Team Member Success Leader*, Billhighway, Troy, MI, USA

Dawn Giesman, *Marketing Manager*, PublicSchoolWORKS, Mason, OH, USA

Stephen Gill, *President*, GEA, Derby, United Kingdom

Robert P. Gillespie, *Executive Vice President*, New York Community Bancorp, Cleveland, OH, USA

Barb Girson, *Principal/Owner*, My Sales Tactics, LLC, New Albany, OH, USA

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

K Gray, *President/CEO*, TBNB INC., Kissimmee, FL, USA

J. Israel Greene, *Director of Managed Services*, Gorilla Group, Chicago, IL, USA

Ankush Gupta, *Vice President – Marketing*, QEDBaton Enabled Services Pvt Ltd, Pune, India

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

Lauri Harrison, *Marketing Adjunct | Sr. Product Mgr*, Lauri Harrison PR, Denver, CO, USA

Jim Heininger, *Founder*, Dixon|James Communications, Oak Park, IL, USA

Jerry Henley, *VP of Technical Services*, Classworks, Lawrenceville, GA, USA

Mary Henson, *Membership Care Coordinator*, United States Equestrian Federation, Lexington, KY, USA

Phillip Horvath, *SVP – Professional Services*, Merchant Partners, Redmond, WA, USA

Evelyn Hsia, *Sr Manager*, Cisco Systems, San Ramon, CA, USA



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1. Use your **INTELLIGENCE** to analyse data, detect opportunities, and avoid threats to your brand.
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Preliminary Judges

- Tunde Hubina**, *Customer Care Director*, UPC DTH S.à r.l., Howald, Luxembourg
- Adam Ihrig**, *Business Analyst*, JPMorgan Chase, Heathrow, FL, USA
- Jaimon Jacob**, *Head – Customer Service & Business Excellence*, UAE Exchange Centre LLC, Dubai, Dubai, United Arab Emirates
- Tyson Jacques**, *Customer Support Manager*, HotelTonight, San Francisco, CA, USA
- Scott James**, *Program Manager, Member Advisory Center*, Arizona State Retirement System, Phoenix, AZ, USA
- Mary Beth Jenkins**, *Senior Vice President & Chief Operating Officer*, UPMC Health Plan, Pittsburgh, PA, USA
- Robert Jeppsen**, *Senior Vice President of Commercial Sales*, Zions First National Bank, Salt Lake City, UT, USA
- Becky Johns**, *Vice President*, MarketBridge, Bethesda, MD, USA
- JP Jones**, *Owner*, Collipsis Web Solutions, Broken Arrow, OK, USA
- Ed Jordan**, *Director*, trialcard, Cary, NC, USA
- Shridhar P Joshi**, *Consultant Advisor*, TATA Motors, Pune, Maharashtra, India
- JoAnn Kay**, *Customer Care Director*, GraduationSource, Port Chester, NY, USA
- Fred Kessler**, *CEO*, Sales Partnerships, Inc, Westminster, CO, USA
- Lynn Kiser**, *Manager, Customer Service*, MedCost, Winston-Salem, NC, USA
- James Koons**, *Chief Privacy Officer*, Listrak, Lititz, PA, USA
- Elzbieta Krawczynska**, *Quality Specialist Trainer*, Bank Zachodni WBK S.A., Poznan, Poland
- Suresh Kuppahally**, *SVP, Engineering, Operations and Customer Success*, Replicon Inc, San Mateo, CA, USA
- Yamini Kurup**, *VP Customer Experience*, Aditya Birla Financial Services Mumbai, Maharashtra, India
- Shane Lewis**, *Asst VP of Sales*, Sundance Vacations, Kennett Square, PA, USA
- Michael Lytle**, *Director Global Technology Services & Operations*, Extreme Networks, Kingston, NH, USA
- Scott MacGregor**, *Vice President of Sales & Marketing*, Flo-Tech, Middletown, CT, USA
- David Madacsi**, *Senior Technical Customer Support Engineer*, Grass Valley, Lakewood, CO, USA
- Omar Martínez**, *HR Business Partner*, DHL Express, Mexico City, Mexico
- Rowena Maxwell**, *Senior Manager*, Accenture, London, United Kingdom
- Altug Merhap**, *Senior Vice President*, DenizBank, Istanbul, Turkey
- Carolyn Merritt**, *VP, Customer Care*, Latisys, Ashburn, VA, USA
- Sharon Metzung**, *Publications & Graphics Manager*, Lake Metroparks, Concord Township, OH, USA
- Chad Mills**, *COO*, Carahsoft Technology Corp., Reston, VA, USA
- Franco Minucci**, *Direct Sales Manager*, DHL, Sao Paulo, Brazil
- Jay Mitchell**, *President*, Mereo, LLC, Irving, TX, USA
- Molly Moffitt-Haack**, *Marketing Supervisor*, Agnesian HealthCare, Fond du lac, WI, USA
- Amanda Morales**, *Clinical Trial Administrator*, WCCT Global, Cypress, CA, USA
- Jason Morris**, *Release Manager*, SRS|Acquiom LLC, Denver, CO, USA
- Pat Mussieux**, *Founder*, Wealthy Women Leaders, London, ON, Canada
- Dr. Ravishankar NS**, *Axis Bank*, Bangalore, Karnataka, India
- Rajendran Nair**, *Sr Director, Marketing*, Intalio, Palo Alto, CA, USA
- Emily Nelson**, *VP of Member Services*, Agility Recovery Solutions, Charlotte, NC, USA
- Michele Nylander**, *Client Relationship Director*, CallMiner, Inc., Fort Myers, FL USA
- Donna Oulton**, *Managing Director*, Planet Heaven PR, Liverpool, United Kingdom
- Ken Overly**, *Vice President, Operations*, EFG Companies, Irving, TX, USA
- A. Feza Özalp**, *Advisory Board Member*, Ekol Logistics, Istanbul, Turkey
- Elliot Park**, *Technical Customer Support Representative*, Nolo, Berkeley, CA, USA
- Lynne Peters**, *Assistant Manager Training and Business Services*, InsureMyTrip, Warwick, RI, USA
- Janet Powers**, *CEO*, Social Audiences, LLC, Boston, MA, USA
- Rebecca Quinn**, *Owner*, The Rebecca Quinn Agency, New York, NY, USA
- Jeanette Ramey**, *National Customer Service Manager*, Empire Today, Northlake, IL, USA
- Dennis Reno**, *SVP, Customer Service*, Proofpoint, Inc., San Francisco, CA, USA
- Mark Repkin**, *Senior Partner*, Big Swift Kick, Morton Grove, IL, USA
- Peter Rifkind**, *VP, Client Services*, UltraLinq Healthcare Solutions, Inc, New York, NY, USA
- Charlie Riley**, *Marketing & Communications Director*, Lawley, Buffalo, NY, USA
- Megan Ritchie Saffitz**, *Director of LEED Support*, US Green Building Council, Seattle, WA, USA
- Ansa Sekharan**, *Senior VP, Global Customer Support*, Informatica Corp, Redwood City, CA, USA
- Paula Shannon**, *Chief Sales Officer and Senior Vice President*, Lionbridge, Waltham, MA, USA
- Bill Shelton**, *Senior Vice President*, USHEALTH Advisors, Grapevine, TX, USA
- Shih Wei Sheu**, *China Zhi Gong Party: Jiangsu Explore Award*, New Taipei City, Taiwan
- Praveen Sinha**, *Associate Vice President, Corporate HR*, Escorts, Ltd, Faridabad, Haryana, India
- Teresa Stephens**, *Managing Director of Customer Care*, United States Equestrian Federation, Lexington, KY, USA
- Howard Stevens**, *The HR Chally Group*, Dayton, OH, USA
- Kim Stiglitz**, *Content Marketing Director*, VerticalResponse, San Francisco, CA, USA
- Tom Strasburger**, *Vice President, Sales and Marketing*, PublicSchoolWORKS, Cincinnati, OH, USA
- Natalie Sudina**, *Chief Executive*, Best4Kid LTD, London, United Kingdom
- Andrzej Szczepaniak**, *Deputy Director, Central Settlement Services*, Bank Zachodni WBK S.A., Poznan, Poland
- Will Tarrant**, *Managing Partner*, Service Metrics Group, Plano, TX, USA
- Özge Tekalp**, *Director*, Türk Ekonomi Bankasi A.S, Istanbul, Turkey
- T.R. Threston**, *C.E.O.*, World Guide Publishing, New York, NY, USA
- Heather Valentine**, *Vice President, Global Sales*, Thermo Fisher Scientific, Manakin Sabot, VA, USA
- Lori Van Dyke**, *Manager, Customer Care*, Access One Inc, Chicago, IL, USA
- Vincent Vanden Bossche**, *Managing Director*, Call Communications, Ottenburg, Belgium
- Chris Vasan**, *Communications Lead*, Cisco Systems, Inc., Raleigh Triangle Park, NC, USA
- Madalina Vilau**, *Managing Partner*, Expo Media, Bucharest, Romania
- Michael Viveiros**, *Senior Digital Analyst*, Magnani Caruso Dutton, New York, NY, USA
- Maggie Wang**, *Service & Support Manager*, Nolo, Berkeley, CA, USA
- Braylon Wilcott**, *Sr. Manager of Technical Support*, Telogis Inc., Austin, TX, USA
- Claudia Zacharias**, *President & CEO*, Board of Certification/Accreditation, Owings Mills, MD, USA
- Chris Zoloth**, *Director, Global Customer Care*, IHG, Salt Lake City, UT, USA

Upcoming Stevie® Awards Deadlines

2015 Asia-Pacific Stevie® Awards



**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 11, 2015

2015 American Business AwardsSM



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

Entry Deadline:
March 25, 2015

Last Day for Late Entries:
April 22, 2015

2015 International Business AwardsSM



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

Early-bird Entry Deadline:
April 15, 2015

Final Entry Deadline:
May 13, 2015

Learn More and Enter at www.StevieAwards.com



See the List of Final Gold, Silver and Bronze Stevie® Award Placements



Stevie® Awards For Sales & Customer Service Finalists

5:15 pm Ceremony

BUSINESS DEVELOPMENT CATEGORIES

Business Development Professional of the Year

Avea Iletisim Hizmetleri A.S., Istanbul, Turkey: Gökhan AYAS, Department Manager of Customer Care Project & Self Service Channel Management

Digital Risk, Maitland, FL: Drew Vandermay, Director, Valuation Services, Digital Risk Valuation Services

Fujairah Police General Head Quarters, Al Fujairah, United Arab Emirates: Maryam Darweish Alhashmi – Ministry of Interior/Fujairah Police General Head Quarters

