

7TH ANNUAL **STEVIE® AWARDS** FOR SALES & CUSTOMER SERVICE



Awards Banquet and Ceremonies

Monday, February 25, 2013

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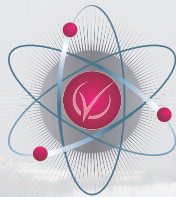
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Welcome to the 7th annual Stevie® Awards for Sales & Customer Service.

Entries to the world's top awards program for contact center, customer service, and sales professionals were up 10% this year. Forty percent of the 1,167 entries submitted were recognized as Finalists – a higher percentage than usual, but the entries were of such high quality that the judges' average scores warranted so many being recognized.

We were blessed with a record number of judges this year – more than 240 of them, including 120 who participated in the preliminary round, which determined the Finalists, and more than 120 on eight specialized final judging committees, which determined the Gold, Silver and Bronze Stevie Award placements from among the Finalists. The contributions of all of these judges are acknowledged in this program.

More than 211,000 votes were cast by the general public worldwide in this year's People's Choice Stevie Awards for Favorite Customer ServiceSM, and the winners in the 11 categories included in that process will also be honored this evening.

We organize five other awards competitions in addition to the Stevies for Sales & Customer Service. We invite you to participate in them. You can learn all about our programs at www.StevieAwards.com.

Thank you for participating in the 7th 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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Final Judging Committees

The following professionals participated in the final round of judging from January 28 – February 8. Their average scores determined the Gold, Silver and Bronze Stevie Award placements from among the Finalists.



Learn more about this judging panel.

CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL & ACHIEVEMENT CATEGORIES FINAL JUDGES



CHAIR:

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

COMMITTEE:

Guy Benham, Head of Operational Insight & Analytics, British Gas, Southampton, Hampshire, United Kingdom

Steve Butler, Vice President, TARP Worldwide, Inc., Arlington, VA, USA

Candice Cangialosi, Client Relationship Director, CallMiner, Inc., Fort Myers, FL, USA

Marzza Chavira, Sr. Mgr. Customer Relations, Redcats USA, El Paso, TX, USA

Kasey Clements, Regional Director, Starwood Vacation Ownership, Orlando, FL, USA

Andrew Curtis, Manager, Product Specialist, iCIMS, Hazlet, NJ, USA

Pamela Drenner, General Manager, Design & Construction, Airport Affairs, Delta Air Lines, Decatur, GA, USA

Basil Dsouza, AVP, Customer Experience Management, Cactus Communications Pvt Ltd, Mumbai, India

Margaret Eardley, Chief Operating Office, Pinnacle Recovery, Inc./ Axis Financial Services, Inc., Carlsbad, CA, USA

Anita Ellis, Director of Sales, Calderon Textiles, Plainsfield, IN, USA

Kristyn Emenecker, VP, Marketing, inContact, Salt Lake City, UT, USA

James Eystad, General Manager, WalMart, Greencastle, IN, USA

Jimmy Griffith, Director, Solution Center Operations, Assurant Solutions, Fort Worth, TX, USA

Cynthia Grimm, Vice President, TARP Worldwide, Inc., Zionsville, IN, USA

Esther Grisham, Director, Business Development, RCI, Carmel, IN, USA

Jose Hernandez, President, Guest Services of America, Spring Valley, CA, USA

Vicki Herrell, Executive Director, Soc of Workforce Planning Professionals, Nashville, TN, USA

Cindy Hunt, Director, Customer Care, RCI, Carmel, IN, USA

Chad Kestner, Director, Client Sales & Service, RCI Indianapolis, Member Services, Carmel, IN, USA

Jim LeMere, Director Customer Contact Center, Great Wolf Resorts, Madison, WI, USA

Amy Lipka, Director, Business Development, RCI Indianapolis, Member Services, Carmel, IN, USA

John Lovell, President, Vacation.com, LLC, Alexandria, VA, USA

Stephen McGillivray, Chief Marketing Officer, Travel Leaders Group, Alexandria, VA, USA

David McInnis, VP Customer Relations, Redcats USA, El Paso, TX, USA

Dana Myers, President, Quanta Portfolio Services, LLC, Mission Viejo, CA, USA

James Nagle, VP, Card Services, Kohl's Department Stores, Menomonee Falls, WI, USA

Michele Nylander, Client Relationship Director, CallMiner, Inc., Fort Myers, FL, USA

Mark O'Toole, Managing Director, Public Relations & Content Marketing, HB Agency, Newton, MA, USA

Jacque Plair-Rushin, Director, Americas Deployment & Corporate Services, IHG, Atlanta, GA, USA

Tim Rauschenbach, CEO, Salem International University/ Level 5 LLC, Fishers, IN, USA

Steve Riddell, Director, Blinds.com, Houston, TX, USA

Peter Rifkind, Director of Client Services, UltraLinq Healthcare Solutions, Inc, New York, NY, USA

Robert Seneca, Director, Global Learning & Talent Development, Estee Lauder Companies, Melville, NY, USA

Manfred Stockmann, President, Call Center Verband Deutschland e. V., Berlin, Germany

Marsha Stone, Senior Director, Finance, Indianapolis Airport Authority, Indianapolis, IN, USA

Lori Sullivan, Sr. Director of Operations, Phoenix Brands, Indianapolis, IN, USA

Amy Weaver, Regional Director, Airport Affairs, SouthWest Airlines, Atlanta, GA, USA

SOLUTION PROVIDER CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

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

COMMITTEE:

David Anderson, Independent Community Development Consultant, Lakewood, OH, USA

Sunil Baghwan, SVP North American Sales, Tagman Software, Inc, New York, NY, USA

George Barany, Director of Financial Education & Director of Young America Saves, America Saves, Washington, DC, USA

Ronald M. Brien, SVP, Global Marketing, Tagman Software, Inc, New York, NY, USA



Final Judging Committees

Bill Brimmer, *Senior Consultant*, Learning Dynamics, Wallingford, CT, USA
Carmella Calta, *CEO*, Staffing Solutions Enterprises, Inc., Mayfield Heights, OH, USA
Jim DeMaio, *President*, Learning Dynamics, Wallingford, CT, USA
Gretchen Faro, *President & CEO*, Big Brothers Big Sisters of Greater Cleveland, Cleveland, OH, USA
Verna Lee, *Marketing & Business Development Consultant*, McTech Corp, Cleveland, OH, USA
Christopher J. Maurer, *EVPI/Human Resources*, FirstMerit, Akron, OH, USA
Kristopher McCrone, *Leadership Recruiter*, Rogers Group Inc., Cleveland, OH, USA
SueAnn Naso, *President*, Staffing Solutions Enterprises, Inc., Mayfield Heights, OH, USA
Jeff Nischwitz, *Founder & Chief Question*, Think Again Coaching, North Olmsted, OH, USA
Michele Pfeifer, *FirstMerit*, Akron, OH, USA
Jeffrey Shupe, *Executive Consultant*, McMichael Insurance Co., Streetsboro, OH, USA
Brett Waller, *Purchasing Manager*, Spirol International, Stow, OH, USA

SALES TEAM CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Robert Jeppsen, *Senior Vice President of Commercial Sales*, Zions First National Bank, Salt Lake City, UT, USA

COMMITTEE:

Chad Camac, *Vice President of Enterprise Sales*, Dr. First, Mesa, AZ, USA
Jim Dickie, *Principal*, CSO Insights, Denver, CO, USA
LaVon Edwards, *Director of Sales*, Century Link, Salt Lake City, UT, USA
Ted Elliott, *CEO*, Job Science, San Francisco, CA, USA
Dave Forsberg, *EVP Sales and Marketing*, Marketstar, Ogden, UT, USA
Ed Jennings, *EVP, Sales, Marketing & Service*, Veracode, Burlington, MA, USA
Brad Jensen, *Chief Operations Officer*, Griffin Hill, Orem, UT, USA
Aaron Katz, *Sr. AVP, Enterprise Sales*, Salesforce.com, San Francisco, CA, USA
Tara Marcus, *Principal*, DillonMarcus, Executive Retreats, Cherry Hill, NJ, USA
Linda Palczuk, *Vice President, Sales & Marketing*, AstraZeneca LP, Wilmington, DE, USA
Dave Player, *Vice President, US Sales*, Western Trailer, Boise, ID, USA
Gary Rhoads, *Professor of Sales and Marketing*, Brigham Young University, Provo, UT, USA
Nick Robertson, *VP of Sales & Marketing*, Kcura, Chicago, IL, USA
Rob Szymczak, *Director*, Standard & Poors Capital IQ, New York, NY, USA

SALES ACHIEVEMENT & SALES DEPARTMENT CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Fred Kessler, *Founder*, Sales Partnerships, Inc., Westminster, CO, USA

COMMITTEE:

James A. Brodo, *SVP, Marketing*, Richardson, Philadelphia, PA, USA
Jason Copeland, *Senior Manager, National Sales Group*, SurePayroll, Inc., Glenview, IL, USA
John Cushman, *VP, eSales & Service*, AT&T, Bedminster, NJ, USA
Andrew J. "Flip" Filipowski, *Executive Chairman & CEO*, SilkRoad Technology, Winston Salem, NC, USA
Tricia Lagler, *Program Manager*, Sales Partnerships, Inc., Westminster, CO, USA
Gene McNaughton, *President*, Elite Concepts, Inc., Ladera Ranch, CA, USA
Jason McNeil, *Sales Manager*, Sales Partnerships, Inc., Westminster, CO, USA
Chad O. Mills, *COO*, Carahsoft Technology Corp., Reston, VA, USA
Andy Pritchard, *President & CEO*, Thought Burst, Inc., Carmel, IN, USA
Julia Zamorska, *VP of Corporate Communications*, iolo technologies, Los Angeles, CA, USA

