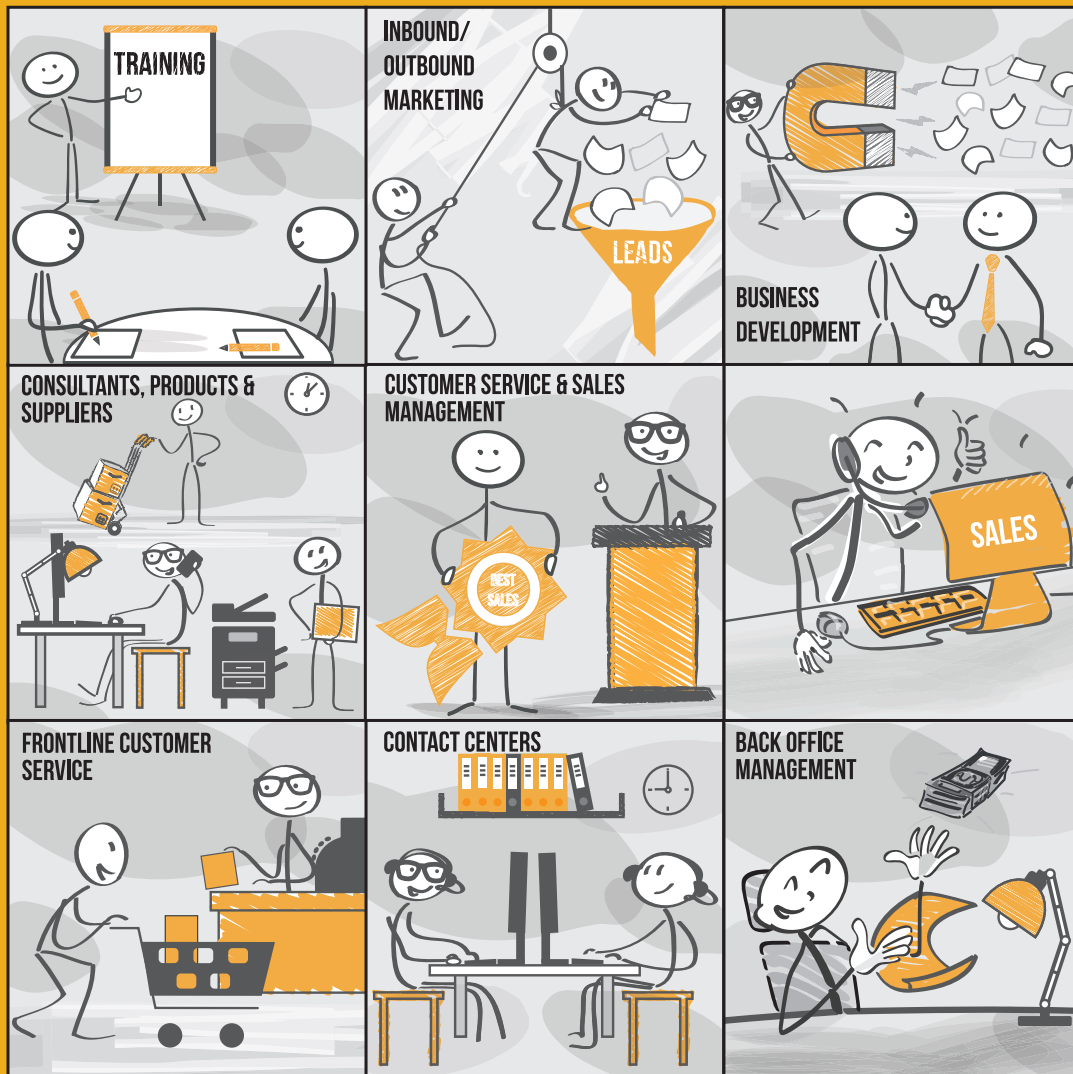


11TH ANNUAL STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE



Awards Banquet and Presentations

Friday, February 24, 2017
Caesars Palace • Las Vegas, Nevada

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MEDIA Radar

would like
to congratulate
all Stevie Awards
nominees!