Lennox Industries, Inc., Richardson, TX: Bill Carlson, Director of Retail National Accounts

Business Development Executive of the Year

Access One Inc, Chicago, IL: Rick Wagner, VP of Operations and Engineering

Digital Risk, Maitland, FL: Jeff Taylor, Managing Partner & Co-Founder

HomeAway.com, Austin, TX: Taleeb Noormohamed, Vice President, Business Development

Reading Room, Singapore: Sam Booth, International Commercial Director

Red Apple Consultants, LLC, McLean, VA: Arsalan Sajjad, CEO

United Arab Emirates Embassy Police Attache, Washington, DC: Captain Abdulaziz Alshareef, Police Attaché

ZoomInfo, Waltham, MA: Don Wynns, VP of Business Development

Business Development Achievement of the Year – Financial Services Industries

AmTrust North America, New York, NY: AmTrust Global Business Development Achievements

DenizBank, Istanbul, Turkey: Happy Customers = Successful Business

Digital Risk, Maitland, FL: Digital Risk secures largest originations client in its history

EFG Companies, Irving, TX: EFG Companies – Changing an Industry

Business Development Achievement of the Year – Media & Entertainment, Hospitality & Leisure Industries & Services Industries

Altinbas Petrol Ltd., Nicosia, Turkish Republic of Northern Cyprus: Alpet Kibris Achievements

iHeartMedia, Inc., New York, NY: IHeartMedia's National Sales Team

NorthStar EMS, Tuscaloosa, AL: Differentiating Ourselves From the Competition – The Value of Accreditation

Passport Online Inc., Beaverton, OR: Passport Online's Social Media Solution For Customers

Rixos Hotels, Antalya, Turkey: Rixos Hotels Global Social Media & Interactive Marketing Business Development

Sales Intelligence Services, Inc | Sales Intellect Company, Chennai, Tamil Nadu, India: Sales Intelligence Services Inc's Business Development Achievement – Services Industries

Setur Servis Turistik A.S., Istanbul, Turkey: Setur's Engelsiz.Setur.Com.tr Website & Corporate Social Responsibility Program

Business Development Achievement of the Year – Technology Industries

ATech, Brisbane, QLD, Australia: ATech increases annual revenue by almost 80%

Collipsis Web Solutions, Broken Arrow, OK: Major Changes for Collipsis Web Solutions in 2014

InsideSales.com, Provo, UT: 100% Revenue Growth for fourth year in a row.

Treeline, Incorporated, Wakefield, MA: Treeline Business Development Achievement of the Year – Technology

Business Development Achievement of the Year – Transportation Industries

NorthStar EMS, Tuscaloosa, AL: Value Differentiation – The Value of Accreditation

CONGRATULATIONS ^{10,000}

To the 10,000 people who come to work every day to make Lennox® the most innovative name in home comfort: thank you. Because you made us finalists in 11 categories in this year's Stevie® Awards. And every single one of you makes us...us.





BUSINESS DEVELOPMENT CATEGORIES – *Continued*

Business Development Achievement of the Year – All Other Industries

Board of Certification/Accreditation, Owings Mill, MD:
BOC's Story of Growth During Industry Contraction

Fujairah Police General Head Quarters, Al Fujairah,
United Arab Emirates: Ministry Of Interior Fujairah Police
General Head Quarters Business Development

GuideWell Connect, Jacksonville, FL: Weathering the
Storm of a Rapidly Changing Business Environment

Lennox Industries, Inc., Richardson, TX: Lennox Industries
Business Development Achievement of the Year

NorthStar EMS, Tuscaloosa, AL: Value Differentiation –
The Value of Accreditation

Nudge, American Fork, UT: Nudge Business
Development Achievements

OnTarget Partners, Frisco, TX: OnTarget Partners:
Taking Intelligence for Business to the Next Level

Stephen Gill Associates, Derby, United Kingdom:
Real Business Development – achieving client benefits
greater than cost

NEW PRODUCT CATEGORIES

Business Intelligence Solution – New

Avention, Concord, MA: Avention

DenizBank A.S., Istanbul, Turkey: DenizBank CRM
Revolution – inter – Online CRM

Donlen Corporation, Northbrook, IL: Donlen Business
Intelligence Solution-New

Business Intelligence Solution – New Version

D-CAT Group, Istanbul, Turkey: BILGIN: Turkcell Global's SAP
BI Platform – an end-to-end BI Platform by D-CAT Group

FedEx TechConnect, Memphis, TN: Customer Data
Governance Tool – FedEx TechConnect,
Enterprise Customer Data Services

Gagein, Inc., Campbell, CA: Gagein Introduces
Next-Generation Proactive Selling, Gives Salespeople
'First Caller' Advantage

Turner Industries Group LLC, Baton Rouge, LA:
MAPS Productivity System

Collaboration Solution – New

Denizbank, Istanbul, Turkey: Denizbank's Campus Card

John Hancock Financial Services, Boston, MA: Price It Faster

United Credit Consultants, Burnsville, MN: United Credit
Consultants has a collaboration of credit services,
debt settlement options & real estate solutions for
each consumer

Collaboration Solution – New Version

bigtincan, Waltham, MA: The Mobile Revolution – making
every customer interaction count with bigtincan hub 4.0

Bloomfire, Austin, TX: Bloomfire: Using Knowledge
as an Asset

FedEx TechConnect, Memphis, TN: FedEx TechConnect,
Data Integration Process and Strategy of Newly
Acquired Companies

Infinite Convergence Solutions, Arlington Heights, IL:
NetSfere

Lucernex Technologies, Plano, TX: Lucernex's Lx Retail 9.2.2

Contact Center Solution – New

Fujairah Police General Head Quarters, Al Fujairah,
United Arab Emirates: Ministry Of Interior Fujairah Police
General Head Quarters STORM

NewVoiceMedia, San Francisco, CA: NewVoiceMedia –
Contact Center Solution-New

NICE Systems, Paramus, NJ: NICE Systems' Real-Time
Authentication and Fraud Prevention solution

Contact Center Solution – New Version

John Hancock Financial Services, Boston, MA:
Consent by Phone

NewVoiceMedia, San Francisco, CA: NewVoiceMedia –
Contact Center Solution – NEW VERSION

NICE Systems, Paramus, NJ: NICE Systems' Advanced
Interaction Recorder

Transera, Sunnyvale, CA: Customer Engagement Analyzer 2.0

Incentive Management Solution – New

Xactly Corporation, San Jose, CA: Xactly Insights



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NEW PRODUCT CATEGORIES – *Continued*

Incentive Management Solution – New Version

Iconixx, Austin, TX: Iconixx Sales™

Xactly Corporation, San Jose, CA: Xactly Incent

IVR or Web Service Solution – New

Garanti Bank, Istanbul, Turkey: Alo Garanti Voice Technologies

(mt) Media Temple, Culver City, CA: Don't Call Us,
We'll Call You: Click-to-Call by Media Temple

NICE Systems, Ra'anana, Israel: NICE IVR Journey Analytics

Rackspace, San Antonio, TX: Rackspace's Cloud Control
Panel Support Drawer

IVR or Web Service Solution – New Version

Artificial Solutions, Stockholm, Sweden:
Teneo Virtual Assistant

Oi, Rio de Janeiro, Brazil: Intelligent IVR improves the
customer relationship

Marketing Solution – New

BlueConic, Boston, MA: BlueConic: Dramatically improving
the customer experience through real-time personalization

C-4 Analytics, Saugus, MA: C-4 Analytics Online Reputation
Management (ORM) Platform

Corporate360 Pte Ltd, Singapore: Prospectr –
BigData solution from Corporate360 for B2B Marketing

Turkiye Is Bankasi A.S., Istanbul, Turkey: Turkiye Is Bankasi
A.S.'s Marketing Optimization

Marketing Solution – New Version

Infinite Convergence Solutions, Arlington Heights, IL: Infinite
Convergence Solution's Enterprise Messaging Service

Smartling, New York, NY: Smartling – Transforming the
Customer Experience Through Language

Relationship Management Solution – New

DenizBank A.S., Istanbul, Turkey:

DenizBank CRM Revolution – inter-OnlineCRM

DenizBank, Istanbul, Turkey: Love Bank

EMKAY Inc, Itasca, IL: EMKAY Takes Customer Relationship
Management Technology to a Whole New Level

John Hancock Financial Services, Boston, MA:
Building a Quality Relationship

John Hancock Financial Services, Boston, MA:
Managing Service with Our Partners

JONCKERS, Westminster, CO: JONCKERSmobile

Relayware, Jersey City, NJ: Relayware's New Partnering
Automation Improve Channel Partner Engagement

Tactile, Redwood City, CA: Introducing Tact – The first mobile
command center designed for salespeople

Relationship Management Solution – New Version

DiCentral, Houston, TX: Multi-Language Support –
EDI For Everyone

SAP, Newtown Square, PA: SAP Cloud for
Sales Retail Execution

Sales Automation Solution – New

Broadview Networks, Rye Brook, NY:

OfficeSuite® CRM Connector for Salesforce®

Outsell, LLC, Minneapolis, MN: Outsell BuyerScout

Sales Automation Solution – New Version

CallidusCloud, Pleasanton, CA: Lead to Money:
Transforming Marketing and Sales

Cars.com, Chicago, IL: Cars.com Operations CRM –
Account Planner

ClearSlide, San Francisco, CA: ClearSlide with
Mobile Features

Qstream, Burlington, MA: Qstream Sales Performance
Analytics Platform

Seismic, San Diego, CA: Seismic Unveils Updated Sales
Enablement Software

Velocify, El Segundo, CA: Velocify for Salesforce



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SOLUTION PROVIDER CATEGORIES

Sales Consulting Practice of the Year

Imparta Inc, Austin, TX: Imparta

Sales Intelligence Services, Inc | Sales Intellect Company,
Chennai, India: Sales Intelligence Services Inc's Sales
Consulting Practice

Sales Partnerships, Inc., Westminster, CO:
SPI Sales Consulting

Treeline, Incorporated, Wakefield, MA: Treeline Inc.