SALES INDIVIDUAL CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Corbett Kull, *Senior VP of Worldwide Sales*, Packet Video Corporation, Palatine, IL, USA

COMMITTEE:

Zoe Alexander, *CEO*, Poetrie.com, Sherman Oaks, CA, USA
Paul Bilodeau, *VP, Sales & Marketing*, The Brooks Group, Greensboro, NC, USA
Robyn Davis, *Owner*, When I Need Help, Knoxville, TN, USA
Sean Hicks, *CEO*, New Leaf Service Contracts LLC, Irving, TX, USA
Mike Krause, *President*, Sales Sense Solutions, Inc., Rochester, NY, USA
Jay Mitchell, *Managing Director*, Motum, LLC, Irving, TX, USA
Janine Popick, *CEO*, VerticalResponse, San Francisco, CA, USA
Nilofer Saidi, *Sr. Director Customer Relationship Management*, Rosetta Stone, Arlington, VA, USA
Janice Sutherland, *Head of UK Sales Contact Centres*, Bank of Ireland, Bristol, United Kingdom
Julie Thomas, *President & CEO*, ValueSelling Associates, Rancho Santa Fe, CA, USA
Ron Whaley, *Chief Revenue Officer*, OSG Billing Services, Englewood, NJ, USA



Final Judging Committees

CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Jenifer Page, *Senior Vice President of Operations*,
Paylocity, Arlington Heights, IL, USA

COMMITTEE:

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

Lucia Caron, *Director, Customer Operations*, Vovici,
Herndon, VA, USA

Leanne Cochrane, *Program Manager, Self Service (Online Support)*,
BlackBerry, Waterloo, Ontario, Canada

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

Michael Haddow, *Vice President of Customer Care*, QBE First,
Morrisville, NC, USA

Dave Morse, *VP of Customer Services*,
Location Based Technologies, Irvine, CA, USA

Rosario Nakama, *Customer Service Manager*, DHL Express Peru,
Lima, Peru

Jason Santos Inácio, *Infrastructure and Operations Director*,
Portugal Telecom, Lisbon, Portugal

Chris Zoloth, *Director, Global Customer Care*, IHG,
Salt Lake City, UT, USA

CUSTOMER SERVICE DEPARTMENT CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Alice Sesay, *Director of Customer Advocacy*,
Capital One Bank, Irving, TX, USA

COMMITTEE:

Kenneth Amormino, *Director of Call Center Operations*,
Time Warner Cable, Charlotte, NC, USA

Annette Eland, *Claims Customer Service Manager*, Esurance,
Rocklin, CA, USA

James Guyette, *Executive Vice President*, Argo, Inc.,
Chicago, IL, USA

Dwight Henry, *Director*, Microsoft, Dallas, TX, USA

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

Stan Shaw, *Senior Client Partner*, BMGI, Johannesburg, South Africa

Manu Singh, *Contact Center Manager*, Dubai First, Dubai, UAE

Lorraine Stipek, *Director*, National Instruments Corporation,
Austin, TX, USA

Lawrence Williams, *Program Manager*, Google, Merrillville, IN, USA

NEW PRODUCT AWARDS FINAL JUDGING COMMITTEE



CHAIR:

Mathias Strandberg, *Head of Digital*, Valtech
London, London, United Kingdom

COMMITTEE:

David Aler, *Senior Digital Strategist*, Cloud nine, Stockholm, Sweden

Björn Andersson, *Creative Director*, Valtech Sweden,
Stockholm, Sweden

Björn Andersson, *Creative Director*, Valtech Sweden,
Stockholm, Sweden

James Hacon, *CEO*, Destination Content, Dunedin, New Zealand

Gabriel Heijmer, *Team Leader*, Swedavia, Arlanda,
Stockholm, Sweden

Darja Isaksson, *CEO*, Ziggy Creative Colony, Stockholm, Sweden

Joakim Jardenberg, *Founder & CEO*, Mindpark, Ramlosa, Sweden

Jonny Kaldor, *Founder and CEO*, Kaldor Ltd (Pugpig),
London, United Kingdom

Michael Kazarnowicz, *Senior Digital Strategy Consultant*,
The Internetz, Stockholm, Sweden

Jaan Orvet, *Head of Creative*, Nansen, Stockholm, Sweden

Anna Pensar, *Brand Strategy & Digital Insight*, Rewir,
Stockholm, Sweden

Carlos Sanchez, *Senior Consultant*, Valtech USA,
Highlands, NJ, USA

Ulf Sidemo, *CEO*, Valtech Sweden, Stockholm, Sweden

Brit Stakston, *Mediastrategist and Partner*, JMW Communication,
Stockholm, Sweden

Christoffer Vollmer, *Digital Strategy Consultant*, Alenio,
Stockholm, Sweden

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Preliminary Judges

The following professionals participated in preliminary-round judging of the 7th annual Stevie Awards for Sales & Customer Service from November 2012 to January 2013. Their average scores determined the Finalists in the sales awards, contact center awards, and customer service awards categories.



Learn more about this judging panel.

Ahmed Al Hai, *BRM Specialist*, ADCO,
Abu Dhabi, United Arab Emirates

Cheryl Alaniz, *Director, Member Services Grocery, HBC/GM, NFR, & Frozen*, Topco Associates LLC, Skokie, IL, U.S.A.

Kenneth Amormino, *Director of Call Center Operations*, Time Warner Cable, Charlotte, NC, U.S.A.

Joann Amoroso, *Manager, Client Support Services*, Dean Evans and Associates, Centennial, CO, U.S.A.

Paul Bilodeau, *VP Sales & Marketing*, The Brooks Group, Greensboro, NC, U.S.A.

Greg Brink, *Marketing Services Manager*, Search Optics, Ferndale, MI, U.S.A.

Jim Brodo, *Senior Vice President of Marketing*, Richardson, Philadelphia, PA, U.S.A.

Amanda Browning, *Data Integrity Manager*, Unitiv, Alpharetta, GA, U.S.A.

Gregory Brush, *VP, Sales*, InsideView, San Francisco, CA, U.S.A.

Ana Castellanos, *VP, Chief Human Resources Officer*, Oakwood Temporary Housing, Los Angeles, CA, U.S.A.

Chris Cerbini, *Staff Development and Quality Control Manager*, North America, World Courier Inc., New Hyde Park, NY, U.S.A.

Peter Chiarelli, *Sales Manager*, Cablevision, New York, U.S.A.

Susan Cloutier, *Operations Manager*, Mayo Medical Laboratories, Rochester, MN, U.S.A.

Jason Copeland, *Senior Manager, National Sales Group*, SurePayroll, Inc., Glenview, IL, U.S.A.

Irene Corpuz, *Senior Analyst*, Change Masters International – MENA, Abu Dhabi, United Arab Emirates

Brian Correia, *Director, Sales & Client Services*, Solstice Dental & Vision, Plantation, FL, U.S.A.

Tom Cross, *CEO*, TECHtionary, Boulder, CO, U.S.A.

Andrew Curtis, *Manager, Product Specialists*, iCIMS, Hazlet, NJ, U.S.A.

Kelly Dantas, *Media Director*, SDI Distributor, Yonkers, NY, U.S.A.

Robyn Davis, *Owner*, When I Need Help, Knoxville, TN, U.S.A.

Brent Dierking, *Director, Business Development/Strategic Planning*, NorthStar EMS, Birmingham, AL, U.S.A.

Alan Dowler, *Operations Manager*, Hamilton Jewelers, Princeton, NJ, U.S.A.

Basil Dsouza, *AVP, Customer Experience Management*, Cactus Communications Pvt Ltd, Mumbai, India

Eve Dumovich, *CEO*, Snowline Publishing, Ashford, WA, U.S.A.

Annette Eland, *Claims Customer Service Manager*, Esurance, Rocklin, CA, U.S.A.

Eric Engwall, *President*, E.G. Insight, Inc., St. Paul, MN, U.S.A.

Richard Feinberg, *Professor, Department of Consumer Sciences and Retailing*, Purdue University, West Lafayette, IN, U.S.A.

Cheretha Ferguson, *Director of Marketing and Sponsorship*, The J3 Agency, Pembroke Pines, FL, U.S.A.

Andrew J. "Flip" Filipowski, *Executive Chairman & CEO*, SilkRoad Technology, Winston Salem, NC, U.S.A.

Joey Fister, *Director Emergency Recovery*, Avaya, Plano, TX, U.S.A.

Simone Fojut, *Chief Editor*, CallCenterProfi, Wiesbaden, Germany

Stephen Giersch, *Director Instructional Design*, Marriott Vacations Worldwide, Orlando, FL, U.S.A.

Gina Giordano, *VP, Customer Feedback*, Macy's, New York, NY, U.S.A.

Abhishek Goel, *Founder & Chief Customer Officer*, Cactus Communications, Mumbai, India

Karen Greco, *Director, Business Optimization*, Unified, New York, NY, U.S.A.

Robert Gregory, *VP of Customer Support*, Media Temple, Culver City, CA, U.S.A.

Jimmy Griffith, *Director, Solution Center Operations*, Assurant Solutions, Ft. Worth, TX, U.S.A.

Shradha Gurjar, *Assistant Manager, Client Loyalty*, Cactus Communications, Pvt Ltd, Mumbai, India

Josh Hatala, *Marketing Specialist*, AlReS, Pittsburgh, PA, U.S.A.

Brian Hayes, *Customer Service Manager*, PPC, East Syracuse, NY, U.S.A.

Peggy Heafey, *Director, Intermediary Partner Care*, Marriott Intl., Inc., Omaha, NE, U.S.A.

Jane Henry, *Owner*, LOOMLAB, South Pasadena, CA, U.S.A.

Paul Hoffman, *President, WW Field Operations*, Informatica, Redwood City, CA, U.S.A.

Phillip Horvath, *SVP, Professional Services*, Merchant Partners, Redmond, WA, U.S.A.