Best of luck
to everyone!



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Paul Salay
Chief Commercial Officer

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Welcome to the 11th annual Stevie® Awards for Sales & Customer Service, the world's top honors for business development, sales, contact center, and customer service professionals.

This year the program received more than 2,300 nominations, an increase of 10% over 2016, from organizations in 43 nations.

From November 2016 through early February this year, 161 professionals around the world reviewed, rated and commented on the nominations. Just about 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 run a successful awards program without our volunteer judges, and we can't thank them enough for their participation.

Stevie Awards competitions receive more than 10,000 nominations each year from organizations of every type in more than 60 nations. This spring we're accepting entries for the 4rd annual Asia-Pacific Stevie Awards, The 15th Annual American Business Awards, The 14th Annual International Business Awards and the second edition of the Stevie Awards for Great Employers. I invite you to learn more about these and our other competitions at www.StevieAwards.com.

Thank you for participating in the 11th 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



THE STEVIE® AWARDS

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Stevie Awards for Sales & Customer Service

SENIOR SALES EXECUTIVE OF THE YEAR

The entire Aflac flock congratulates **ANDY GLAUB** for being named a finalist in the 2017 Stevie Awards for Sales & Customer Service. You are an exemplary innovator who helps make Aflac an industry leader.





Program

5:15 pm

Awards presentations in this order

Business Development Categories

New Product & Service Categories

Solution Provider Categories

6:00 pm

Reception

7:00 pm

Dinner

7:40 pm

Awards presentations in this order

Sales Distinction Categories

Sales Individual Categories

Sales Team Categories

Sales Achievement Categories

Customer Service & Contact Center Individual Categories

Customer Service & Contact Center Team Categories

Customer Service & Contact Center Achievement Categories

Customer Service Success Categories

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

Presentation of the Grand Stevie® Award trophies



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



Congratulations to

Sharon “Jenny” Kaufman, Moira O’Connor, Sarah Dougherty,
Camille Cortina, Hank Cassa, Tiffany Ulmer and the eMoney
Client Engagement Group on an unprecedented
10 Stevie Award nominations!





Learn more about the 2017 Final Judges.

Final Judging Committees

Final judging was conducted in late January to early February 2017 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 INDIVIDUAL & ACHIEVEMENT FINAL JUDGING COMMITTEE



CHAIR:

Will O'Keefe, *Global Customer Support*
Acquia, Inc, Burlington
Massachusetts, USA

COMMITTEE:

- Teresa Allen**, *Owner/President, Common Sense Solutions*
Training & Consulting, Shreveport, Louisiana, USA
- Lois Chianese**, *Principal, BenefitWallet Client Services*, Conduent,
New York, New York, USA
- Nick Daines**, *VP Customer Care*, WP Engine, Austin, Texas, USA
- Gary Fewkes**, *Director, Customer Service and Call Center Operations*,
Traeger Wood Fired Grills, Salt Lake City, Utah, USA
- Chris Luna**, *Director, Customer Advocacy*, TCL North America,
Corona, California, USA
- Emma Oberdieck**, *Consumer Experience Strategic Consultant*,
Humana, Inc., Louisville, Kentucky, USA
- Sharon Roen**, *Assoc. Director of Call Centre Corporate Office*,
J2 Global Communications, Hollywood, California, USA
- Joshua Strahler**, *Support Center Manager*, Network Alliance Inc.,
Richmond, Virginia, USA
- Lori Sullivan**, *Owner*, Process Infinity, LLC, Avon, Indiana, USA

CUSTOMER SERVICE & CONTACT CENTER TEAM FINAL JUDGING COMMITTEE



CHAIR:

George Cleveland, *VP of Channel Operations*
Cricket Wireless
Atlanta, Georgia, USA

COMMITTEE:

- Aditya Baswan**, *Senior Project Manager-Operational Excellence*,
Abu Dhabi Commercial Bank, Abu Dhabi, United Arab Emirates
- Cynthia Carle**, *Core Team Lead*, eMoney Advisor, LLC,
Philadelphia, Pennsylvania, USA
- Leighton Carroll**, *President*, Quadgen, Johns Creek, Georgia, USA
- Dr. Andrea Graham**, *Engineer & Professor*, Prosper, Texas, USA
- Peggy Heafey**, *Director – Intermediary Partner Care*,
Marriott International, Inc., Omaha, Nebraska, USA
- Russell Leboff**, *Vice President Business Development, Partner*,
Education Solutions Services (ESS), Richmond, Virginia, USA
- Jodie Monger**, *President & CEO*, Customer Relationship Metrics,
Sterling, Virginia, USA
- BJ Winkler**, *Director of Customer Experience*, WP Engine,
Austin, Texas, USA
- Jamie Zaffke**, *Customer Sales and Service Manager*,
Alliance Laundry Systems, LLC, Ripon, Wisconsin, USA

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- ◆ Service differentiation
- ◆ Greater ability of Contact Center

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**Congratulations to these Stevie Awards finalists
and thank you to the Stevie Awards.
We are honored to be nominated.**

1

IVR or Web Service Solution - New

2

Award for Innovation in Customer Service
- Telecommunications Industries

3

Telesales Team of the Year



Final Judging Committees

CUSTOMER SERVICE DEPARTMENT & SUCCESS FINAL JUDGING COMMITTEE



CHAIR:

Chuck Browne, *Customer Care Operations Manager*
Vivint
Provo, Utah, USA

COMMITTEE:

- Greg Allen**, *Insurance Agent*, Farmers Insurance,
West Jordan, Utah, USA
- Sam Baddeley**, *Business Improvement Manager*,
Kuoni Global Travel Services, London, United Kingdom
- Rich Bradley**, *Chief Operating Officer*, ath Power Consulting,
Orlando, Florida, USA
- Blake Deakin**, *VP Client Services*, SmartLinx Solutions LLC,
Edison, New Jersey, USA
- Jason Larsen**, *General Manager*,
Clearwater Commercial Landscapes, Round Rock, Texas, USA
- Connor MacArthur**, *CFO*, Mission Belt, Lehi, Utah, USA
- Raj Motwane**, *SVP, Client Success & Operations*,
IANS Advisory & Consulting, Boston, Massachusetts, USA
- Heather Nowak**, *Director*, Nova Auditing Ltd,
Sittingbourne, Kent, United Kingdom
- Vijay Ramchandran**, *Head of Services Customer Experience*,
Citrix Systems, Fort Lauderdale, Florida, USA
- Adam Ruri**, *Manager, Field Management Development Program*,
Liberty Mutual Insurance, Orlando, Florida, USA
- Joao Santanna**, *CRM Director*, Oi, Rio de Janeiro, Brazil
- Paul Shiroma**, *Director, Training*, First American,
Santa Ana, California, USA
- Ryan Smith**, *Senior Manager of Media*, Houston Astros,
Katy, Texas, USA
- Beth Smith**, *Specialist, Delivery Operations*,
OpenAgile Centre for Learning, Boulder, Colorado, USA

SALES ACHIEVEMENT & NEW PRODUCT/SERVICE FINAL JUDGING COMMITTEE



CHAIR:

Kelly Waltrich, *SVP of Marketing & Communications*
eMoney Advisor LLC
Radnor, Pennsylvania, USA

COMMITTEE:

- Joe Gaeckle**, *Managing Principal*, Lincoln Financial,
Philadelphia, Pennsylvania, USA
- Sundy Grubel**, *Senior Design Director*, Design and Innovation from
Accenture Interactive, Atlanta, Georgia, USA
- Murat Kilinc**, *Corporate & Commercial Marketing Division Head*,
QNB Finansbank, Istanbul, Turkey
- Amine Kiwan**, *Customer Solution Support Supervisor*, DHL Express,
Beirut, Lebanon
- Jason Lahita**, *President & Co-Founder*, FiComm Partners, LLC,
Los Angeles, California, USA
- Amey Leis**, *Financial Advisor*, Janney Montgomery Scott LLC,
Mount Laurel, Pennsylvania, USA
- Catherine Molloy**, *Director*, Auspac Business Advantage,
Maroochydore, Queensland, Australia
- Leslie Phillips**, *Senior Manager Internal Communications*, GoDaddy,
Gilbert, Arizona, USA
- Christina Pitchford**, *Partner*, Cassidy, Connor & Pitchford, LLC,
Philadelphia, Pennsylvania, USA
- Tara Sporrer**, *SVP, Marketing*, Moxie (www.gomoxie.com),
San Bruno, California, USA
- Joe Steuter**, *Director of Marketing*, Peak Advisor Alliance,
Omaha, Nebraska, USA
- Aniket Suru**, *Regulatory Programme Manager*, HSBC,
London, United Kingdom
- Kyle Van Pelt**, *Managing Director of Partnerships*, Riskalyze,
Atlanta, Georgia, USA
- Stephen Waltrich**, *Senior Vice President of Operations*,
Mill Creek Capital Advisers LLC,
Conshohocken, Pennsylvania, USA



2017 Stevie Award Finalists

Lennox Industries Inc. would like to congratulate all the great companies and individuals being honored with a Stevie Award Nomination this year. Special thanks and compliments to our Lennox individual and team finalists.

Customer Service Training Team of the Year

Outbound Marketing Program of the Year

Online Sales Team of the Year

Sales Process of the Year

Best Use of Technology in Sales

Sales Training or Coaching Program of the Year

Sales Training or Education Leader of the Year

Jose De la Portilla

Sales Operations Professional of the Year

Reed Smetters

Sales Director of the Year

Angela Chapoy



Final Judging Committees

SALES INDIVIDUAL & BUSINESS DEVELOPMENT FINAL JUDGING COMMITTEE



CHAIR:

Stephen Gill, *President*
Stephen Gill Associates, Aston on Trent
Derbyshire, United Kingdom

COMMITTEE:

Mandarr Aqshikar, *General Manager & Business Excellence Consultant*, Ajhinkya FZE, Dubai, United Arab Emirates

David Bostock, *Division Director*, Integral UK Ltd., Ashford, Kent, United Kingdom

Pam Dunleavy, *VP, Sales & Marketing*, AIReS, Pittsburg, Pennsylvania, United States

Heisha Freeman, *EVP, Sales & Marketing*, MoveCenter, Dallas, Texas, USA

Robert Gillespie, *Executive Vice President*, New York Community Bancorp, Cleveland, Ohio, USA

Eric Louttit, *Partner Digital Agency*, Birst Group, Inc., New York, New York, USA

Jason Mathias, *Chief Operating Officer*, Homesnap, Inc., Washington, D.C., USA

Scott McIntyre, *Chief Instigator – Owner*, Infinite Green, Minneapolis, Minnesota, USA

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

Alec Stern, *Owner*, www.thehandycane.com, Waltham, Massachusetts, USA

SALES TEAM & SALES DISTINCTION FINAL JUDGING COMMITTEE



CHAIR:

Jeff Taylor, *Co-Founder & Managing Partner*
Digital Risk
Maitland, Florida, USA

COMMITTEE:

Ana Cruz, *Mortgage Agent*, L A Mortgage Team, Mortgage Intelligence, Burlington, Ontario, Canada

Simon Frewer, *Global Director of Sales*, CEB, Washington, D.C., USA

Stanley Goodrich, *Public Relations Manager*, SYSPRO, Costa Mesa, California, USA

JungAh Han, *Executive, Sales Transformation Support, Organization of Enterprise Services in Transformation & Operations*, IBM Korea, Seoul, Korea

Evelyn Hsia, *Head of Sales Operations*, WePay, Redwood City, California, USA

Frank Maylett, *CEO*, RizePoint, Salt Lake City, Utah, USA

Nic Strahl, *Director of Marketing, New Developments*, Citi Habitats, New York, New York, USA

Julie Taylor, *Chief Consultant*, Business Coaching 1-1 LLC, Washington, D.C., USA