Sales Training Practice of the Year

The Brooks Group, Greensboro, NC: The Brooks Group

Franklin Covey, Salt Lake City, UT:
Sales Performance Solutions

Imparta Inc, Austin, TX: Imparta

Janek Performance Group, Las Vegas, NV:
For Janek, Adaptation is the Key to Improvement

MarketBridge, Bethesda, MD: MarketBridge Credit Training
and Coaching Program for Neiman Marcus Group

Revenue Storm, Schaumburg, IL: Revenue Storm –
The Business Rainmakers

Richardson, Philadelphia, PA: Richardson

Wilson Learning, Minneapolis, MN: Wilson Learning

Sales Outsourcing Provider of the Year

ConnectAndSell, Inc., Los Gatos, CA

Invenio Solutions, Austin, TX: Invenio Solutions

Revana, Tempe, AZ: Revana Fuels Growth for Clients by
Providing Exceptional Sales Solutions

Sales Partnerships, Inc., Westminster, CO: Sales Partnerships

SalesStaff LLC, Houston, TX: SalesStaff Produces 35,000
Sales Opportunities for Our Clients in 2014

Incentive, Rewards, or Recognition Provider of the Year

Hoopla, San Jose, CA: Hoopla's Sales Motivation Platform

Iconixx, Austin, TX: Iconixx Incentive™

MarketBridge, Bethesda, MD: 2015 MarketBridge:
Saks Fifth Avenue

Customer Service or Call Center Training Practice of the Year

Common Sense Solutions, Shreveport, LA: Bringing Common
Sense Customer Service to the World for 20 Years!

FedEx TechConnect, Memphis, TN: FedEx TechConnect
CRISP Educational Initiative

OptumRx, Irvine, CA: OptumRx Principles of Effective Training

UNIQ Training and Consultancy, Istanbul, Turkey:
UNIQ Company

Sales or Customer Service Solutions Technology Partner of the Year

Brainshark, Inc., Waltham, MA: Brainshark, Inc.

FedEx TechConnect, Memphis, TN: FedEx Enterprise
Customer Data Services (ECDS) Team

IntelliResponse Inc., Toronto, ON, Canada:
IntelliResponse Systems Inc.

John Hancock Financial Services, Boston, MA:
'Working together is success' – Henry Ford

Parature, from Microsoft, Herndon, VA:
Parature, from Microsoft

Sparkcentral, San Francisco, CA: Sparkcentral

SugarCRM, Cupertino, CA: SugarCRM's Sweet CRM
Market Leadership

Verint, Melville, NY: Verint Evolves Customer Experience to
Customer Engagement

Contact Center or Customer Service Outsourcing Provider of the Year

Competence Call Center, Vienna, Austria:
Competence Call Center

iResearch Services, Pune, India: iResearch Services (iRS)

Telerox, Horsham, PA: Telerox

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We are honored to be nominated and wish the best of luck to all 2015 Stevie Award finalists.



Lisa Merola
Hazelton Call Center
Contact Center Manager of the Year



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Stevie® Awards For Sales & Customer Service Finalists

7:40 pm Ceremony

SALES INDIVIDUAL CATEGORIES

Senior Sales Executive of the Year

Blinds.com, Houston, TX: Stephen M. Riddell,
Chief Sales Officer

Core BTS, Carmel, IN: Darren Barnes, SVP Sales
and Marketing

etouches, Norwalk, CT: Kathleen Roberge, VP of Global Sales

Zions First National Bank, Salt Lake City, UT:
Rob Jeppsen, Senior VP – Sales

Worldwide Sales Executive of the Year

Acquia, Inc., Burlington, MA: Tim Bertrand,
Senior Vice President of Worldwide Sales

Cisco Systems Inc, Bedfont Lakes, United Kingdom:
John Donovan, VP of Global Virtual Sales Organization

Core BTS, Carmel, IN: Darren Barnes, SVP Sales
and Marketing

MaintenanceNet, Inc., Carlsbad, CA: Shayne Skaff, President

National Sales Executive of the Year

BTC Bahamas, Nassau Bahamas: Gershan Major,
Vice-President, Corporate Sales & Business Development

Core BTS, Carmel, IN: Darren Barnes, SVP Sales
and Marketing

Wyndham Vacation Ownership, Orlando, FL:
David Lee, Regional Senior Vice President,
Sales & Marketing

Sales Director of the Year

Core BTS, Carmel, IN: Darren Barnes, SVP Sales
and Marketing

Comview Corporation, Huntington Station, NY:
Richard Bruyere, Sales Director

iHeartMedia, Inc., New York, NY: Michael Soifer,
National Sales Director

Imparta Inc, Austin, TX: Linden Ingram, Sales Director

NorthStar EMS, Tuscaloosa, AL: Brent Dierking, Director of
Business Development

Novitex Enterprise Solutions Inc., Stamford, CT:
Joanna Robinson, VP Healthcare

Sales Intelligence Services, Inc | Sales Intellect Company,
Chennai, India: Jacob Samson, Sales Director

Sales Partnerships, Inc., Westminster, CO: Gene Higby,
Director for Outside Sales

Sales Manager of the Year

Core BTS, Carmel, IN: Darren Barnes, SVP Sales
and Marketing

DHL Express Mexico, Mexico City, Mexico: Pilar Martinez,
Sales Manager

DHL Express U.S., Plantation, FL: Feroz Parkar,
Area Sales Manager

DHL Express U.S., Plantation, FL: Matthew Merrilees,
Area Sales Manager, Manhattan

Magnolia HVAC, Riverside, CA: Eric Smith, Sales Manager

ZoomInfo, Waltham, MA: Ned Leutz, New Business
Sales Manager

Sales Operations Professional of the Year

Nudge, American Fork, UT: Clint Sanderson, VP of Sales

Richardson, Philadelphia, PA: Michael Rogan,
Director of Sales Operations

SugarCRM Inc., Cupertino, CA: Bill Gibbs,
Sales Operations Manager

WCCT Global, Cypress, CA: Jon Rojas,
Chief Operating Officer

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SALES INDIVIDUAL CATEGORIES – *Continued*

Sales Training or Education Professional/Leader of the Year

- DXP Enterprises, Rosedale, MD: Curt Tueffert,
Sales Development Expert
- The Efficiency Sales Professional Institute, San Francisco, CA:
Mark Jewell, co-founder and CEO
- Extreme Networks, San Jose, CA: Michael Pellerin,
Senior Manager, Training and Certification
- FLOW Jamaica, Kingston, Jamaica: Beverley Thompson,
Director, Consumer Sales and Retail Services
- Nudge, American Fork, UT: Clint Sanderson, VP of Sales
- SugarCRM Inc., Cupertino, CA: Bill Gibbs,
Sales Operations Manager

Sales Representative of the Year – Services Industries

- Sofica Group JSC, Sofia, Bulgaria: Borislav Radoslavov
- Trupanion, Seattle WA: Caitlin Everett
- Wyndham Vacation Ownership, Orlando, FL: Eric Morace

Sales Representative of the Year – Technology Industries

- Blinds.com, Houston, TX: Joshua Gaudet,
- Relayware, Jersey City, NJ: Randy Skipper

Sales Representative of the Year – All Other Industries

- DHL Express Mexico, Mexico City, MX: Cynthia Ramirez
- DHL Express U.S., Plantation, FL: Amanda Ruiz,
Manager International Sales, ZYP
- DHL Express U.S., Plantation, FL: Brian Ellison,
National Account Manager, Northeast
- DHL Express U.S., Plantation, FL: David Gabrielli,
Manager International Sales, Manhattan
- DHL Express U.S., Plantation, FL: Jeremy Fronza,
Manager International Sales, ORD
- DHL Express U.S., Plantation, FL: Justin McMahon,
Manager of International Sales – South Florida
- Sales Partnerships, Inc., Westminster, CO: Michael Becker
- SurePayroll, Inc., Glenview, IL: Matt Hudson
- SurePayroll, Inc., Glenview, IL: Tim McDonald

SALES TEAM CATEGORIES

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Global Sales Team of the Year

- BTC Bahamas, Nassau Bahamas: BTC Bahamas Corporate &
Enterprise Sales Team
- Cisco Systems Inc, San Jose, CA: Cisco's Global Virtual
Sales Organization
- Marriott Vacation Club, Orlando, FL: Enduring the Challenges
of a Failing Global Economy
- PetRays, Spring, TX: PetRays – Global Sales Team

National Sales Team of the Year – Business Services

- Core BTS, Carmel, IN
- Lyons Consulting Group, Chicago, IL:
LYONSCG's National Sales Team
- Sofica Group JSC, Sofia, Bulgaria: Sofica Group and
Mtel National Sales Team

National Sales Team of the Year – All Other Industries

- Adobe Systems Incorporated, San Jose, CA:
Adobe Strategic Accounts Sales Team
- DenizBank, Istanbul, Turkey: DenizBank's Direct Sales Team
- Dice, New York, NY
- iHeartMedia, Inc., New York, NY
- Lennox Industries, Inc., Richardson, TX
- Marriott Vacation Club, Orlando, FL
- Nudge, American Fork, UT: BuyPD Sales Team
- PetRays, Spring, TX
- SurePayroll, Inc., Glenview, IL

Government Sales Team of the Year

- Carahsoft Technology Corp., Reston, VA

Field Sales Team of the Year – Business Services

- Core BTS, Carmel, IN
- Sales Intelligence Services, Inc | Sales Intellect Company,
Chennai, India
- Sales Partnerships, Inc., Westminster, CO

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SALES TEAM CATEGORIES – *Continued*

Field Sales Team of the Year – All Other Industries

DenizBank, Istanbul, Turkey: DenizBank's Direct Sales Team
EFG Companies, Irving, TX
Lennox Industries, Inc., Richardson, TX: Lennox Industries Territory Sales Team
Nudge, American Fork, UT: BuyPD Sales Team
PetRays, Spring, TX
USHEALTH Advisors, L.L.C., Grapevine, TX
Wyndham Vacation Ownership, Orlando, FL: Wyndham Vacation Ownership's Star Island Super Team

Telesales Team of the Year – Banking, Financial Services and Insurance

DenizBank, Istanbul, Turkey: DenizBank's New Sales Channel
GuideWell Connect, Jacksonville, FL: Send them Home – TeleWorkers Abound
SurePayroll, Inc., Glenview, IL: SurePayroll CPA Telesales Team of the Year
Trupanion, Seattle WA

Telesales Team of the Year – All Other Industries

Blinds.com, Houston, TX
DHL Express Global, Bonn, Germany
DHL Express U.S., Plantation, FL: DHL Express Telesales (Direct Channel Sales) Team
HomeServe USA, Norwalk, CT
iHeartMedia, Inc., New York, NY: iHeartMedia's National Sales Team
Revana, Tempe, AZ: Revana
Salesify, Redwood City, CA

Online Sales Team of the Year

Comcast, Philadelphia, PA
GoDaddy.com, Scottsdale, AZ
Pronq-by HP, Sunnyvale CA: Technical Engagement Managers for HP Software
Sharegate, Montreal, QC, Canada

Sales Support Team of the Year

Data & Analytics – Black Knight Financial Services, Irvine, CA
DHL Express U.S., Plantation, FL
IBM Corporation, Armonk, NY: Sales Transation Support Team
IBM Corporation, Armonk, NY: The IBM Federal Client & Sales Support
Marriott Vacation Club, Orlando, FL: Marriott Vacation Club's Sales Operations Team

Sales Operations Team of the Year

DHL Global Forwarding, Bonn, Germany: DGF Global Sales Training Team as part of Global Sales Steering Team
LivingSocial, Inc., Washington DC
Marriott Vacation Club, Orlando, FL: Marriott Vacation Club's Sales Operations Team
Ooyala, Mountain View, CA

Sales Management Team of the Year

DHL Express (New Zealand) Limited, Auckland,
New Zealand: DHL Express (New Zealand) Limited Sales Management Team



Presentation of the 2015 ValueSelling Award for Sales Transformation Excellence to PrimePay



SALES ACHIEVEMENT CATEGORIES

Sales Turnaround of the Year

Core BTS, Carmel, IN

DHL Express Sub Saharan Africa, South Africa:
Cameroon Journey from GOOD to GREAT!