Tunde Hubina, *Customer Care Director*, UPC Direct, Howald, Luxembourg

Greg Ives, *Director of Global Services*, ChannelAdvisor, Morrisville, NC, U.S.A.

Scott James, *Program Manager, Member Advisory Center*, Arizona State Retirement System, Phoenix, AZ, U.S.A.

Joshua Johnson, *Director of External Relations*, Digital Talent Agents, Columbia, MO, U.S.A.

JP Jones, *Owner*, Collipsis Web Solutions, Tulsa, OK, U.S.A.

Molly Kapoor, *Head of Customer Service*, Birla Sunlife Mutual Fund, Mumbai, India

JoAnn Kay, *VP of Customer Service*, GraduationSource, Port Chester, NY, U.S.A.

James Koons, *Support Team Manager*, Listrak, Lititz, PA, U.S.A.

Mike Krause, *President*, Sales Sense Solutions, Inc., Rochester, NY, U.S.A.

Elzbieta Krawczynska, *Quality Specialist & Trainer*, Bank Zachodni WBK, Poznan, Poland

Rajesh Kumar, *Assistant VP, Agency*, Oman Insurance Company PSC, Dubai, United Arab Emirates

Shane Lewis, *Assistant VP of Sales*, Sundance Vacations, Kennett Square, PA, U.S.A.

Russell Lundstrom, *COO*, Southfork Ventures, Denver, CO, U.S.A.

Mervat Mansour, *Quality Manager*, Tawam Hospital, Al Ain, United Arab Emirates

A black and white photograph of several pairs of hands clapping, creating a sense of celebration and achievement. The hands are in various stages of the clapping motion, with some fully together and others just starting or ending. The background is blurred, focusing attention on the hands.

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Preliminary Judges

Wessam Massoud, *Program Delivery Manager, Gov. Contact Centre*, Abu Dhabi Systems & Information Centre, Abu Dhabi, United Arab Emirates

Akshay Masurekar, *Associate Vice President, Training & Mentoring (Customer Delight Department)*, Cactus Communications Pvt. Ltd., Mumbai, India

Maria Mattsson, *Manager, Guest Services*, Royal Caribbean International & Azamara Club Cruises, Miami, FL, U.S.A.

Colin McKillop, *CEO*, Butcher Enterprises, Windsor, ON, Canada

Curtis McLaughlin, *Customer Support Manager*, AllClear ID, Austin, TX, U.S.A.

Jay Mitchell, *Managing Director*, Motum, LLC, Irving, TX, U.S.A.

Simona Mollova, *CEO*, Investment JSPK Credit Consult – JSK, Sofia, Bulgaria

Brian Moriarty, *Vice President North America Sales*, General Cable, Highland Heights, KY, U.S.A.

Dave Morse, *VP Customer Service*, Location Based Technologies, Irvine, CA, U.S.A.

Gina Musick, *VP, IT Manager I US ITS Loan Loss Share*, TD Bank, Fort Pierce, FL, U.S.A.

Pat Mussieux, *Founder*, Wealthy Women Leaders, London, ON, Canada

Emily Nelson-Crain, *VP of Member Services*, Agility Recovery Solutions, Charlotte, NC, U.S.A.

Whattkim Ong, *Principal Consultant*, Mamsa Consultants PTE LTD, Singapore

Lisa P Oswald, *Vice President*, Travelzoo, New York, NY, U.S.A.

Mark O'Toole, *Managing Director, Public Relations & Content Marketing*, HJB, Newton, MA, U.S.A.

Steve Pappageorge, *Dean of the College of Continuing Education, New Programs and Outreach*, DeVry Inc., Downers Grove, IL, U.S.A.

Darry Pinto, *Assistant Manager, Client Relations*, Cactus Communications Pvt. Ltd., Mumbai, India

Melanie Pope, *Director*, Australian National Paramedic Support Foundation, Aspley Qld, AL, Australia

Churchill Prince, *Founder & CEO*, Sales Intellect Company, Chennai, India

Mike Prusinski, *Chief of Staff*, Tiversa, Pittsburgh, PA, U.S.A.

Janet Quadras, *Sr. Manager, CRM*, Cactus Communications, Mumbai, India

Jesintha Rajaratnam, *Managing Partner*, Joje India Consultants-Finance & HR, Mumbai, India

Dennis Reno, *Vice President, Customer Portal Experience*, Oracle, San Francisco, CA, U.S.A.

Peter Rifkind, *Director of Client Service*, UltraLinq Healthcare Solutions, Inc, New York, NY, U.S.A.

Elizaveta Rybinskaya, *Customer Service Director*, Quelle Russia, Moscow, Russia

Scott Sachs, *Sr. Director, Call Center Operations*, Assurant, Wayne, PA, U.S.A.

Russell Sarder, *Chairman and CEO*, NetCom Learning, New York, NY, U.S.A.

Jodi Sawyer, *Director*, John Hancock, Boston, MA, U.S.A.

Stu Schlackman, *Owner*, Competitive Excellence, Richardson, TX, U.S.A.

Paula Seeger, *Supervisor, Customer Service, Hotline*, University of Minnesota, Minneapolis, MN, U.S.A.

Dan Seidman, *CEO*, GOT INFLUENCE?, Barrington, IL, U.S.A.

Randy Selleck, *Sr. Director, Call Center Operations*, Assurant Solutions, Atlanta, GA, U.S.A.

Bahar Sensoz, *Customer Complaint Management Specialist*, Turk Telekom, Istanbul, Turkey

Bill Shelton, *Senior Vice President*, USHEALTH Advisors, Grapevine, TX, U.S.A.

Ramin Shokrizadeh, *Product Manager*, FreshBooks, Toronto, ON, Canada

Clayton Shold, *President*, Salesopedia, Oakville, ON, Canada

Donnovan Simon, *Director, Customer Systems & Global Alignment*, SMART Technologies, Calgary, AB, Canada

Manu Singh, *Contact Center Manager*, Dubai First, Dubai, United Arab Emirates

Ravinder Singh, *Director, Search Engine Marketing*, Kulwant Advisory, Nairobi, Kenya

Cate Sommervold, *CEO*, pharmaCline, Sioux Falls, SD, U.S.A.

Calvin St Juste, *Department Manager*, CapitalOne, Laurel, MD, U.S.A.

Tanja Steinbach, *Bachelor of Science*, Inxmail GmbH, Freiburg, Germany

Andrzej Szczepaniak, *Deputy Director, Central Settlement Services*, Bank Zachodni WBK, Poznan, Poland

Will Tarrant, *Cofounder/Owner*, Service Metrics Group, Plano, TX, U.S.A.

Özge Tekalp, *Director*, Türk Ekonomi Bankasi A.S, Istanbul, Turkey

Bob Thomas, *Director of Business Development*, Prorizon, Kennesaw, GA, U.S.A.

Kathy Townend, *Product Manager*, Europ Assistance, San Diego, CA, U.S.A.

Sean Tracy, *Director of Client Services*, Property Insight, Carol Stream, IL, U.S.A.

Lillian Valdes, *President, At Your Service Hospitality Strategic Quality Training*, Miami, FL, U.S.A.

Heather Valentine, *Vice President Global Sales*, Thermo Fisher Scientific, Manakin Sabot, VA, U.S.A.

Lori Van Dyke, *Manager Customer Care*, Access One Inc, Chicago, IL, U.S.A.

Vincent Vanden Bossche, *Managing Director*, Call Communications, Ottenburg, Belgium

Tina Vasile, *Customer Care Manager*, Safe2Drive, Rancho Santa Margarita, CA, U.S.A.

Amy Veasley, *Director of Call Center Operations*, Assurant, Addison, TX, U.S.A.

Dave Venance, *Solution Architect*, 4Point, Ottawa, ON, Canada

Madalina Vilau, *Managing Partner*, Expo Media, Bucharest, Romania

Brian Ward, *SVP Client Engagement*, Stylesight, New York, NY, U.S.A.

Glenn Wohl, *eAwareness Manager*, AT&T, Bridgewater, NJ, U.S.A.

Nicolette Wuring, *Managing Director, Customer Management Services*, Amstelveen, The Netherlands

Julia Zamorska, *VP of Corporate Communications*, iolo technologies, Los Angeles, CA, U.S.A.

Oleg Zeldin, *CEO*, Apex Berg Contact Center Consulting, Odintsovo, Russia

Guo (Peter) Zijiang, *COO & GM Assistant*, Wuhan Kindstar Diagnostics Co., Ltd, Wuhan, China



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Learn more about how easy it is to integrate LexisNexis Smart Meeting and LexisNexis Prospect Portfolio into your sales process, and stay informed before every appointment. Visit www.lexisnexis.com/stevieawards.