Cigdem Wondergem, *Director Global Sales Operations*, DHL Global Forwarding, Bonn, Germany



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OpenLink, the global leader in trading, treasury and risk management solutions congratulates Charles Eberhardt for his nomination as Young Customer Service Professional of the Year and its Client Support team for ongoing dedication to customer experience excellence





Final Judging Committees

SOLUTION PROVIDER FINAL JUDGING COMMITTEE



CHAIR:

Alaa Jamaledine, *Senior Back Office Advisor*
DHL Express
Beirut, Lebanon

COMMITTEE:

Salam Abdulhameed Al Ghoul, *Business Managing Director*,
Medius Marketing Partners, Kuwait

Tirupathi Anand, *Strategy Advisor*,
Motivaluate Consulting & Training FZ LLC,
Dubai, United Arab Emirates

Ibrahim Ballout, *Export Sales Manager*, Plasti Lab S.A.R.L.,
Beirut, Lebanon

Carmit DiAndrea, *Director, Customer Contact Analytics*,
Charter Communications, Omaha, Nebraska, USA

Allison Graham, *Resiliency Ninja (Founder, Author)*, ElevateBiz,
London, Ontario, Canada

Jad Jamaledine, *Marketing Manager*, JAMACO DMCC,
Abu Dhabi, United Arab Emirates

James Koons, *Chief Privacy Officer*, dotmailer,
London, United Kingdom

Mehmood Mansoori, *Member of Executive Management and Head*
Marketing, Online Sales, IT, Customer Experience Management,
HDFC ERGO General Insurance, Mumbai, India

Karen McFadzen, *Director*, Vision Training Australia,
Haberfield, New South Wales, Australia

Dr. Ilker Met, *Chief Enterprise Architecture and*
Chairman of the Board, Ziraat Teknoloji, Istanbul, Turkey

Ibrahim Zoghbi, *Finance Director*, Pillar Invest, Beirut, Lebanon

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"Great Product and Excellent Customer Service" - Amazon Customer



"I saw the manufacturer was responding to reviews... it shows they back their product." - Peter M.

"Easy to follow set-up instructions, and patient customer service..." - Minerva

"Great price, product, and service!!!" - John S.



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Learn more about this judging panel.



Preliminary Judges

The following professionals participated in preliminary-round judging of the 11th annual Stevie® Awards for Sales & Customer Service from November 2016 to January 2017. Their average scores determined the Finalists in the sales awards, contact center awards, business development awards, and customer service awards categories. We thank them for their time, insights and interest.