Dice, New York, NY: Dice.com Sales Turnaround

Oi, Rio de Janeiro, Brazil: The Oi Company's prepaid
recharge turnaround. Increasing the revenue to over than
1.500% in one year.

Ooyala, Mountain View, CA

Sales Growth Achievement of the Year – Banking, Financial Services and Insurance

DenizBank, Istanbul, Turkey: Denizbank's Brand New
Sales Channel

GuideWell Connect, Jacksonville, FL: Not the Usual Fire Drill –
GuideWell Connect Avoids A Crisis

GuideWell Connect, Jacksonville, FL: Weathering the Storm
of a Rapidly Changing Business Environment

HUB International, Westmont, IL: HUB International Business
Development Team (BDT)

United Credit Consultants, Burnsville, MN: United Credit
Consultants | The Better Path To Credit Recovery

USHEALTH Advisors, L.L.C., Grapevine, TX:
USHEALTH Advisors Continues Growing through
Product Differentiation

Sales Growth Achievement of the Year – Computer Software

Adobe Systems Incorporated, San Jose, CA:
Adobe Strategic Accounts Sales Team

Microsoft Corporation, Redmond, WA: Going Global:
Growing Global

Sharegate, Montreal, QC, Canada: Doubled customer base
and more

Thycotic, Washington, DC:
Thycotic Sales Growth Achievement

Sales Growth Achievement of the Year – All Other Industries

DHL Express (New Zealand) Limited, Auckland, New Zealand:
DHL Express (New Zealand) Limited Sales Growth in a
Mature Market

Industrias La Constancia, San Salvador, El Salvador:
ILC – Growing Sales in El Salvador

Magnolia HVAC, Riverside, CA: Eric Smith – Sales Growth

Nudge, American Fork, UT: Nudge Company's Sales Growth

Revana, Tempe, AZ: Revana: Intuit Grows Substantial
QuickBooks Revenue in Online Sales Chat Channel

Turkcell, Istanbul, Turkey:
Turkcell Telesales Inbound Performance

XDBS Corporation, Hawthorne, CA: XDBS Corporation's
Sales Growth

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

DenizBank, Istanbul, Turkey: www.dijitaldeniz.com –
The new generation banking channel

Mercer Consumer, Urbandale, IA: Nurses Proliability
Search Engine Marketing

Turkiye Is Bankasi A.S., Istanbul, Turkey: Turkiye Is Bankasi
A.S.'s Technology-Driven Sales Operations

Best Use of Technology in Sales – All Other Industries

Cisco Systems Inc, San Jose, CA: Cisco's Global Virtual
Sales Organization's Pervasive Use of Technology

Deutsche Post DHL (DHL CSI), Bonn, Germany: DHL CSI's
implementation of a robust and flexible new business
technology platform

Extreme Networks, San Jose, CA:
Knowledge-Centered Support

Lennox Industries, Inc., Richardson, TX: Lennox Industries
Best Use of Technology

Oi, Rio de Janeiro, Brazil: Multichannel Platform in Practice –
New interactive channel according to customer's request

Ooyala, Mountain View, CA

Retail Business Development, St. Petersburg, FL:
SalesMakers, Inc Ever Present Technology

ZoomInfo, Waltham, MA: ZoomInfo Used a Combination
of its Own Tools and Sales Intelligence Tools to Drive
Sales Growth



SALES ACHIEVEMENT CATEGORIES – *Continued*

Demand Generation Program of the Year

- ConnectAndSell, Inc., Los Gatos, CA: OutboundOnDemand
- DHL Express Mexico, Mexico City, Mexico:
DHL Express Mexico Lead Qualifier and Multichannel Generation Program
- General Cable Corp., Highland Heights, KY: General Cable's Power Up Your IQ Educational Micro Site Demand Generation Program
- Mercer Consumer, Urbandale, IA: Cigna Auto Home Package Redesign
- SalesStaff LLC, Houston, TX: How Demand Generation Experts, SalesStaff, Construct an Internal Demand Gen Program – Drinking our own Kool-Aid
- Unilever Turkiye, Istanbul, Turkey: Lipton Perfect Launch Activity
- ZoomInfo, Waltham, MA: ZoomInfo Developed Targeted Survey Campaign to Further Engage Leads and Grow Revenue

Outbound Marketing Program of the Year

- Bluebeam Software, Pasadena, CA: The Road to Revu 12
- Johnson Inc., Richmond Hills, ON, Canada: Johnson Inc. Outbound Marketing Program
- Mercer Consumer, Urbandale, IA: IEEE Accidental Death and Dismemberment Mailing
- Outsell, LLC, Minneapolis, MN and Saatchi & Saatchi: 2014 Toyota Highlander Launch
- Picore International, Calabasas, CA: Outbound Marketing Program of the Year
- Richardson, Philadelphia, PA: Inspired Marketing for Insight Selling

Inbound Marketing Program of the Year

- DenizBank, Istanbul, Turkey:
Financial Supermarket Programme
- Johnson Inc., Richmond Hills, ON, Canada:
Morgex Insurance – The Big Payoff Campaign
- Mercer Consumer, Urbandale, IA: NEA Guaranteed Issue Life Plan Cross Sell One Minute Package
- ZoomInfo, Waltham, MA: ZoomInfo Used Its Own Products to Identify their Buyer Persona and Send Targeted Campaigns

Sales Process of the Year

- Data & Analytics – Black Knight Financial Services, Irvine, CA:
Data & Analytics Sales Process
- DHL Express Global, Bonn, Germany: DHL Express Global Sales Process
- GuideWell Connect, Jacksonville, FL: Selling is a Process NOT an Art
- GuideWell Connect, Jacksonville, FL: Turning Complaints into Compliments
- Lennox Industries, Inc., Richardson, TX: Lennox Sales Process
- Ooyala, Mountain View, CA
- Richardson, Philadelphia, PA: Gallagher Benefit Services, Inc. Establishes Consistent Process to Gain Results
- Richardson, Philadelphia, PA: MetLife Sales Process

Sales Training or Coaching Program of the Year – Banking and Insurance

- GuideWell Connect, Jacksonville, FL: Endurance Training for a Changing Landscape
- GuideWell Connect, Jacksonville, FL: Now that's a Stealthy Action Plan ? Secret Shopper Training
- Swiss Reinsurance Company, Zurich, Switzerland: Swiss Re – On the way to a world-class sales organization
- Zions First National Bank, Salt Lake City, UT: Self-Correcting, not Self-Destructing at Zions Bank



SALES ACHIEVEMENT CATEGORIES – *Continued*

Sales Training or Coaching Program of the Year – Business Services

- Invenio Solutions, Austin, TX: Invenio Solutions' Science of Sales Training & Coaching Program
- LocumTenens.com, Alpharetta, GA: The LocumTenens.com Sales Team Incubator
- Revana, Tempe, AZ: rogenSi: Vodafone Realigns Employee Mindset to Revolutionize Retail Service
- Richardson, Philadelphia, PA: Accredo Adopts Insight Selling
- Richardson, Philadelphia, PA: Gallagher Benefit Services, Inc. Implements World Class Sales Training Program
- Richardson, Philadelphia, PA: MetLife Sales Training Program
- Richardson, Philadelphia, PA: Selling the QTS Way, QTS Sales Training Program
- Strategy to Revenue, Buckinghamshire, United Kingdom: Certified International Forwarder Sales(CIF-Sales) – Product Track
- ValueSelling Associates, Rancho Santa Fe, CA: PrimePay's Sales Training and Onboarding Program
- Visualize, Birmingham, MI: Ooyala

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

- FLOW Jamaica, Kingston, Jamaica: FLOW Jamaica's Retail Sales Program
- Lennox Industries, Inc., Richardson, TX: Lennox Industries Sales New Employee Onboarding Program
- Marriott Vacation Club, Orlando, FL: Marriott Vacation Club – The Balanced Approach
- Wyndham Vacation Ownership, Orlando, FL: Wyndham Vacation Ownership's Talent Team Training App

Sales Meeting of the Year

- Lennox Industries, Inc., Richardson, TX: Lennox Industries Sales Meeting
- LivingSocial, Inc., Washington, DC: LivingSocial "Mission Possible" Annual Sales Conference
- Toshiba America Business Solutions, Inc., Irvine, CA: Toshiba's LEAD 2014
- Trupanion, Seattle WA: Sales Team Meeting – Trupanion

Award for Innovation in Sales – Banking, Financial Services, and Insurance

- DenizBank,Istanbul,Turkey: DenizBank's Direct Sales Team
- GuideWell Connect, Jacksonville, FL: Quick Out of the Box – GuideWell Connect Staffs Up
- United Credit Consultants, Burnsville, MN: United Credit Consultants creates Debt Settlement Solutions program within service options.