LexisNexis Smart Meeting
2013 Stevie® Awards Finalist



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Stevie® Awards For Sales & Customer Service Finalists



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

NEW PRODUCT & SERVICE CATEGORIES

Business Intelligence Solution – New

- LexisNexis, New York, NY: LexisNexis Smart Meeting
- LivePerson, New York, NY: LivePerson's LP Insights Delivers Actionable Intelligence
- Navantis Inc., Toronto, ON, Canada: Navantis Inc. NBC Learn Customer Care Center
- ServiceSource, San Francisco, CA: ServiceSource's ReNew On Demand

Business Intelligence Solution – New Version

- Cortera, Inc., Boca Raton, FL: B2B Purchase Data: Maximize Revenue and Minimize Risk
- Lattice Engines, San Mateo, CA: salesPRISM 6.0
- TrueCar, Inc, Santa Monica, CA: TrueCar

Collaboration Solution – New

- Arkadin Global Conferencing, Paris, France: Arkadin Offers Hosted Lync
- Campaign Group Pty Ltd, Sunshine Coast, QLD, Australia: Campaign Group & Hanson Construction interactive driver safety program
- John Hancock Financial Services, Portsmouth, NH: John Hancock Administration Collaborative Service Model
- OppenheimerFunds, Englewood, CO: OppenheimerFunds' High Conviction Culture

Collaboration Solution – New Version

- Brainshark, Waltham, MA: SlideShark Team Edition
- Lucernex Technologies, Plano, TX: Lucernex's Lx Retail 9

Contact Center Solution

- EE, Hatfield, Hertfordshire, United Kingdom: IMEI Contact Routing
- LiveOps Inc., Redwood City, CA: LiveOps Platform
- OppenheimerFunds, Englewood, CO: OppenheimerFunds' High Conviction Culture
- salesforce.com, San Francisco, CA: Desk.com – Bringing Contact Centers into the Social Revolution
- TeamSupport, Dallas, TX: TeamSupport's latest released version

Incentive Management Solution – New Version

- OppenheimerFunds, Englewood, CO: Anyone, Anytime, Anywhere
- Xactly Corporation, San Jose, CA: Xactly Express Improves the Sales Process and Reduces Bottom Line for SMBs

IVR or Web Service Solution – New

- EE, Hatfield, Hertfordshire, United Kingdom: IVR Consolidation
- NEW Customer Service Companies, Sterling, VA: Repair.com

IVR or Web Service Solution – New Version

- Avea Iletisim Hizmetleri A.S., Istanbul, Turkey: Outbound Campaign Suit (OCS)
- Bunchball, Redwood City, CA: Nitro Gamification Solutions
- Interactions Corporation, Franklin, MA: Redefine Self-Service with a Virtual Assistant
- BlackBerry, Waterloo, ON, Canada: Refreshed BlackBerry Online Support

Marketing Solution

- Crushpath, San Francisco, CA: Crushpath
- LivePerson, New York, NY: LP Marketer
- NetProspex, Waltham, MA: NetProspex – Marketing Data Services
- Outsell, LLC, Minneapolis, MN: Outsell Digital Engagement Platform Version 3.0
- Pitcher GmbH, Zurich, Switzerland: Pitcher GmbH Pitcher (CLM) Close Loop Marketing Platform

Relationship Management Solution – New

- ANCILE Solutions, Elkridge, MD: ANCILE Solutions: Strategic Customer Engagement Program
- FedEx TechConnect, Memphis, TN: FedEx's Customer Master Data Management
- John Hancock Financial Services, Portsmouth, NH: John Hancock Special Services - Operational Efficiency
- LexisNexis, New York, NY: LexisNexis Smart Meeting
- OppenheimerFunds, Englewood, CO: OppenheimerFunds' World Class Estate Team
- Philadelphia Insurance Companies, Bala Cynwyd, PA: PHLV Voice of the Customer Program
- Reputation.com, Redwood City, CA: Reputation.com for Business Managed Services



NEW PRODUCT & SERVICE CATEGORIES – *Continued*

Relationship Management Solution – New Version

Aprimo, Indianapolis, IN:

Aprimo Relationship Manager (ARM) 6.6

Microsoft Dynamics, Redmond, WA:

Microsoft Dynamics CRM

OppenheimerFunds, Englewood, CO:

OppenheimerFunds' High Conviction Culture

Parature, Herndon, VA: Parature Social Monitor

SugarCRM, Cupertino, CA: SugarCRM's Sugar 6.5

TeamSupport, Dallas, TX:

TeamSupport Latest Released Version

Sales Automation Solution

HomeAway, Austin, TX:

HomeAway's Quick Efficient User Environment

Lattice Engines, San Mateo, CA:

salesPRISM: Big Data for Big Sales

SOLUTION PROVIDER CATEGORIES

Sales Consulting Practice of the Year

Richardson, Philadelphia, PA:

Richardson's Sales Enablement Practice

Sales Training Practice of the Year

Richardson, Philadelphia, PA:

Richardson – Sales Training and Strategy Execution

The Brooks Group, Greensboro, NC: The Brooks Group

Sales Outsourcing Provider of the Year

Barry Rhein & Associates, Los Gatos, CA Transforming

Hewlett Packard's Sales Skills with Selling
Through Curiosity

Revana, Tempe, AZ Let us take you to Revana

Sales Partnerships, Inc., Westminster, CO Sales Partnerships

Sales Outsourcing Leader

Incentive, Rewards, or Recognition Provider of the Year

Achievers, San Francisco, CA: Industry Leader Achievers

Devoted to Social Recognition and Employee Success

Customer Service or Call Center Consulting Practice of the Year

The Brookside Group, Acton, MA The Brookside Group:

Consulting the Unknown

Customer Service or Call Center Training Practice of the Year

The Brookside Group, Acton, MA The Brookside Group

John Hancock Signature Services, Boston, MA

The Expanding Role of Training

OptumRx, Costa Mesa, CA OptumRx Training Practice

of the Year – Leading Through Supervision

Sales or Customer Service Solutions Technology Partner of the Year – Computer Software

FrontRange, Milpitas, CA FrontRange

Get Satisfaction, San Francisco, CA Get Satisfaction Drives

Authentic Engagement in the Social Era

Leads360, Inc. Los Angeles, CA Leads360, Inc.

MaintenanceNet, Carlsbad, CA Cisco Doubles Service

Renewal Rates with New High-Volume Sales Machine
from MaintenanceNet

Nuance Communications, Burlington, MA Nuance and Nina

salesforce.com, San Francisco, CA Salesforce CRM –

Providing Customer Service Solutions

ServiceSource, San Francisco, CA ServiceSource

Sales or Customer Service Solutions Technology Partner of the Year – All Other Industries

ForeSee, Ann Arbor, MI ForeSee

Location Based Technologies, Irvine, CA The Location Based

Technologies Solution for Both Business and Family

Navantis Inc., Toronto, ON, Canada Kifinti Technology

Solution Partner, Etobicoke, ON, Canada

Parature, Herndon, VA Parature Customer Service Software



SALES INDIVIDUAL CATEGORIES

sponsored by **ValueSelling**
Associates™

Senior Sales Executive of the Year

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

Cebuana Lhuillier Insurance Solutions, Makati City,
Philippines: Jean Henri Lhuillier, Chief Executive Officer

Corkcicle, Orlando, FL: Eric Miller, Partner

IBM Energy & Utilities, Armonk, NY: Michael Valocchi,
Vice President and Partner, Global Energy and Utilities

SurePayroll, Inc., Glenview, IL: Rick Gunther, Senior Vice
President of Sales and Business Development

Worldwide Sales Executive of the Year

Starz Worldwide Distribution, Englewood, CO: Gene George,
Executive Vice President, Worldwide Distribution

State Street Corp, Boston, MA: George Sullivan,
Executive Vice President, Global Alternatives

National Sales Executive of the Year

Coverall Health-Based Cleaning System®, Deerfield Beach,
FL: Michael Gumiela, Regional VP of Sales

Level 3 Communications, Broomfield, CO: Andrew Crouch,
Regional President, North American Sales

Sundance Vacations, Wilkes-Barre, PA:
Shane Lewis, Assistant Vice President of Sales

SurePayroll, Inc., Glenview, IL: Jason Copeland,
National Sales Senior Manager

Videx, Corvallis, OR: James McGowan, Vice President,
Sales and Marketing

VMware, Palo Alto, CA: Steven Coles, VP of Sales

VMware, Palo Alto, CA: Mark Reynolds, Americas Enablement
Director for Sales Strategy and Transformation

Sales Director or Manager of the Year

Starwood Hotels & Resorts, Stamford, CT:
Mary Casey, VP Sales

Wyndham Vacation Ownership, Orlando, FL:
Butch Gunter, Vice President, Site Sales and Marketing

Zions First National Bank, Salt Lake City, UT: Rob Jepps,
Senior Vice President of Commercial Sales

Sales Operations Professional of the Year

Sungard, Wayne, PA: Ken Powell, Vice-President,
Global Sales Enablement & Learning

VMware, Palo Alto, CA: Mark Reynolds, Americas Enablement
Director for Sales Strategy and Transformation

Sales Training or Education Leader of the Year – Business Services

Abbott Medical Optics, Santa Ana, CA:
Stephanie Thames-Harris, Director of Global Training
and Development

First Data Corp. Atlanta, GA: David Kuhl, Senior Vice
President & Chief Learning Officer

GOT INFLUENCE?, Barrington, IL: Dan Seidman, CEO

Sungard, Wayne, PA: Ken Powell, Vice-President,
Global Sales Enablement & Learning

Sales Training or Education Leader of the Year – All Other Industries

EE, Hatfield, Hertfordshire, United Kingdom:
Michelle Allison, Development Specialist

Forrest Performance Group, Fort Worth, TX:
Jason Forrest, Chief Sales Officer

Kennametal, Fort Mill, SC: Diane Johnson, Director of Talent &
Organizational Effectiveness

VMware, Palo Alto, CA: Mark Reynolds, Americas Enablement
Director for Sales Strategy and Transformation

Wyndham Vacation Ownership, Orlando, FL:
John Wheeler, Director, Sales Training

Sales Representative of the Year – Computer Hardware & Software

Eloqua, Vienna, VA: Jill Rowley, Eloqueen Sales Rep

L-com Inc., North Andover, MA:
Jared Harrison, Sales Representative

L-com Inc., North Andover, MA:
Mark DeSousa, Sales Representative

Privia LLC, Herndon, VA:
Craig Melton, Business Development Manager

Upcoming Stevie® Awards Deadlines

2013 American Business AwardsSM



THE AMERICAN
BUSINESS AWARDSSM

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

Entry Deadline:

March 27, 2013

Last Day for Late Entries:

April 24, 2013

2013 International Business AwardsSM



THE INTERNATIONAL
BUSINESS AWARDSSM

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

Entries Open:

January 2013

Early-bird Entry Deadline:

April 11, 2013

Final Entry Deadline:

May 16, 2013

2013 Stevie® Awards for Women in Business



FOR WOMEN
IN BUSINESS

Recognizing the achievements of women entrepreneurs, executives, and the organizations they run — worldwide.