- Asburche Adalan**, *Business and Sales Development Mgr.*, DHL Express US, Miami, FL USA
- Amit Kumar Agarwal**, *Sr Manager*, FarePortal India Pvt. Ltd, Gurgaon, Haryana India
- Shelly Alder**, *Manager, Domestic Customer Service*, J.R. Simplot Company, Boise, ID USA
- Scott Anschuetz**, *CEO*, Visualize-Inc, Birmingham, MI USA
- David Araujo**, *Direct Sales Supervisor*, DHL Express São Paulo, São Paulo, Brazil
- Benj Arriola**, *SEO Director*, Myers Media Group, San Diego, NC USA
- Bilal Ascı**, *Customer Value Group Manager*, n11.com, Istanbul, Turkey
- Ronald Joseph**, *Avecilla Process Auditor*, Globe Telecom, Manila, Philippines
- Stuart Bankey**, *Manager*, Community Management Rackspace, San Antonio, TX USA
- Mike Bare**, *CEO*, BARE International, Washington DC USA
- Nick Broadbent**, *VP Global Support*, DataCore Software, Reading, United Kingdom
- Randi Busse**, *President*, Workforce Development Group, Inc., Massapequa Park, NY USA
- Pembe Candaner**, *Founder, President*, JobzMall, Tustin, CA USA
- Lucia Caron**, *Manager, Customer Support*, Verint Systems Inc., Herndon, VA USA
- Beth Castro**, *AVP – Commercial Enablement*, AT&T, Houston, TX USA
- Joe Cherian**, *Regional Vendor Manager*, Vonage, Chennai, Tamilnadu, India
- Brian Correia**, *Director, Sales & Client Services*, Solstice Dental & Vision, Plantation, FL USA
- Marc Cowan**, *Fellow at the Institute of Supply Chain Management*, Dolphin International, United Kingdom
- Emilia D’Anzica**, *VP, Customer Engagement*, WalkMe, San Francisco, CA USA
- Robyn Davis**, *Trade Show Strategy Specialist*, When I Need Help, Columbia, SC USA
- Luis Deza**, *General Manager*, Canto Rodado Consulting, Miraflores, Lima, Peru
- Sheryl Dobson**, *Director of Customer Support*, J2 Global Cloud Services, Ottawa, ON Canada
- Alan Dowler**, *Operations Manager*, Hamilton Jewelers, Princeton, NJ USA
- Eve Dumovich**, *Publisher*, Snowline Publishing, Ashford, WA USA
- Caroline Edwards**, *Consumer Information Centers Product Manager*, Blue Cross/Blue Shield of Tennessee, Chattanooga, TN USA
- Andrew J. “Flip” Filipowski**, *Executive Chairman & CEO*, SilkRoad Technology, Winston, Salem NC USA
- Shannon Gregg**, *Director, Sales Operations*, TeleTracking, Pittsburgh, PA USA
- Tara Griffin**, *Senior Solutions Consultant*, Genesys, Flagler Beach, FL USA
- Heidi Guzman**, *MBA*, Consorcio Kairos, VILLAHERMOSA, Tabasco, Mexico
- Nabyl Hassain**, *Director of Telesales*, DHL, Miami, FL USA
- Mary Henson**, *Membership Care Coordinator*, United States Equestrian Federation, Lexington, KY USA
- Deepak Kumar**, *Hotkar Manager*, Jasper Industries Private Limited, Hyderabad, Telangana, India
- Lin Hui Kai**, *Deputy Manager*, Cathay Life Insurance Co., Ltd., Taipei, Taiwan
- Adam Ihrig**, *Business Analyst*, JPMorgan Chase, Heathrow, FL USA
- Linden Ingram**, *EVP Sales*, Imparta Inc, Austin, TX USA
- Joann Kay**, *Customer Care Director*, GraduationSource, Port Chester, NY USA
- Umut Kececioğlu**, *Mobile Services Manager*, Yapi Kredi Bankacilik Üssü, Kocaeli, Turkey
- Tony Keesee**, *Director of Customer Care*, VPay, Richardson, TX USA
- Joshua Kelley**, *Supervisor, Leadership Operations Training*, MTM, Inc., West St Paul, MN USA
- Kathy Leckey**, *Vice President of Marketing*, SomethingNew, New York, NY USA
- Sandra Lynch**, *Account Manager*, John Hancock, Boston, MA USA
- David Madacsi**, *Senior Technical Customer Support Engineer*, GrassValley, Lakewood, CO USA
- Wessam Massoud**, *Programme Delivery Manager*, Abu Dhabi Systems & Information Center (ADSIC), Abu Dhabi, United Arab Emirates
- Rowena Maxwell**, *Senior Manager*, Accenture, London, United Kingdom
- Judy Mod**, *Founder, CEO, Chief Adoption Officer*, RevenueSphere, Atlanta, GA USA
- Anni Mollett**, *SVP, Senior Credit Products Manager*, Bank of America, Merrill Lynch, Dallas, TX USA
- Thomas Moor**, *Global Director, Strategy and Planning*, Sartomer (a business unit of Arkema), Exton, PA USA
- Ann Moreth**, *Sr. Customer Service Engagement Manager*, UPMC Health Plan, Pittsburgh, PA USA
- Jason Morris**, *Director of Operations*, SRS|Acquiom LLC, Denver, CO USA
- Rajendran Nair**, *VP, Marketing*, Rootstock Software, Fremont, CA USA
- Tracy Neiser**, *Customer Service Manager*, Active Exhaust Corp., Toronto, ON Canada
- Ken Overly**, *Vice President, Operations*, EFG Companies, Dallas, TX USA
- Kadir Mustafa Ozturk**, *Executive Vice President/ADC & Digital Banking Solution Projects*, Intertech Bilgi Islem ve Pazarlama Ticaret A.S., Istanbul, Sisli, Turkey