Award for Innovation in Sales – Business Services

- Ooyala, Mountain View, CA
- Richardson, Philadelphia, PA: Accredo's Richardson Refresher Series
- Strategy to Revenue, Buckinghamshire, United Kingdom: Certified International Forwarder in Sales (CIF-Sales)
- Warrantech, Bedford, TX: Warrantech Connected Protection

Award for Innovation in Sales – All Other Industries

- Cisco Systems Inc, San Jose, CA: Cisco's Global Virtual Sales Organization's Innovative Approach to Sales
- Deutsche Post DHL (DHL CSI), Bonn, Germany: Customer Centric Innovation
- DHL Express Sub Saharan Africa, Cape Town, South Africa: Focus weeks deliver success
- Industrias La Constancia, San Salvador, El Salvador: ILC – Innovation in Sales
- INSZoom.com Inc., San Ramon, CA: INSZoom Simplifies Products and How You Buy Them
- Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur, Malaysia: Stevie Awards Submission - Innovation in Sales



SALES DEPARTMENT CATEGORIES

Sales Department of the Year – Financial Services

DenizBank, Istanbul, Turkey: DenizBank's Alternate Sales Channel

Zions First National Bank, Salt Lake City, UT: What We Signed Up For: Setting Records with the Zions Bank Commercial Banking Team

Sales Department of the Year – All Other Industries

DHL Express (New Zealand) Limited, Auckland, New Zealand: DHL Express (New Zealand) Limited Sales Department

GuideWell Connect, Jacksonville, FL: In the Eye of the Storm

GuideWell Connect, Jacksonville, FL: Race to the Finish – Affordable Care Act Agent Expansion

iHeartMedia, Inc., New York, NY: iHeartMedia's National Sales Team

Lennox Industries, Inc., Richardson, TX: Lennox Industries Sales Team of the Year

Marriott Vacation Club, Orlando, FL: Marriott Vacation Club – How can a focused team of sales professionals survive the economic ups and downs of the economy

PetRays, Spring, TX

CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

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

AllClear ID, Austin, TX: Chris Mims, Investigations Lead

eMoney Advisor, LLC, Conshohocken, PA: Celeste Hernandez, Financial Planning Analyst

MassMutual Life Insurance Company, Springfield, MA: Stephanie Rodrigues, Field Services Consultant

Mastercard, Miami, FL: Kinneret Nahamani, Customer Service Representative

Wells Fargo, San Francisco, CA: Tory DiCato, Client Service Officer

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

Consumer Priority Service, Brooklyn, NY: David Feinstein, Customer Service Representative

Fareportal, New York, NY: Carmen Jimenez, agent, CheapOair

Fareportal, New York, NY: Yatendri Sahai, agent, CheapOair

Ministry of Interior, Sharjah Police HQ, Sharjah, United Arab Emirates: Ahmed Abdullah Ali Al-Naqbi, Rank/1st Warrant Officer

Safelite AutoGlass, Columbus, OH: Kanyon Hillaire, Technician

Trupanion, Seattle, WA: Jen Rozler

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

Ask.com, Oakland, CA: Eric McKirdy, Manager of Global Customer Care

Network Alliance, Inc., Reston, VA: Chris Anderson, Customer Service Representative

Paycor, Cincinnati, OH: Mary Jo Westerkamp

Telogis Inc., Aliso Viejo, CA: Diana Hernandez, Customer Service Representative

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

BuildASign.com, Austin, TX: April Harrod, Customer Love Representative

BuildASign.com, Austin, TX: Melissa McQuiston, Customer Love Representative

Delta Air Lines, Atlanta, GA: Adrienne Cain, Cincinnati Customer Experience Specialist

Delta Air Lines, Atlanta, GA: Alan Graham, Salt Lake City Customer Experience Specialist - Elite Sales and Service

Delta Air Lines, Atlanta, GA: Angel Jerez, Atlanta Customer Experience Supervisor

Delta Air Lines, Atlanta, GA: Hollie Horne, Salt Lake City Elite Sales and Service Assist

Delta Air Lines, Atlanta, GA: Molly Collins, Atlanta Customer Experience Specialist

Lennox Industries, Inc., Richardson, TX: Lennox Industries Parts Plus Team

VIZIO Inc., Irvine, CA: Ilene Schindler

VIZIO Inc., Irvine, CA: Tyson Ray



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Back-Office Customer Service Professional of the Year

DHL Express NZ Ltd., Auckland, New Zealand:
Heather Tuimauga

eMoney Advisor, LLC, Conshohocken, PA: Tim Corbett;
Senior Client Support Specialist

Fareportal, New York, NY: Fiona Sailo, CheapOair

Ministry of Interior, Sharjah Police HQ, Sharjah,
United Arab Emirates: Hassan Wafik Abdullah,
back office customer service

VIZIO Inc., Irvine, CA: Drew Goodell

Wells Fargo, San Francisco, CA: Angie Escobedo,
Business Initiatives Manager

Young Customer Service Professional of the Year – Computer Software and Services

Buildium, Boston, MA: Jeana Pondelli, Buildian/Customer
Service Rock Star

(mt) Media Temple, Culver City, CA: Rising Sun: The Evan
Young Story

Unitiv's Intelligent Help Desk, Alpharetta, GA: Craig Cagle,
IHD ServiceDesk Technical Analyst

Young Customer Service Professional of the Year – Hospitality and Leisure

Fareportal, New York, NY: Devindra Seenarain, CheapOair

Fareportal, New York, NY: Nitin Verma, Assistant Manager,
CheapOair

HomeAway, Inc., Austin, TX: Kristen Simmons

Young Customer Service Professional of the Year – All Other Industries

DHL Express, Beirut, Lebanon: Pamela Katmarji,
Customer Service Professional

Discovery Education, Silver Spring, MD: Beau Horner,
Technical Support Specialist Extraordinaire

FedEx TechConnect, Memphis, TN: Rebecca Armstrong

OptumRx, Irvine, CA: Catherine Newville exemplifies
Superior Performance

Paycor, Cincinnati, OH: Zachary Briggs, Paycor Support
Services Jack of All Trades

Picore International, Calabasas, CA: Eric Halem,
Senior National Operations Manager

VIZIO Inc., Irvine, CA: Amanda Bella Topete

Customer Service Manager of the Year – Computer Software and Services

Beeline, Jacksonville, FL: Enza Lobusta, Manager,
Client Services

ClearFit, Toronto, ON, Canada: Patrick McNeill,
Customer Success Manager

Jobvite, San Mateo, CA: Jennifer Fray,
Customer Success Manager

Network Alliance, Inc., Reston, VA: Josh Strahler,
Customer Service Manager

Telogis Inc., Aliso Viejo, CA: Braylon Wilcott

Customer Service Manager of the Year – All Other Industries

Avea Iletisim Hizmetleri A.S., Istanbul, Turkey:
Eniz AKDAG, Customer Operations Director of
Avea Communications Services

DHL Express NZ Ltd., Auckland, New Zealand:
Tracy Penny, Director

Fareportal, New York, NY: Tony Pham, Associate Director of
Operations, OneTravel

Ministry of Interior, Sharjah Police HQ, Sharjah, United Arab
Emirates: Mohammed Suror, Customer Service
Department Manager

Wells Fargo, San Francisco, CA: Brent Regan,
Customer Service Manager



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Customer Service Leader of the Year – Computer Software and Services

- AVRS, INC., Petaluma, CA: Christine Sass,
Senior DMV Specialist
- Black Knight Financial Services, Jacksonville, FL:
Darlene Ledet, PowerCell Senior Vice President
- Dice, New York, NY: Natasha Raja, Vice President of
Marketing and Customer Service
- Guidebook, San Francisco, CA: Christian Stump
- Latisys, Ashburn, VA: Carolyn Merritt,
Vice President-Customer Care
- Relayware, Jersey City, NJ: Gawain Claridge,
VP of Customer Service
- Unitiv's Intelligent Help Desk, Alpharetta, GA: Meredith Estep,
Executive Vice President, Client Services

Customer Service Leader of the Year – Hospitality and Leisure

- Fareportal, New York, NY: Ruben Bello, VP of International
Operations, CheapOair
- HomeAway, Inc., Austin, TX: Jeff Mosler, SVP Global
Customer Experience
- IHG, Salt Lake City, UT: Chris Zoloth, Director of Global
Customer Care

Customer Service Leader of the Year – All Other Industries

- Avea İletişim Hizmetleri A.S., Istanbul, Turkey: Orçun Onat,
Chief Customer Care Officer
- DHL Express, Beirut, Lebanon: Tarek Ziadeh,
Senior Manager – Customer Service
- IMVU, Inc., Mountain View, CA: Jeff Hanlon,
Director, Customer Care and Education
- New Heights Educational Group, Inc, Defiance, OH:
Pamela Clark
- Nudge, American Fork, UT: Derek Woodward,
Director of Client Services
- OptumRx, Irvine, CA: Lisa Jansen, Director of
Customer Service
- Safe Harbors Travel Group, Bel Air, MD:
Jay Ellenby, President
- VIZIO Inc., Irvine, CA: Troy Saunders
- Ytel, Foothill Ranch, CA: Alex Schandle, Director of
Smart Support

Contact Center Professional of the Year

- AllClear ID, Austin, TX: Jaime Perez,
Quality Assurance Supervisor
- Delta Air Lines, Atlanta, GA: Melliza Wilson,
Global Sales Support
- Listen Up Español, Portland, ME: Manuel Felix
- Network Alliance, Inc., Reston, VA: Andrew Morgan
- VIZIO Inc., Irvine, CA: Tyrel Drey

Contact Center Manager of the Year

- Delta Air Lines, Atlanta, GA: Jackie Martinez,
Global Sales Support
- Fareportal, New York, NY: Belinda Bishop, Senior Director of
Operations, OneTravel
- MassMutual Life Insurance Company, Springfield, MA:
Lisa Kos, Customer Service Manager, Blue Chip Services
- Sundance Vacations, Wilkes-Barre, PA: Lisa Merola, Manager,
Hazelton Call Center
- VIZIO Inc., Irvine, CA: Allen Beeck

Contact Center Leader of the Year

- Beeline, Jacksonville FL: Michael Anthony, Vice President,
Client Services
- Fareportal, New York, NY: Roy Snehathi, SVP of Operations,
CheapOair
- IHG, Salt Lake City, UT: Chris Zoloth, Director Global
Customer Care
- Listen Up Español, Portland, ME: Andrés Martínez,
General Manager
- Ministry of Interior, Sharjah Police HQ, Sharjah, United Arab
Emirates: Colonel Omar Abdullah Al Suaidi
- UPMC Health Plan, Pittsburgh, PA: Anne Palmerine,
Associate VP of Customer Engagement and
Enrollment Services



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

Customer Service Team of the Year – Recovery Situation

- Acronis, Woburn, MA: Acronis Customer Central:
Reducing Support Costs
- Blacklane GmbH, Berlin, Germany: Blacklane – Turning it around in 6 months
- Delta Air Lines, Atlanta, GA: Delta Air Lines Customer Service Team of the Year – Recovery Situation
- DHL Express NZ Ltd., Auckland, New Zealand:
DHL Express NZ Customer Services Customer Care
- MassMutual Life Insurance Company, Springfield, MA:
MassMutual's Customer Service Center – Leads Initiative
- Sofica Group JSC, Sofia, Bulgaria: Sofica Customer Service Team – Recovery Situation
- Telerx, Horsham, PA: Telerx's Customer Service Team – Recovery Situation
- Wyndham Vacation Ownership, Orlando, FL:
Wyndham Vacation Ownership's Inventory Recovery Project