Early-bird Entry Deadline:

July 24, 2013

Final Entry Deadline:

August 28, 2013

Last Day for Late Entries:

September 25, 2013

Learn More and Enter at www.StevieAwards.com



SALES INDIVIDUAL CATEGORIES – *Continued*

Sales Representative of the Year – All Other Industries

LocumTenens.com, Alpharetta, GA: Alexandra White:
Advocating for the Physicians She Serves

Sales Partnerships, Inc., Westminster, CO:
Michael Becker, Sales Representative

SurePayroll, Inc., Glenview, IL:
Dave Mlotek, Sales Representative

Sundance Vacations, Wilkes-Barre, PA:
Mike Calnon, Sales Representative

Wyndham Vacation Ownership, Orlando, FL:
Kinja Dixon, Sales Representative

Wyndham Vacation Ownership, Orlando, FL:
Rachelle Bivins, Sales Representative

**Presentation of ValueSelling Associates Award for
Outstanding Sales Strategy & Transformation**

to

**Mark Reynolds
Americas Enablement Director, VMware**

SALES TEAM CATEGORIES

Global Sales Team of the Year

Eurail Group G.I.E, The Netherlands: Eurail Group SalesTeam

Marriott Vacation Club, Orlando, FL: The team's adaptability
to the challenging economy is what makes them a
world-class sales team.

PetRays Veterinary Telemedicine Consultants,
The Woodlands, TX: PetRays Global Sales Team

SecurityMetrics, Orem, UT: SecurityMetrics' World Class
Sales Team

Starz WorldWide Distribution, Englewood, CO:
Starz WorldWide Distribution Sales Team

National Sales Team of the Year

HomeAway, Austin, TX: HomeAway's National Sales Team

Marriott Vacation Club, Orlando, FL: Marriott Vacation Club –
A Focused Team of Sales Professionals

PetRays Veterinary Telemedicine Consultants,
The Woodlands, TX: PetRays National Sales Team

Government Sales Team of the Year

Carahsoft Technology Corp., Reston, VA

Field Sales Team of the Year

Henry Schein, Inc, Melville, NY:
Henry Schein Field Sales Consultants

NorthStar EMS, Tuscaloosa, AL: Making It Personal

Sales Partnerships, Inc., Westminster, CO:
Sales Partnerships Inc (SPI) Northeast Expansion

Sundance Vacations, Wilkes-Barre, PA:
Sundance Vacations Resort VIP

Wyndham Vacation Ownership, Orlando, FL:
The Specialist Presenter Owner Workshop Team

Telesales Team of the Year

Office Depot, Boca Raton, FL: Office Depot's Telephone
Account Management Group

Salesify, Redwood City, CA

VerticalResponse, San Francisco, CA: VerticalResponse Sales
Coordinator Team Hits Conversion Sweet Spot

WNS Global Services, Mumbai, India

Online Sales Team of the Year

Comcast, Philadelphia, PA

SurePayroll, Inc., Glenview, IL

TerraCycle, Trenton, NJ



Sundance Vacations is a national wholesale travel company specializing in quality discount vacation accommodations at destination golf, beach, ski and mountain resorts throughout North America, Hawaii and the Caribbean.



**Finalist in
8 Categories**



**Congratulations to all
Stevie Award Winners & Finalists!**





SALES TEAM CATEGORIES – *Continued*

Sales Support Team of the Year

- Family Heritage Life Insurance Company of America,
Cleveland, OH
- LocumTenens.com, Alpharetta, GA:
A Company's Central Nervous System
- Marriott Vacation Club, Orlando, FL: Marriott Vacation Club –
The Team Championing the Sales Force!
- PACCAR, Inc, Bellevue, WA:
PACCAR Parts Sales Support Team
- Unitiv's Intelligent Help Desk, Alpharetta, GA:
Unitiv's Inside Sales Team

Sales Operations Team of the Year

- Adaptive Communications, Portsmouth, NH
- Family Heritage Life Insurance Company of America,
Cleveland, OH
- HomeAway, Austin, TX
- Marriott Vacation Club, Orlando, FL: The Team Championing
the Sales Force!
- NorthStar EMS, Tuscaloosa, AL: Making It Personal
- Sales Partnerships, Inc., Westminster, CO

SALES ACHIEVEMENT CATEGORIES

Sales Turnaround of the Year

- ESAB Welding & Cutting, Florence, SC:
ESAB Cutting is equal to more than the sum of it's parts
- Sales Intellect Company, Chennai, Tamil Nadu, India:
Sales Intellect's Sales Intelligence™
- Treeline, Inc., Wakefield, MA: Treeline, Inc.

Sales Growth Achievement of the Year

- Foundation Financial Group, Jacksonville, FL: Diversification of
Financial Services to Provide a Plethora of Options to the
Company's Client Base Results in Mammoth Growth
- kCura, Chicago, IL: kCura's Sales Growth
- ProtectCell, Novi, MI: ProtectCell Sales Growth of 99 Percent
Due to Team Effort
- Salesify, Redwood City, CA: Salesify Sales Growth
Achievement of the Year

Best Use of Technology in Sales

- Heartland Payment Systems, Princeton, NJ:
atlas Sales Technology
- Insphere Insurance Solutions, Inc., North Richland Hills, TX:
Increasing CRM Adoption with Mobile Technology
- TEB AS, Istanbul, Turkey: TEB Company's Implementation of
an Application via Tablet
- Unilever Turkiye, Istanbul, Turkey:
Algida Cabinet Location Tracker – QR
- Unilever Turkiye, Istanbul, Turkey:
Algida Touch The Screen Get Your Ice Cream

Demand Generation Program of the Year

- Coverall Health-Based Cleaning System®, Deerfield Beach,
FL: Coverall Health-Based Cleaning System Demand
Generation Program
- Marriott Vacation Club, Orlando, FL: The Explorer Collection:
Provides Owners Access to a Broad Variety of
Non-traditional Usage Options

Outbound Marketing Program of the Year

- Avaya, Basking Ridge, NJ:
Competitive Displacement Campaign
- Marsh U.S. Consumer, Urandale, IA:
Marsh Price Chopper Voluntary Benefits

Inbound Marketing Program of the Year

- EnergyCAP, Inc., State College, PA:
EnergyCAP, Inc.'s Inbound Marketing Program
- Monitronics International, Dallas, TX:
You Have a Mission: ISC West Tradeshow 2012
- Sundance Vacations, Wilkes-Barre, PA:
Inbound Marketing Program

Sales Process of the Year

- Nexo Solutions, The Woodlands, TX: Weekly Growth Review
- SecurityMetrics, Orem, UT:
SecurityMetrics' Inside Sales Team
- VMware, Palo Alto, CA: VMware Americas' Sales Process
- Zions First National Bank, Salt Lake City, UT:
Zions Bank 6 Bucket Banker Sales Process

At Casablanca, your well-being is our number one priority!



Change how you think about water.

That is what our "Quantum Water" will do for you. Just passing water through our VG7 will activate and bring out the water's true potential.

Install in current building equipment

Fixed type

Neu **VG7**

VG7 can be installed and placed inside the water meter of any home, apartment, factory, or other building.

(20A) 88mm x 255mm
Water flow: 2.6m³/h

No energy! **AND** No maintenance!

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No cartridge needed.

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Anti-bacterial

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(breaks down grease)

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Deodorizer

Great for getting rid of pet and body odor!

Hydrogen generator

Can be effective at removing free radicals which have been linked to disease and signs of aging.

Delicious drinking water

Water particles become finer, creating smooth tasting, delicious water. (you can even use it on alcohol)

Increases lactic acid

Increases good bacteria (lactic acid). Great for digestion and overall health.

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SALES ACHIEVEMENT CATEGORIES – *Continued*

Sales Training or Coaching Program of the Year

Best Buy for Business, Minneapolis, MN: Best Buy for Business Sales Training and Coaching Program

CLEARLINK, Salt Lake City, UT:
CLEARLINK Employee Development

DHL EXPRESS, Cape Town, Western Cape, South Africa:
DHL Express CIS Sales Training Program for SSA

MarketBridge, Bethesda, MD: MarketBridge's Credit Training and Coaching Program for Saks Fifth Avenue/MasterCard

Marriott Vacation Club, Orlando, FL: Our SalesManShip Training Program: Once a Vision, Now a Reality!

Richardson, Philadelphia, PA: Bank of America Merchant Services (BAMS) Sales Performance System

Richardson, Philadelphia, PA: Cox Media:
Sales Performance System

Richardson, Philadelphia, PA: Stu Hopfensperger,
Vice President Sales – Great Lakes Region, Charter Media

Sales Meeting of the Year

Toshiba America Business Solutions, Inc., Irvine, CA:
LEAD 2012 National Sales Meeting

Award for Innovation in Sales

Blinds.com, Houston, TX: Blinds.com Sales Innovations

Ink, London, United Kingdom: Ink Innovation in Sales – The Revolution

Rogers Business Care, Toronto, Canada:
Service Team Meets the Sales and Revenue Challenge

SALES DEPARTMENT CATEGORIES

Sales Department of the Year – Computer Hardware & Software

L-com Inc., North Andover, MA:
L-com's Sales Profession Excellence

EnergyCAP, Inc., State College, PA:
EnergyCAP, Inc.'s Sales Program

Inxmail GmbH, Freiburg, Germany: Inxmail Sales Department

kCura, Chicago, IL: kCura's Sales Department

SignUp4, Atlanta, GA: SignUp4 Sales Department

Sales Department of the Year – Hospitality & Tourism

HomeAway, Austin, TX: HomeAway's Sales Department

InnLink, Hendersonville, TN: Providing Reservation Services and Revenue Solutions with Superior Service

Marriott Vacation Club, Orlando, FL: A Sales Team that ADJUSTS to Change is a PRODUCTIVE Sales Team.