Customer Service Complaints Team of the Year – Transportation

- Delta Air Lines, Atlanta, GA: Delta Air Lines Customer Service Complaints Team of the Year
- DHL Global Forwarding, Miami, FL: DHL Global Forwarding, U.S. Customer Service Complaint Team
- Roads and Transports Authority, Dubai, United Arab Emirates:
Dubai RTA's Customer Service Complaints Team

Customer Service Complaints Team of the Year – All Other Industries

- Avea Iletisim Hizmetleri A.S., Istanbul, Turkey: Avea Iletisim Hizmetleri A.S. – Customer Service Complaints Team
- Denizbank A.S., Istanbul, Turkey: Social CRM
- Dubai Municipality, Dubai, United Arab Emirates:
Dubai Municipality
- Fujairah Police General Head Quarters, Al Fujairah, United Arab Emirates: Ministry Of Interior Fujairah Police General Head Quarters Complaints Handling Team
- HomeAway, Inc., Austin, TX: HomeAway Executive Customer Relations
- Ministry of Interior, Sharjah Police HQ, Sharjah, United Arab Emirates
- SCC Soft Computer, Clearwater, FL: SCC Soft Computer Re-thinking Service Complaints

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

- ClearFit, Toronto, ON, Canada: ClearFit's Customer Success Team
- Competence Call Center, Vienna, Austria: eBay and Competence Call Center
- Salesforce, San Francisco, CA: DealerFire deployment of Salesforce Desk.com
- SalesStaff LLC, Houston, TX: Adopting a New Mindset – The Customer Experience Paradigm Shift at SalesStaff

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

- eMoney Advisor, LLC, Conshohocken, PA: eMoney Family – a Culture of Care
- John Hancock Financial Services, Boston, MA:
Consent by Phone
- John Hancock Financial Services, Boston, MA: Know your customer... to provide better tailored service
- John Hancock Financial Services, Boston, MA:
Making it even better!
- MassMutual Life Insurance Company, Springfield, MA:
MassMutual's Blue Chip Services Team
- Mercury Payment Systems, Durango, CO: Mercury Payment System's Front-Line Customer Service Team
- NYCM Insurance, Edmeston, NY: A Team Approach to Serve our Customers – Our Neighbors
- Wells Fargo, San Francisco, CA: Wells Fargo Treasury Management Dedicated Customer Service Team



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

- 60K Ltd., Sofia, Bulgaria: 60K/Thomas Cook
- DHL Express Chile, Santiago, Chile: DHL Express Chile Front Line Team
- Discovery Education, Silver Spring, MD: Efficiencies to Streamline the Customer Service Experience
- EMKAY Inc, Itasca, IL: Proactive + Highly Responsive = a Team Approach Equating to Time and Money Savings for our Clients
- NEI Global Relocation, Omaha, NE: NEI Service Team Earns The Coca-Cola Company Partners in the Promise Award
- PetRays, Spring, TX: PetRays – Front-Line Customer Team of the Year
- PLS 3rd Learning, Buffalo, NY: PLS 3rd Learning's Help Desk Support Team
- United States Equestrian Federation, Lexington, KY: Personal Touch

Front-Line Customer Service Team of the Year – Technology Industries – Computer Software – Up to 100 Employees

- Chronus Corporation, Seattle, WA: Chronus Corporation Customer Success Team
- Classworks, Atlanta, GA: Responsive and Personalized Support
- etouches, Norwalk, CT: etouches Global Support Team
- Photodex, Austin, TX: Photodex Front Line Customer Service Team
- Rocket Matter, Boca Raton, FL: Rocket Matter: Customer Success!
- Sharegate, Montreal, QC, Canada: Sharegate's Happiness Guardians
- TweetMyJobs, Burbank, CA: TweetMyJobs – Client Success Is Our Cornerstone

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

- Acquia, Inc., Burlington, MA: Acquia's Frontline Customer Service Team
- BDNA, Mountain View, CA: BDNA's Customer Service Support Team
- Bonitasoft, San Francisco, CA: Proactive Customer Support at Bonitasoft leads to 'Customer Success'
- Box, Inc., Los Altos, CA: Box Submission – Customer Service Team of the Year
- DataCore Software, Fort Lauderdale, FL: DataCore Software's Technical Support Team
- Gaggle, Bloomington, IL: Gaggle: Providing Authentic, Genuine Customer Service
- Globoforce, Southborough, MA: Globoforce's Customer Success Team
- Jobvite, San Mateo, CA: Jobvite's Customer Service Team
- MediaRadar, Inc., New York, NY: MediaRadar's Award Winning Customer Service Team
- Replicon, Redwood City, CA: The Replicon Hassle-free Experience

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

- Access One Inc., Chicago, IL: Customer Experience, and Beyond...
- Active Digital, Tonbridge, Kent, United Kingdom: Active Digital's Active Angels – The Ultimate Front-line Team
- Flowroute LLC, Seattle, WA: Flowroute's customer success focused customer support team
- Infinite Conferencing, Springfield, NJ: Infinite Conferencing's Customer Service Team
- j2 Global, Inc., Ottawa, ON, Canada: J2 Global Ottawa Fax Support Team
- MetTel, New York, NY: Bankruptcy Can't Stop These Services



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

NCR Small Business, Alpharetta, GA: NCR Silver Front Link Agents Speed Up Customer Service

Network Alliance, Inc., Reston, VA: Network Alliance's Front Line Team – Clients' Best Support and Defense

Webs, Reston, VA: Webs Outstanding Customer Service for Long-lasting Customer Loyalty

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

Data & Analytics – Black Knight Financial Services, Irvine, CA: Data & Analytics Field Support Team

DHL EXPRESS ARGENTINA, Buenos Aires, Argentina: DHL Express – Customer Service AR – Front Line team

DHL Express NZ Ltd., Auckland, New Zealand: DHL Express NZ Customer Services Key Accounts

Donlen Corporation, Northbrook, IL: Donlen Front-Line Customer Service Team

EMKAY Inc, Itasca, IL: Proactive + Highly Responsive = a Team Approach Equating to Time and Money Savings for our Clients

HomeServe USA, Norwalk, CT: Introducing the WOW team at HomeServe USA

Legal Resources, Virginia Beach, VA: Legal Resources – Outstanding Member Services Department

Monitronics International, Dallas, TX: Monitronics International Alarm Response Center

U.S. Green Building Council, Washington, DC: USGBC's LEED Coach Team: A Proactive Customer Service Model

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

Akbank, Istanbul, Turkey: Akbank Cash Management Customer Support Team

Pacific Life, Newport Beach, CA: Expanding the Pacific Promise Across New ISS Business Lines

Wells Fargo, San Francisco, CA: Wells Fargo Treasury Management Research Support Team

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

City & Guilds, London, United Kingdom: The story of City & Guilds' Back Office Customer Service Team

DHL Express Brazil LTDA, São Paulo, Brazil: World Cup Deliveries – A Team Working As One

HomeAway, Inc., Austin, TX: HomeAway US Billing Team

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

60K Ltd., Sofia, Bulgaria: 60K Ltd.

Cars.com, Chicago, IL: Cars.com Operations Site Adherence Team

Delta Air Lines, Atlanta, GA: Delta Air Lines Back Office Customer Service Team – Refunds

DHL Express Ecuador, Quito, Ecuador: DHL Express Ecuador Backline Team

DHL Express NZ Ltd., Auckland, New Zealand: DHL Express NZ Customer Services EOS and Motivational Team

EMKAY Inc, Itasca, IL: EMKAY's Vehicle Remarketing & Maintenance Departments Innovate Their Way to Client Delight.

Globe Telecom, Manila, Philippines: Globe Internal Order Management Delivers Fast, Efficient Service

Kohl's Department Stores – Credit Division, Menomonee Falls, WI: Kohl's Credit Division – RPS Operations Team

Monitronics International, Dallas, TX: Monitronics International – Dealer Services

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

Delta Defense, West Bend, WI: USCCA Contact Center

EFG Companies, Irving, TX: EFG Companies – Changing An Industry

John Hancock Financial Services, Boston, MA: Making it even better!

Pacific Life, Newport Beach, CA: Capturing the Customer Service Representative's Voice to Drive Engagement and Retain Talent



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

- 60K Ltd., Sofia, Bulgaria: 60K Ltd.
- AllClear ID, Austin, TX: AllClear ID Contact Center –
Austin, Texas
- DHL Express Jordan, Amman, Jordan: Being Insanely
Customer Centric Center
- Fujairah Police General Head Quarters, Al Fujairah,
United Arab Emirates: Ministry Of Interior Fujairah Police
General Head Quarters Operations
- G-Force Shipping, Norwell, MA: G-Force Shipping's
Contact Center
- MedCost LLC, Winston Salem, NC: MedCost Contact Center
- Sundance Vacations, Wilkes-Barre, PA: Sundance Vacations
Call Center
- Wyndham Vacation Ownership, Orlando, FL: WVO Inbound
Marketing Center

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

- B&L Information Systems, Bridgman MI: B&L Information
System's Client Support Desk
- Beeline, Jacksonville, FL: Client Solutions Center
- Buildium, Boston, MA: Buildium – Property Management
Accounting Software Customer Care Team
- ISN, Dallas, TX: ISN Contact Center
- j2 Global, Inc., Ottawa, ON, Canada: J2 Global Ottawa
Contact Center Fax Support
- (mt) Media Temple, Culver City, CA: Customer First
- NCR Small Business, Alpharetta, GA: NCR Silver Ramps Up
Call Center Support in 2014
- Photodex, Austin, TX: Photodex Contact Center Team
- WP Engine, Austin, TX: WP Engine's Support Contact Center

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

- Data & Analytics – Black Knight Financial Services, Irvine, CA:
Data & Analytics Contact Center
- DHL Express Brazil LTDA, São Paulo, Brazil: DHL Express
Brazil Customer Service Insanely Customer Centric
- DHL Express Ecuador, Quito, Pichincha, Ecuador:
DHL Express Ecuador Contact Center
- DHL Express NZ Ltd., Auckland, New Zealand:
DHL Express NZ Customer Services
- USANA Health Sciences, Salt Lake City, UT:
USANA Health Sciences, Inc.

Contact Center of the Year (Over 100 Seats) – Financial Services Industries

- Allianz Global Assistance, Richmond, VA: Allianz Global
Assistance's Contact Center
- Assurant Specialty Property, Atlanta, GA: Assurant's Hazard
Insurance Processing Center Customer Care Team
- DenizBank, Istanbul, Turkey: DNA of Excellent
Customer Experience
- HSBC Bank (Turkey) A.S., Istanbul: HSBC Turkey
Contact Center
- MassMutual Life Insurance Company, Springfield, MA:
MassMutual's Customer Service Center
- PSCU, St. Petersburg, FL: PSCU's Total Member Care
Contact Center
- Turk Economy Bank, Istanbul, Turkey: TEB Contact Center
«Always Working for Excellence»

Contact Center of the Year (Over 100 Seats) – Other Service Industries

- Marriott International, Inc., Bethesda, MD:
Marriott Reservation Sales
- OptumRx, Irvine, CA: OptumRx Contact Center is focused
on results
- UPMC Health Plan, Pittsburgh, PA: UPMC Health Plan
Contact Center



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

Avea İletişim Hizmetleri A.S., Istanbul, Turkey: Avea İletişim Hizmetleri A.S. – Contact Center

Carbonite, Boston, MA: Carbonite Customer Care, Lewiston, ME

Cvent Inc, McLean, VA: Cvent's Global Contact Center

Fareportal, New York, NY: CheapOair Contact Center

GoDaddy.com, Scottsdale, AZ: GoDaddy Contact Center of the Year

Contact Center of the Year (Over 100 Seats) – All Other Industries

Asurion, Nashville, TN: Asurion's One Century Contact Center Driven By Curiosity and Innovation

Delta Air Lines, Atlanta, GA: Delta Air Lines Contact Center of the Year Over 100 Seats

GuideWell Connect, Jacksonville, FL: In the Eye of the Storm

Kohl's Department Stores – Credit Division, Menomonee Falls, WI: Kohl's Contact Center

Marriott Vacation Club International, Orlando, FL: Marriott Vacation Club Owner Services – Delivering Unforgettable Experiences That Make Vacation Dreams Come True

QVC, West Chester, PA: QVC Customer Service Fosters Engagement and Loyalty

Statewide Intake, Austin, TX: Statewide Intake – Texas Dept of Family & Protective Services

VIZIO Inc., Irvine, CA: Bridging the Generation Gap with US-Based Support – VIZIO Dakota Dunes, South Dakota

Customer Service Management Team of the Year

AllClear ID, Austin, TX: AllClear ID Customer Service Management Team

DHL Express NZ Ltd., Auckland, New Zealand: DHL Express NZ Customer Services

Fujairah Police General Head Quarters, Al Fujairah, United Arab Emirates: Five Stars Traffic and Licensing Customer Service Management Team

MassMutual Life Insurance Company, Springfield, MA: MassMutual's Service Center Leadership Team

OptumRx, Irvine, CA: Team of Performance Drivers

Turk Economy Bank, Istanbul, Turkey: TEB Contact Center Management Team

Customer Service Training Team of the Year

Delta Air Lines, Atlanta, GA: Delta Air Lines Global Sales Support Training and Communications

DHL Express, Beirut, Lebanon: DHL Express Lebanon, Customer Service Training Team

Extreme Networks, San Jose, CA: Extreme Networks University

ISN, Dallas, TX: ISN Customer Service Training Team

John Hancock Financial Services, Boston, MA: Training for the Future

(mt) Media Temple, Culver City, CA: Changing the Game

Monitronics International, Dallas, TX: Monitronics International – Training and Development

OptumRx, Irvine, CA: OptumRx Learning Training Team

SCC Soft Computer, Clearwater, FL: SCC Soft Computer – Preparing Support Individuals for Success



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

e-Commerce Customer Service Award – Financial Services Industries

DenizBank A.S., Istanbul, Turkey: DenizBank Social Customer Care

John Hancock Financial Services, Boston, MA: Never Be Locked Out Again

Wealth Bond Precious Metal (Asia) Ltd, Tsim Sha Tsui, Hong Kong: Wealth Bond Precious Metal (Asia) Ltd

e-Commerce Customer Service Award – Transportation Industries

Delta Air Lines, Atlanta, GA: Delta Air Lines e-Commerce Customer Service Award

DHL Express Lima, Peru: Incremento de las recolecciones de envíos realizadas a través de la herramienta e-commerce DHL WEB Shipping

EMKAY Inc, Itasca, IL: EMKAY Takes Traditional Vendor Management and Converts it to Electronic Seamless Integration

fastjet, Gatwick, United Kingdom: fastjet – Revolutionizing e-Commerce and Online Customer Service in Africa

e-Commerce Customer Service Award – All Other Industries

Fareportal, New York, NY: CheapOair

Kohl's Department Stores, Menomonee Falls, WI: Contact Deflection and Great Service in a Retail Digital World

Monitronics International, Dallas, TX: Monitronics International – Dealer Portal Development and Launch

Nuance Communications, Burlington, MA: Domino's Pizza Launches Voice Ordering with Nuance's Nina Mobile

QVC, West Chester, PA: QVC Builds Real, Enduring Relationships in the Digital Age

Time Warner Cable, New York, NY: Time Warner Cable Online Customer Care Team

Best Use of Technology in Customer Service – Advertising, Marketing, Public Relations, Business Services and Diversified Services

GetResponse, Wilmington, DE: 24/7 LiveChat at GetResponse

LiveWatch Security, Saint Marys, KS: LiveWatch Security

Picore International, Calabasas, CA: Best Use of Technology in Customer Service

Teleryx, Horsham, PA: Social InteraXions

Best Use of Technology in Customer Service – Accounting, Banking, Financial Services, and Insurance

Allied Global, Toronto, Canada: Allied Global: Out with old contests, in with new engagement technology

Assurant Specialty Property, Atlanta, GA: CTI Softphone

Data & Analytics - Black Knight Financial Services, Irvine, CA: Data & Analytics Customer Service Innovations

DenizBank, Istanbul, Turkey: State of the Art Technology in Customer Service

Garanti Bank, Istanbul, Turkey: Alo Garanti Voice Technologies and Customer Experience

John Hancock Financial Services, Boston, MA: 'Working together is success' – Henry Ford

John Hancock Financial Services, Boston, MA: High Speed Account Set-up

SurePayroll, Inc., Glenview, IL: SurePayroll Customer Service Best Use of Technology

Wells Fargo, San Francisco, CA: Wells Fargo Treasury Management Client Delivery Technology Support



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Technology in Customer Service – Computer Software and Services

- Acronis, Woburn, MA: Acronis Support – Best Use of Salesforce
- Asurion, Nashville, TN: Asurion's Solutio Support and Protection
- Attendance on Demand, Livonia, MI: Manager Mobile
- Blizzard Entertainment, Irvine, CA: Integrated customer service at Blizzard
- D-CAT Group, Istanbul, Turkey: BILGIN: Turkcell Global's SAP BI Platform - an end-to-end BI Platform by D-CAT Group
- Federal Motor Carrier Safety Administration (FMCSA), Washington, DC: FCMSA's Pre-Employment Screening Program (PSP) Implements Website Enhancements to Support Growing User Base
- GoECart, Bridgeport, CT: GoECart: Best Use of Technology In Customer Service
- Guidebook, San Francisco, CA: Technology in Guidebook, Inc.'s Customer Service Strategy
- Informatica Corporation, Redwood City, CA: Streamlining the Recreation of Software Issues/Defects for Accelerated Problem Resolution and Increased Support Engineer Productivity
- Mozy by EMC, Pleasant Grove, UT: How to make support for millions of users in the software as a service (SAAS) industry efficient, fast, and personal.
- Sprout Social, Chicago, IL: From Information to Innovation: The Story of Sprout Social Support

Best Use of Technology in Customer Service – All Other Industries

- Avea İletisim Hizmetleri A.S.: Avea İletisim Hizmetleri A.S. – Best Use of Technology in Customer Service
- Clean Power Finance, San Francisco, CA: Clean Power Finance: Improving Customer Experience in Residential Solar
- Delta Air Lines, Atlanta, GA: Delta Air Lines Reservations and Customer Care Technology – Natural Language IVR
- EMKAY Inc, Itasca, IL: Cutting Edge Technology Results in Monumental Efficiency Gains
- Fareportal, New York, NY: CheapOair
- Globe Telecom, Manila, Philippines: Globe Community: Empowering Customers for Collaborative Customer Service
- HomeServe USA, Norwalk, CT: Doing more with less!
- Lennox Industries, Inc., Richardson, TX: Lennox Industries Best Use of Technology in Customer Service – DaveNet
- Rixos Hotels, Antalya, Turkey: Rixos Hotels Global Social Media and Online Customer Service
- Tchibo Kahve Mam. Dag. Paz. Tic. Ltd. Sti., Istanbul, Turkey: A Cloud Solution – Continuous Accessibility Regardless of Sales Channels

Award for Innovation in Customer Service – Computer Industries

- Code42, Minneapolis, MN: Code42's Customer Experience Team
- CrunchTime! Information Systems, Inc., Boston, MA: CrunchTime! MainCourse
- Informatica Corporation, Redwood City, CA: Driving the Next Step Change in Proactive Customer Support with Advanced Predictive Escalation
- LawLogix, Phoenix, AZ: LawLogix Engages Clients in New, Meaningful Conversations
- PaySimple, Denver, CO: PaySimple – Innovation helps our customer's thrive
- SCC Soft Computer, Clearwater, FL: SCC Soft Computer – Negotiation of Client Service Level Agreement
- SingleHop, Chicago, IL: Unmatched Customer Service for the Cloud
- SunGard K-12 Education, Bethlehem, PA: SunGard K-12 Education Certification Program: Taking a Lesson from Our Customers
- Thycotic, Washington, DC: Thycotic



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Customer Service – Financial Services Industries

- Akbank, Istanbul, Turkey: Direct Service In Akbank Operation Center
- Assurant Specialty Property, Atlanta, GA: InsuranceClaimCheck.com
- Assurant Specialty Property, Atlanta, GA: MyCoverageInfo.com Mobile App
- Billhighway, Troy, MI: Customer Happiness is More than a Numbers Game at Billhighway
- DenizBank, Istanbul, Turkey: DenizBank Pro-Active Contact Center
- Goldenway Precious Metals Limited, Hong Kong: GWPM 's One-Stop Account Management System
- Jefferson National, Louisville, KY: An Innovative Approach to Shaping the RIA and Fee-Based Advisor Experience
- John Hancock Financial Services, Boston, MA: Lost and Found
- Nuance Communications, Burlington, MA: Banco Santander Mexico Authenticates Customers with Nuance's Voice Biometrics
- Nuance Communications, Burlington, MA: ING Netherlands Leverages Nuance's Nina Mobile to Create Virtual Assistant, 'Inge'
- Nuance Communications, Burlington, MA: Tangerine Bank Utilizes Nuance's Nina Mobile