Sundance Vacations, Wilkes-Barre, PA:
Sundance Vacations Harrisburg Sales Office

Sales Department of the Year – All Other Industries

Casablanca Inc., Ashiya city, Hyogo, Japan:
Casablanca's Sales Department

Electronic Payment Systems (EPS), Englewood, CO:
EPS National Sales Department New Business Initiative

PetRays Veterinary Telemedicine Consultants,
The Woodlands, TX: PetRays Sales Department

Road America, Miami, FL: Road America:
2011-2012 Sales Blitz

Salt Lake County, Salt Lake City, UT: Building a Better Community Through Service to Customers

Zions First National Bank, Salt Lake City, UT:
Zions Bank Commercial Banking Team

CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

Front-Line Customer Service Professional of the Year – Business & Diversified Services

AllClear ID, Austin, TX: Juan Colindrez, Investigator

Cactus Communications, Mumbai, India: Kaori Nagatsuka,
Customer Service Manager, Payments, Japan

HomeServe, Stamford, CT: Joe Greco

Front-Line Customer Service Professional of the Year – Computer Hardware & Software

Citrix Systems, Fort Lauderdale, FL: Livius Gonzalez,
Front-Line Customer Services Professional

L-com Inc., North Andover, MA:
Christina Cruz, Customer Service Representative



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – Continued

Front-Line Customer Service Professional of the Year – Transportation

Delta Air Lines, Inc. Atlanta, GA: Edgar Perez, Atlanta Elite
Sales and Service Assist Representative

Delta Air Lines, Inc. Atlanta, GA: Lavonda Chaney,
Tampa Sales and Service Representative

Delta Air Lines, Inc. Atlanta, GA: Michelle Smart,
IRC Specialty Sales and Support Representative

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

Capital One Bank, McLean, VA:
Fran Mokonogho, Senior Advocacy Coordinator

EE, Darlington, Durham, Great Britain:
Stacey Gowran, Customer Service Advisor

Marsh U.S. Consumer, Urbandale, IA:
Cheryl Pulley, Customer Service Specialist III

Revima, Caudebec en Caux, Normandy, France: Michel Menn

Stemtech Health Sciences, San Clemente, CA:
Brooke Pollastro, Distributor Services Representative

Back-Office Customer Service Professional of the Year

Marsh U.S. Consumer, Urbandale, IA:
Elizabeth Bauman, Client Service Analyst

Symbiose Communication, Longueuil, QC, Canada:
Catherine Gauthier, Human Resource Manager

VIZIO, Inc., Irvine, CA: VIZIO's Rose Ann King –
Customer Service Royalty

Young Customer Service Professional of the Year

DHL EXPRESS, Mexico City, Mexico:
Rolfi Diaz, Young Customer Service Professional

EE, Hatfield, Hertfordshire, United Kingdom:
Chris Essler, Small Business Team Leader

FedEx TechConnect, Memphis, TN:
Markisha L. Williams, Customer Service Engineer

ONTRAPORT, Santa Barbara, CA:
Sean Cuevas, Customer Service Manager

Symbiose Communication, Longueuil, QC, Canada:
Catherine Gauthier, The bright future of CCC
through Gen Y

Unitiv's Intelligent Help Desk, Alpharetta, GA: Matt Schreiner,
Client Support Specialist

VIZIO, Inc., Irvine, CA: VIZIO's Bryna Sanchez - Genuinely
Cares

Customer Service Manager of the Year

Best Western International, Phoenix, AZ:
Daniel Guerrero, Customer Service Manager

Campaign Group Pty Ltd, Sunshine Coast, QLD, Australia:
Rebecca Grisman, Managing Director & Client
Services Manager

EE, Hatfield, Hertfordshire, United Kingdom:
Jakki Livingstone, Small Business Team Leader

Safelite AutoGlass, Columbus, OH:
Steve Parker, Las Vegas General Manager

Customer Service Leader of the Year

Avion Pharmaceuticals, Alpharetta, GA:
Ben Burgess, Business Development Manager

Cebuana Lhuillier Insurance Solutions, Makati City,
Philippines: Jean Henri Lhuillier: Driven by Passion to
Serve and Excel

TATA Motors Ltd, Mumbai, Maharashtra, India:
Sanjeev Garg, Global Head, Customer Care

Unitiv's Intelligent Help Desk, Alpharetta, GA:
Meredith Estep, Vice President Client Services

UpToDate at Wolters Kluwer Health, Waltham, MA:
Heidi Gentleman Cullen, Vice President,
Global Customer Operations

Contact Center Professional of the Year

DHL EXPRESS, Mexico City, Mexico:
Omar Martinez – Contact Center Professional of the Year

EE, Hatfield, Hertfordshire, United Kingdom:
Karla Cagney, Business Operations Manager

Sundance Vacations, Wilkes-Barre, PA:
Doreen Miller, Contact Center Professional



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Contact Center Manager of the Year

AllClear ID, Austin, TX:

Curtis McLaughlin, Customer Support Manager

Assurant Solutions, Atlanta, GA:

Elizabeth Conner, Contact Center Manager of the Year

EE, Hatfield, Hertfordshire, United Kingdom:

Geraldine Gibson, Business Operations Manager

Monitronics International, Dallas, TX:

Sandy Rivers, Manager, Alarm Response Center

SurePayroll, Inc., Glenview, IL:

Jamal Ayyad, Customer Care Manager

The Remi Group, Charlotte, NC:

Elizabeth Barnes, Service Center Manager

VIZIO, Inc., Irvine, CA:

VIZIO's Derek Teut – Manages to Make a Difference

Contact Center Leader of the Year

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

Orçun Onat, Chief Customer Care Officer

Capital One Bank, McLean, VA:

Alice Sesay, Director of Customer Advocacy

Enterasys Networks, Salem, NH: Vala Afshar, Chief Customer

Officer and Chief Marketing Officer

Sundance Vacations, Wilkes-Barre, PA:

Joe Molitoris, Vice President of Marketing

Vivint, Provo, UT: Tim Izatt, Director of Customer Services

CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

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

Capital One Bank, McLean, VA: Customer Advocacy Team

EverBank, Jacksonville FL: EverBank

John Hancock Signature Services, Boston, MA:

Plan to Succeed!

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

Allscripts, Chicago, IL: Taming the Tiger Y2012 Event

DiCentral, Houston, TX: DiService Bureau Saves the Day

EE, Hatfield, Hertfordshire, United Kingdom: The Advocates

LifeLock, Inc., Tempe, AZ: LifeLock Resolution Department

Sundance Vacations, Wilkes-Barre, PA:

Client Resolution Department

Phonak LLC, Warrenton, IL:

Phonak: Commercial Customer Care Recovery

Customer Service Complaints Team of the Year

Avea İletisim Hizmetleri A.S.:

Avea İletisim Hizmetleri A.S. Complaints Team

Capital One Bank, McLean, VA:

Executive Complaint Management Case Team

DHL Express, Isando, South Africa: Going "Straight to

the Top" to be the top choice for our customers

GetResponse, Wilmington, DE:

GetResponse Customer Service Complaints Team

HauteLook, Los Angeles, CA: HauteLook:

Providing Relevant, Friendly and Fast Service to
More Than 10 Million Members

OppenheimerFunds, Englewood, CO: OppenheimerFunds'

World Class Complaint Response Team

ProtectCell, Novi, MI: ProtectCell Customer Service Team

Views Complaints as Opportunities to Help Customers

Symantec, Dublin, Ireland: Symantec Complaints Team

Turk Telekom, Istanbul, Turkey: Heroes of Customers

Front-Line Customer Service Team of the Year – Advertising, Business & Diversified Services, Marketing & Public Relations

Achievers, San Francisco, CA: Recognizing service teams
that directly engage customers.

Competence Call Center AG, Headquarters, Vienna, Austria:
Samsung and CCC

GeoEye, Herndon, VA: GeoEye's Highly-Rated Customer
Service Team

Hyatt Legal Plans, Inc., Cleveland, OH:

Hyatt Legal Plans Plan Administration

U.S. Green Building Council, Washington, DC: USGBC's
LEED Support Team – Helping Customers Build Green

Wolper Information Services, Easton, PA:

Wolper Information Services

Asia-Pacific Stevie® Awards Are Coming Soon

亚太Stevie大奖将很快到来。

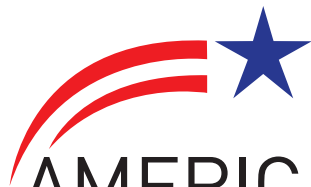
スティービーアワード
アジアはすぐに来ている。

아시아 태평양 스티비 어워드는
곧 올 것이다.