Award for Innovation in Customer Service – Other Service Industries

- Capital Resorts Group, St. Petersburg, FL: Capital Resorts "Distinct Differences" Program
- EMKAY Inc, Itasca, IL: Innovative Technology Enhances Client Visibility
- Fareportal, New York, NY: CheapOair
- HomeServe USA, Norwalk, CT: Improving the process, experience and efficiency of claims handling
- JONCKERS, Westminster, CO: JONCKERS Concierge Service
- Kohl's Department Stores, Menomonee Falls, WI: Supporting Customer Channel Choices in a Changing Environment
- LECOMPA, Southfield, MI: LECOMPA Customer Service Team Accomplishments
- OptumRx, Irvine, CA: Innovation is at the center of OptumRx Customer Service
- UnitedHealthcare, Minnetonka, MN: UnitedHealthcare's Advocate4Me provides innovative member support
- Wheels, Inc., Des Plaines, IL: New Wheels Program Increases Awareness of Automotive Recalls
- WNS Global Services, Mumbai, Maharashtra, India: WNS Entry

Award for Innovation in Customer Service – Telecommunications

- Avea Iletisim Hizmetleri A.S., Istanbul, Turkey: Avea Iletisim Hizmetleri A.S. – Innovation in Customer Service
- Broadview Networks, Rye Brook, NY: Broadview Networks' OfficeSuite® Community
- Comcast, Philadelphia, PA: Comcast.com's Rich, Contextual My Account Experience
- Globe Telecom, Manila, Philippines: Globe Community: Empowering Customers for Collaborative Customer Service
- Nextiva, Scottsdale, AZ: Nextiva's social media/video response campaign
- Nuance Communications, Burlington, MA: TalkTalk Reduces Call Center Costs with Nuance's NLU Technology



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Customer Service – All Other Industries

Asurion, Nashville, TN: Expert Coaches Create an Engaged Customer Experience

Board of Certification/Accreditation, Owings Mill, MD: Innovation through Integration

CSA Travel Protection, San Diego, CA: CSA Travel Protection

The Coca-Cola Company Iberia, Madrid, Spain: Loyalty 3.0. Spreading Brand Love in the Digital World

Data & Analytics - Black Knight Financial Services, Irvine, CA: Data & Analytics Customer Service Innovations

EMKAY Inc, Itasca, IL: Innovative Technology Enhances Client Visibility

FedEx TechConnect, Memphis, TN: Armstrong, Award for CS in Innovation – Other

HomeServe USA, Norwalk, CT: Moving the customer experience from satisfaction to WOW

Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur, Malaysia: Being Omnipresent For Our Customers

NCR Small Business, Alpharetta, GA: NCR Silver: Customer Service that Works for You

Salesforce, San Francisco, CA: Sony Playstation's deployment of Salesforce Service Cloud

Turkish Airlines, Istanbul, Turkey: Turkish Airlines – Invest On Board Project

PEOPLE'S CHOICE STEVIE AWARDS FOR FAVORITE CUSTOMER SERVICE

Presentation of the 2015 People's Choice Stevie Awards for Favorite Customer Service, determined by a worldwide public vote.

CUSTOMER SERVICE DEPARTMENT CATEGORIES

Customer Service Department of the Year – Airlines, Distribution & Transportation

Bombardier Aerospace, Toronto, ON, Canada:
Bombardier Aerospace Customer Services team for
Commercial Aircraft

Delta Air Lines, Atlanta, GA: Delta Air Lines

DHL Express & Logistics, Damascus, Syria:
DHL Express & Logistics

DHL Express Bolivia SRL, Santa Cruz, Bolivia:
Nominación Equipo Frontline Bolivia

DHL Express NZ Ltd., Auckland, New Zealand:
DHL Express NZ Ltd

DHL Express Sub Saharan Africa, Cape Town, South Africa:
DHL Express Sub Saharan Africa

DHL Express United Arab Emirates, Dubai, United Arab
Emirates: DHL Express United Arab Emirates

DHL Express, Bangkok, Thailand: DHL Express International
(Thailand) Ltd.

DHL Express, Ardiya, Kuwait: DHL Express, Kuwait

DHL Express, Makati, Philippines: DHL Express Philippines

EMKAY Inc, Itasca, IL: EMKAY

Fareportal, New York, NY: CheapOair

Nuance Communications, Burlington, MA: Delta Air Lines

Customer Service Department of the Year – Computer Hardware

Black Box Network Services, Lawrence, PA: Black Box
Network Services Customer Service Department

Service Express, Grand Rapids, MI: Service Express, Inc.

Unitrends, Burlington, MA: Unitrends



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

Customer Service Department of the Year – Computer Software – Up to 100 Employees

Compliance Science, Inc., New York, NY:
Compliance Science Customer Success Team

Datalight Inc, Bothell, WA: Datalight

eMaint Enterprises, Marlton, NJ: eMaint Enterprises

FastSpring, Santa Barbara, CA: FastSpring

Guidebook, San Francisco, CA: Guidebook, Inc.

Jobvite, San Mateo, CA: Jobvite's Customer Service Department

Kepware Technologies, Portland, ME: Kepware Technologies

Lucernex Technologies, Plano, TX: Lucernex Technologies

NCR Small Business, Alpharetta, GA: NCR Small Business

OmniUpdate, Camarillo, CA: OmniUpdate, Inc.

Photodex, Austin, TX: Photodex Customer Service Department

Transzap, Inc., Denver, CO: Oildex

TweetMyJobs, Burbank, CA: TweetMyJobs

Wagepoint, Kitchener, ON, Canada: Wagepoint

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

BlackLine, Woodland Hills, CA: BlackLine

Bronto Software, Durham, NC: Bronto Software

Constant Contact, Waltham, MA: Constant Contact

Cvent Inc, McLean, VA: Cvent

GoodData, San Francisco, CA: GoodData

iCIMS, Matawan, NJ: iCIMS

Kaspersky Lab, Woburn, MA: Kaspersky Lab Support and Services Department of the Year

Lyris, Emeryville, CA: Lyris Global Customer Support team

optivo GmbH, Berlin, Germany: optivo GmbH

Paycor, Cincinnati, OH: Paycor

ShopKeep, New York, NY: ShopKeep

Telogis Inc., Aliso Viejo, CA: Telogis Inc.

Unitrends, Burlington, MA: Unitrends

Vend, Auckland, New Zealand: Vend

Xactly Corporation, San Jose, CA: Xactly

Zuora, Inc, Foster City, CA: Zuora, Inc.

Customer Service Department of the Year – Computer Services

AppRiver, Gulf Breeze, FL: AppRiver

ATech, Brisbane, QLD, Australia: ATech

Rackspace, Windcrest, TX: Rackspace

Unitiv's Intelligent Help Desk, Alpharetta, GA: Unitiv's Client Services Department

Customer Service Department of the Year – Financial Services – Up to 100 Employees

AllClear ID, Austin, TX: AllClear ID

Allianz Global Assistance, Richmond, VA:
Allianz Global Assistance

GPS Capital Markets, Inc., South Jordan, UT: GPS Capital Markets Attributes Rapid Growth to World-Class Customer Service

Inova Payroll, Nashville, TN: Inova Payroll

NYCM Insurance, Edmeston, NY: NYCM Insurance

Sahouri Insurance, McLean, VA: Sahouri Insurance and Financial

Customer Service Department of the Year – Financial Services – 100 or More Employees

Akbank, Istanbul, Turkey

DenizBank, Istanbul, Turkey: DenizBank Contact Center

John Hancock Financial Services, Boston, MA: John Hancock Mitigation and Contract Verification Team

John Hancock Financial Services, Boston, MA: John Hancock Shared Services Training & Development Team

MassMutual Life Insurance Company, Springfield, MA

Family Heritage Life Insurance Company of America, Broadview Heights, OH

Customer Service Department of the Year – Healthcare, Pharmaceuticals, and Related Industries

Halyard Health, Irvine CA: Halyard Health

MyLifeLine.org Cancer Foundation, Denver, CO:
MyLifeLine.org Cancer Foundation

PetRays, Spring, TX: PetRays

TSI Healthcare, Chapel Hill, NC: TSI Healthcare



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

Customer Service Department of the Year – Leisure & Tourism

HotelTonight, San Francisco, CA: HotelTonight

Marriott International, Inc., Bethesda, MD:
Marriott Intermediary Partner Care

Marriott Vacation Club International, Orlando, FL:
Marriott Vacation Club Owner Services

Rixos Hotels, Antalya, Turkey: Rixos Hotels

Customer Service Department of the Year – Public Services & Education

Fujairah Police General Head Quarters, Al Fujairah,
United Arab Emirates: Ministry Of Interior Fujairah Police
General Head Quarters Five Stars Traffic and Licensing
Customer Service

OmniUpdate, Camarillo, CA: OmniUpdate, Inc.

PublicSchoolWORKS, Inc. Cincinnati, OH:
PublicSchoolWORKS

Safe2Drive, Jamul, CA: Safe2Drive

Texas.gov, Austin, TX: Texas.gov

Customer Service Department of the Year – Retail

Kohl's Department Stores – Credit Division, Menomonee Falls,
WI: Kohl's Department Stores

Overstock.com, Salt Lake City, UT: Overstock.com

Tchibo Kahve Mam. Dag. Paz. Tic. Ltd. Sti., Istanbul, Turkey:
All Tchibo Shops are our houses, all our customers are
guests who visit our households

Customer Service Department of the Year – Telecommunications

60K Ltd., Sofia, Bulgaria: Sky Broadband

Alteva, Philadelphia, PA: Alteva

Avea Iletisim Hizmetleri A.S., Istanbul, Turkey: Avea Iletisim
Hizmetleri A.S.

Broadview Networks, Rye Brook, NY: Broadview Networks

Masergy Communications, Inc, Plano, TX:
Masergy Communications

MetTel, New York, NY: MetTel

Nextiva, Scottsdale, AZ: Nextiva

ReadyTalk, Denver, CO: ReadyTalk

Vonage Holdings Corp., Holmdel, NJ: Vonage

Customer Service Department of the Year – All Other Industries

Alliance Laundry Systems, Ripon, WI:
Alliance Laundry Systems

BSES Yamuna Power Limited, Delhi, India: BSES Yamuna
Power Limited

Carglass Belgium N.V., Hasselt, Belgium: Carglass Customer
Solutions, re-delight unhappy customers

Cayan, Boston, MA: Cayan

CSA Travel Protection, San Diego, CA: CSA Travel Protection

CubeSmart, Malvern, PA: CubeSmart

DHL Express El Salvador, San Salvador, El Salvador:
Satisfaccion del cliente post recolecta

IDT911, Scottsdale, AZ: IDT911

Nudge, American Fork, UT: Nudge

Reputation.com, Redwood City, CA: Reputation.com

SurePayroll, Inc., Glenview, IL: SurePayroll

USANA Health Sciences, Salt Lake City, UT:
USANA Health Sciences, Australia

Presentation of the Grand Stevie® Award Trophies