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CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Front-Line Customer Service Team of the Year – Computer Hardware, Services & Software

- L-com Inc., North Andover, MA: L-com's Front-Line Customer Service Team
- nFocus Solutions, Austin, TX: nFocus Solutions Provides Top-of-the-Line Customer Service to Over 4,500 Clients
- Rackspace Hosting, San Antonio, TX: Rackspace Social Media Support Team Delivers Fanatical Support to Customers
- RouteMatch Software, Atlanta, GA: RouteMatch Software, Front-Line Customer Service Team of the Year
- ShopKeep POS, New York, NY: Customer Care: The Base that Leads Merchant to Success

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

- Heartland Payment Systems, Princeton, NJ: Heartland Payment Systems' Front-Line Customer Service Team of the Year
- John Hancock Financial Services, Portsmouth, NH: John Hancock Pen-Par
- John Hancock Signature Services, Boston, MA: Service Operations Integration
- MasterCard WorldWide, O'Fallon, MO: MasterCard Worldwide's Commercial Products Support Team
- OppenheimerFunds, Englewood, CO: OppenheimerFunds' World Class Estate Team
- SurePayroll, Inc., Glenview, IL: SurePayroll Front Line Customer Service Team
- Vestmark, Wakefield, MA: Vestmark's First Line Customer Service Team

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

- Blinds.com, Houston, TX: Blinds.com Customer Service Team
- Electro Industries/GaugeTech (EIG), Westbury, NY: EIG's Technical Support Customer Service Team
- EMKAY, Itasca, IL: EMKAY Front-Line Client Support Services

FreshBooks, Toronto, ON, Canada: FreshBooks: Executing on Extraordinary Experiences Everyday (aka The Secret Sauce)

GE Capital Fleet Services, Eden Prairie, MN: GE Capital Fleet Services Customer Service

Property Insight, Santa Ana, CA: Client Service Deployment Team

Puma Energy Panama, Panama City, Panama: Puma Panama's Customer Service Team – Serving The Canal Through Challenging Times

VIZIO, Inc., Irvine, CA: VIZIO's Connected Team – Puts the Personal in Personal Computer Support

Wyndham Vacation Ownership, Orlando, FL: Wyndham Vacation Ownership's Owner Services Team

Back Office Customer Service Team of the Year – Financial Services & Insurance

- John Hancock Financial Services, Portsmouth, NH: John Hancock Annuity Project Management Office
- John Hancock Financial Services, Portsmouth, NH: John Hancock Cash Control Team
- John Hancock Financial Services, Portsmouth, NH: John Hancock Reconciliation – Back Office Team of the Year
- John Hancock Signature Services, Boston, MA: Innovations at Work
- John Hancock Signature Services, Boston, MA: Supporting the Omnibus Initiative – A Change in Business
- Safelite AutoGlass, Columbus, OH: Safelite Solutions' Vehicle Glass Insurance Claims Team

Back Office Customer Service Team of the Year – Telecommunications

- Broadview Networks, Rye Brook, NY: Broadview Network's Billing Inquiry Team
- EE, Hatfield, Hertfordshire, United Kingdom: Contract Validations & Support Team, Greenock
- Time Warner Cable, New York, NY: Turning Quality Assurance into the Guardian of Best-in-Class Behaviors" with the COMPASS Program"



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

Accenture BPO Services of BC, Vancouver, BC, Canada:
Accenture's Revenue Cycle Operations Team

EMKAY, Itasca, IL:
EMKAY Service Is Simple – Better – Different

SilkRoad, Chicago, IL: Behind the Front Lines:
SilkRoad's Back-Office Is Company's "Glue"

VIZIO, Inc., Irvine, CA: VIZIO's Reseller Support Team

Wheels, Inc., Des Plaines, IL:
Wheels Workforce Management Team

Contact Center of the Year (Up to 100 Seats) – Business & Diversified Services

AllClear ID, Austin, TX: AllClear ID Contact Center Austin, TX

The CEI Group, Inc., Treviso, PA:
CEI's Customer Care Center

TheLadders.com, New York, NY:
TheLadders, Job Search Support Center (JSSC)

Veracity Payment Solutions, Atlanta, GA:
Veracity Payment Solutions – Customer Service Team

WNS Global Services, Mumbai, India: WNS Contact Center

Contact Center of the Year (Up to 100 Seats) – Computer Hardware, Software & Services

Acronis, Moscow, Russia: Acronis Customer Central

Edmentum, Dallas, TX: Edmentum's Contact Center

L-com Inc., North Andover, MA:
L-com's Dedicated Contact Center

Outsell, LLC, Minneapolis, MN:
The Customer Interaction Center (CIC) at Outsell

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

John Hancock Financial Services, Portsmouth, NH:
John Hancock Annuity and Fixed Product Contact Center

OppenheimerFunds, Englewood, CO: OppenheimerFunds
529 Operations - Investing with a Purpose

Philadelphia Insurance Companies, Bala Cynwyd, PA:
PHLY's Contact Center

SurePayroll, Inc., Glenview, IL: SurePayroll Contact Center

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

5LINX Enterprises, Inc, Rochester, NY:
5LINX Enterprises, Inc's Contact Center

CHEP USA, Orlando, FL: CHP USA Customer Care Center

CubeSmart, Wayne, PA: CubeSmart:
Connecting with the Customer

DHL Express, Isando, South Africa:
A Certified "Centre of Excellence"

EMKAY, Itasca, IL: EMKAY Contact Support Gurus

Enterasys Networks, Salem, NH:
Enterasys Network's In-house Support Center

USANA Health Sciences, Salt Lake City, UT:
USANA Health Sciences, Inc.

Contact Center of the Year (Over 100 Seats) – Business Services & Diversified Services

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

ConsumerInfo.com, Inc., Costa Mesa, CA:
freecreditscore.com Southwind Call Center

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

Telecontact Ltd., Moscow, Russia: Telecontact Ltd.

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

ARI, Mount Laurel, NJ: ARI's US Call Centers

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

Carbonite, Boston, MA:
Carbonite's Lewiston Customer Support Center

Competence Call Center AG, Headquarters, Vienna, Austria:
Competence Call Center Berlin- the next dimension
of communication.

Heartland Payment Systems, Princeton, NJ:
Heartland Payment Systems Contact Center

Kohl's Department Stores – Credit Division,
Menomonee Falls, WI:
Kohl's Retail Payment Solutions Contact Center – 2012

Marriott Vacation Club International, Orlando, FL:
Marriott Vacations Worldwide Owner Services
delivers unforgettable experiences that make vacation
dreams come true!



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Customer Service Management Team of the Year - Banking, Financial Services & Insurance

- CSA Travel Protection, San Diego, CA:
CSA Travel Protection – Claims And Customer Service
Management Team
- Marsh U.S. Consumer, Urbandale, IA:
Marsh U.S. Consumer Customer Service
Management Team
- Türkiye Ekonomi Bankasi, Istanbul, Turkey:
Türk Ekonomi Bankasi Customer Service
Management Team

Customer Service Management Team of the Year – All Other Industries

- Acronis, Moscow, Russia:
Acronis Customer Central Management Team
- ShopVisible, Atlanta, GA:
Innovation with ShopVisible's Customer Care Team
- Symantec, Dublin, Ireland: Tackling DSAT
- VerticalResponse, San Francisco, CA:
VerticalResponse Customer Support Management Team
Achieves High Marks for Creativity, Career Growth
- WNS Global Services, Mumbai, India:
WNS Customer Service Management Team

Customer Service Training Team of the Year

- DHL Global Forwarding, Miami, FL:
DHL Global Forwarding U.S. Customer Service Team
- Heartland Payment Systems, Princeton, NJ:
Heartland Payment Systems' Customer Service
Training Team
- John Hancock Financial Services, Portsmouth, NH:
John Hancock Customer Service Training Team
- John Hancock Signature Services, Boston, MA:
The Expanding Role of Training
- OptumRx, Costa Mesa, CA:
OptumRx Customer Service Training Team
- Property Insight, Santa Ana, CA: Client Service –
Legacy Application Conversion Trainings

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

e-Commerce Customer Service Award

- Allly Bank, Midvale, UT: Uses and successes of the online chat
- Comcast, Philadelphia, PA: Comcast.com's Web and
Mobile Based Customer Service Platform
- Delta Air Lines, Inc. Atlanta, GA:
@DeltaAssist, eCommerce Customer Service Award
- FedEx TechConnect, Memphis, TN:
FedEx TechConnect's Social Media Digital Support
- John Hancock Signature Services, Boston, MA:
A Better Web Design Makes a Happier User
- LiveWatch Security, LLC, St Marys, KS: US Senators Visit
HQ of Best e-Commerce Company in the Country
- Office Depot, Inc., Boca Raton, FL:
Office Depot expands Chat services by proactively
engaging Direct web customers
- StubHub, San Francisco, CA: StubHub's Customer Service
Allows for Best Fan Experience
- Web Design Solutions, San Diego, CA:
Web Design Solutions Customer Experience Team

Best Use of Technology in Customer Service – Business & Diversified Services

- Achievers, San Francisco, CA: Achievers Member Experience
Team Committed to Member Happiness
- AllClear ID, Austin, TX: AllClear ID Mobile App
- Cactus Communications, Mumbai, India:
CACTUS's Use of Technology in Customer Service
- LiveWatch Security, LLC, St Marys, KS: LiveWatch is
80% More Efficient Because of Technology
- NEW Customer Service Companies, Sterling, VA:
Delivering Superior Customer Care Through Technology



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- **Get Substantial Security.** Industry-leading protection keeps your most sensitive information secure.

Congratulations and thank you to our finalists.

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the very best in payroll service!

Finalists

Front-Line Customer Service Team – SurePayroll Customer Care

Contact Center of the Year (up to 100 seats) – SurePayroll Customer Care

Customer Service Manager of the Year – Jamal Ayyad, Director, Customer Care

Online Sales Team of the Year – SurePayroll Sales Team

Senior Sales Executive of the Year – Rick Gunther, SVP of Sales and Business Development

National Sales Executive of the Year – Jason Copeland, National Sales Senior Manager

Sales Representative of the Year – Dave Mlotek, Senior Sales Representative



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Technology in Customer Service – Computer Software

ANCILE Solutions, Elkridge, MD:
ANCILE Solutions: Best Use of Technology

Informatica Corporation, Redwood City, CA:
Informatica My Support Portal

Outsell, LLC, Minneapolis, MN:
Outsell's Customer Interaction Center's Use of
Online Chat Software Solution and Smart Chat

Photodex, Austin, TX:
Photodex's Customer Support Innovations

SignUp4, Atlanta, GA:
SignUp4's Customer Service User Community

Symantec, Dublin, Ireland:
Better Support Through Technology

TRICENTIS, Vienna, Austria: Project Sidebar

Best Use of Technology in Customer Service – Financial Services

APAC/NCO, Horsham, PA: APAC/NCO ePayments

John Hancock Signature Services, Boston, MA:
A Better Web Design Makes a Happier User

John Hancock Signature Services, Boston, MA:
Back Office Support for Finance Team

Best Use of Technology in Customer Service – Telecommunications

Aspect Software, Chelmsford, MA:
Cellular One Improves Customer Service with Aspect
Interaction and Workforce Solutions

Avea İletişim Hizmetleri A.S., Istanbul, Turkey:
Avea_Best Use of Technology

EE, Hatfield, Hertfordshire, United Kingdom: Text Service

Portugal Telecom, Lisbon, Portugal:
Customer Operations Excellence

Best Use of Technology in Customer Service – All Other Industries

EMKAY, Itasca, IL:
EMKAY's Technology Is Simple – Better – Different

GetResponse, Wilmington, DE: GetResponse Best Use of
Technology in Customer Service

GoDaddy.com, Scottsdale, AZ:
GoDaddy.com-Best Use of Technology

L-com Inc., North Andover, MA:
L-com's Customer Service Technology Achievements

Merchant e-Solutions, Redwood City, CA:
The MeSopedia story

PrintingForLess.com, Livingston, MT: PrintingForLess.com
Technology Supported Customer Service

Raheja Developers Ltd., New Delhi, India:
Raheja Developer's Ltd. Customer Service Innovations

VIZIO, Inc., Irvine, CA: VIZIO's IT Department –
Not Your Average Nerds

Award for Innovation in Customer Service – Advertising, Business Services, Marketing & Public Relations

CareerBuilder, Chicago, IL:
CareerBuilder's Service Culture of Innovation

GetResponse, Wilmington, DE:
GetResponse Innovations in Customer Success Team

Warrantech, Bedford, TX:
Warrantech Customer Loyalty Program

Award for Innovation in Customer Service – Computer Services & Software

ANCILE Solutions, Elkridge, MD:
ANCILE Solutions: Innovation in Customer Service

Billhighway, Troy, MI: BillhighwayCare: Small but Powerful
Billhighway Client Care Team Drives Innovation

Cisco Systems Inc, San Jose, CA: Cisco Support Community
and A New Era of Social Support

i3solutions, Toronto, ON Canada:
i3solutions Innovation in Customer Service

Informatica Corporation, Redwood City, CA:
Innovation: The Key Differentiator in Customer Success

Norton by Symantec, Mountain View, CA:
NortonLive Services Evolves Help Desk Services

Outsell, LLC, Minneapolis, MN:
Outsell Customer Centric Sales

sprd.net AG, Leipzig, Germany: Customer Service by
Spreadshirt: Automation and Creativity Going Hand in Hand

Telogis Inc., Aliso Viejo, CA: Hurricane Sandy:
With Lives and Livelihoods on the Line, Telogis Provides
Mission-Critical Customer Service

TRICENTIS, Vienna, Austria:
TRICENTIS Support Team Innovations



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Customer Service – Banking, Financial Services & Insurance

Ally Bank, Midvale, UT: Success of call wait time feature on Allybank.com and Ally Mobile Banking

Assurant Solutions, Atlanta, GA: When Software Behaves Badly – Assurant Mobile Technical Support

Heartland Payment Systems, Princeton, NJ:
Heartland Payment Systems' Customer Service Innovations

John Hancock Signature Services, Boston, MA:
A New Innovation Council

John Hancock Signature Services, Boston, MA:
Innovations at Work

John Hancock Signature Services, Boston, MA:
Innovative Work Flexibility Measures to Ensure Benefits to Customers

New York Community Bancorp, Inc., Westbury, NY:
The Mystery Shopper Reinvented

OppenheimerFunds, Englewood, CO: The Quality Ecosystem

SquareTrade, San Francisco, CA:
SquareTrade's Customer-Service Obsession

Award for Innovation in Customer Service – Telecommunications

EE, Hatfield, Hertfordshire, United Kingdom:
Development Specialists Internal Improvement Consultancy

Enterasys Networks, Salem, NH:
Enterasys Network's Customer Service Innovations

Portugal Telecom, Lisbon, Portugal:
Customer Operations Excellence

Time Warner Cable, New York, NY:
Making the Customer the Center of the Process

Turk Telekom, Istanbul, Turkey: Heroes of Customers

Award for Innovation in Customer Service – All Other Industries

CubeSmart, Wayne, PA: CubeSmart:
Increasing Our Service iCube!

FedEx TechConnect, Memphis, TN:
FedEx TechConnect's Customer Service Innovations –
Service Disruption Experience (SDE)

HomeAway, Austin, TX:
HomeAway's Customer Service Innovations

Marriott Vacation Club International, Orlando, FL:
Marriott Vacations Worldwide Owner Services
delivers unforgettable experiences that make vacation
dreams come true!

PrintingForLess.com, Livingston, MT:
PrintingForLess.com Customer Advocate Team Innovation



Presentation to the winners of the 2013 People's Choice Stevie® Awards for Favorite Customer ServiceSM, as determined by a worldwide public vote:

Airlines, Distribution & Transportation: TATA Motors

All Other Industries: Vivint, Inc.

Computer Hardware: Black Box

Computer Services: Constant Contact

Computer Software: Cvent, Inc.

Financial Services: Paycor

Healthcare, Pharmaceuticals & Related Industries: PetRays

Leisure & Tourism: Marriott Vacations Worldwide
Owner Services

Public Services & Education: Salt Lake County

Retail: Zalando

Telecommunications: Portugal Telecom



CUSTOMER SERVICE DEPARTMENT CATEGORIES

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

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

CHEP USA, Orlando, FL

Delta Air Lines, Atlanta, GA:
Delta Air Lines Sales Support Center (SSC)

Delta Air Lines, Inc. Atlanta, GA:
Delta Air Lines Reservation Sales and Customer Care

DHL Express, La Aurora, Heredia, Costa Rica

EMKAY, Itasca, IL

LeanLogistics, Holland, MI

TATA Motors Ltd, Mumbai, India: TATA Motors Customer Care

Customer Service Department of the Year – Computer Hardware

Black Box Network Services, Lawrence, PA

Crucial.com, Meridian, ID

L-com Inc., North Andover, MA

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

Acronis, Moscow, Russia: Acronis Customer Central

Alloy Software, Nutley, NJ:
Customer Service: Helping Customers Transition

ChannelAdvisor, Morrisville, NC

Citrix ShareFile, Raleigh, NC

Cvent, McLean, VA.

GoECart, Bridgeport, CT

iCIMS, Matawan, NJ: iCIMS Enhances Customer Education and Engagement with New iCARE Customer Site

Inxmail GmbH, Freiburg, Germany: Inxmail Customer Service

Kaspersky Lab, Woburn, MA

LawLogix Group Inc., Phoenix, AZ

ONTRAPORT, Santa Barbara, CA

Pardot, Atlanta, GA

PaySimple, Denver, CO: PaySimple Business Champion Team

Photodex Corporation, Austin, TX

Replicon, San Mateo, CA

SilkRoad, Chicago, IL

Customer Service Department of the Year – Computer Software - More Than Employees

Bronto Software, Durham, NC

kCura, Chicago, IL

TRICENTIS, Vienna, Austria

Customer Service Department of the Year – Computer Services

AppRiver, Gulf Breeze, FL

Constant Contact, Waltham, MA

Datapipe, Jersey City, NJ

GetResponse, Wilmington, DE

GoDaddy.com, Scottsdale, AZ

Network Alliance, Reston, VA

Norton by Symantec, Mountain View, CA: NortonLive

Peak 10, Charlotte, NC

Profound Cloud, New York, NY

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

Customer Service Department of the Year – Financial Services

Birla Sunlife Asset Management Company Ltd, Mumbai, India

GPS Capital Markets, South Jordan, UT

John Hancock Financial Services, Portsmouth, NH:
John Hancock Special Services

NYCM Insurance, Edmeston, NY

OppenheimerFunds, Englewood, CO

Paycor, Cincinnati, OH: Paycor Takes Care of the Client First



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CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

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

Board of Certification/Accreditation, Intl (BOC),
Owings Mills, MD

Navicare, Duluth, GA

PetRays Veterinary Telemedicine Consultants,
The Woodlands, TX

USANA Health Sciences, Salt Lake City, UT

Ziehm Imaging Inc., Orlando, FL: Z-Care – Dedicated C-arm
Service from Ziehm Imaging

ZocDoc, New York, NY

Customer Service Department of the Year – Leisure & Tourism

Dousokai Net Co., Ltd. Osaka City, Japan

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

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

The Sutherland District Trade Union Club,
Sydney, NSW, Australia

Customer Service Department of the Year – Public Services & Education

Ajman Police G.H.Q., Ajman, United Arab Emirates

NorthStar EMS, Tuscaloosa, AL

Safe2Drive, Jamul, CA

Texas.gov, Austin, TX

Customer Service Department of the Year – Retail

CustomInk, McLean, VA

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

QVC Deutschland Inc. & Co. KG, Düsseldorf, Germany

Zalando, Berlin, Germany

Customer Service Department of the Year – Telecommunications

Portugal Telecom, Lisbon, Portugal

Rogers Business Care, Toronto, Canada .

Veracity Networks, Provo, UT

Virtela, Greenwood Village, CO

Customer Service Department of the Year – All Other Industries

AllClear ID, Austin, TX

CubeSmart, Wayne, PA

(mt) Media Temple, Culver City, CA

Property Insight, Santa Ana, CA: Client Services Team

Reputation.com, Redwood City, CA

Stylesight, New York, NY

Vivint, Provo, UT

VIZIO, Inc., Irvine, CA

WowWe Inc., The Woodlands, TX



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