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Preliminary Judges

Leticia Padilla, *Corporate Recognition and Citizenship, Concentrix, Fremont, CA USA*

Lou Reinemann, *Director, Customer Care, SmartBear Software, Somerville, MA USA*

RJ Riemer, *VP Support Operations, VIZIO, Inc., Dakota Dunes, SD USA*

Toni Roberts, *VP, Customer Service & Operations, Delta Dental of Michigan, Ohio & Indiana, Farmington Hills, MI USA*

Vicki Rollins, *Sales Operations & Marketing Professional, Glenaden Homes, Inc., Toronto, ON, Canada*

Sharon Rudd, *Organisational Development & Sales Consultant, TNT, Mascot, NSW, Australia*

Stu Schlackman, *Owner, Competitive Excellence, Richardson, TX USA*

Paula Seeger, *Library Technician 2, University of Oregon Libraries, Eugene, OR USA*

Randy Selleck, *Sr. Director, Call Center Operations, Assurant Solutions, Atlanta, GA USA*

Bill Shelton, *Senior Vice President, USHEALTH Advisors, Grapevine, TX USA*

Melda Sofuoglu, *Channel Experience & Operations Development Manager, Call Center Operations & Experience & Development, Istanbul, Turkey*

Andrzej Szczepaniak, *Deputy Director, Central Settlement Services Bank, Zachodni WBK S.A., Poznan, PA Poland*

Will Tarrant, *Managing Partner, Service Metrics Group, Plano, TX USA*

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

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

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

Kelly Thomas, *Assistant Vice President, Transfer Agent, OppenheimerFunds, Inc., Centennial, CO USA*

Irem Tuzunalper, *Founder & CEO, EXTRA Loyalty Solutions Co., Istanbul, Turkey*

Lori Van Dyke, *Manager, Customer Care, Access One Inc, Chicago, IL USA*

Chris Vasan, *Communications Lead, Cisco Systems, Inc., Raleigh Triangle Park, NC USA*

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

Sunil Wadhwa, *VP – Customer Success, Druva, Sunnyvale, CA USA*

Charles White, *Principal Administrator, International relations officer (retired), European Commission, Brussels, Belgium*

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



See more information about the
2017 Stevie Award Winners



2017 Winners

SALES INDIVIDUAL CATEGORIES

Senior Sales Executive of the Year

GOLD STEVIE WINNER:

Aflac, Columbus, GA USA:

Andy Glaub, Senior Vice President; Director of Sales

SILVER STEVIE WINNERS:

Concentrix, Fremont, CA USA:

Rick Rosso, Senior Vice President of Sales and Account Management

Creative Lodging Solutions, Lexington, KY USA:

Cindy Rudovich, CSO

BRONZE STEVIE WINNERS:

FIS Global, New York City, NY USA:

Sona Jepsen, Global Head of Sales Enablement

Sales Partnerships, Broomfield, CO USA:

Fred Kessler, Founder and Chief Sales Officer

Worldwide Sales Executive of the Year

GOLD STEVIE WINNER:

Berry Plastics, Evansville, IN USA:

Tracey York, Vice President of Global Talent Management

National Sales Executive of the Year

GOLD STEVIE WINNER:

Creative Lodging Solutions, Lexington, KY USA:

Beth Magnin, National Director of Sales

SILVER STEVIE WINNERS:

Creative Lodging Solutions, Lexington, KY USA:

Kim Borozan, Senior Director of National Sales

Market Track, Chicago, IL USA:

Justin Hartanov, Executive Vice President, Asia Development

BRONZE STEVIE WINNERS:

Berry Plastics, Evansville, IN USA:

Mark Siebert, VP of Commercial

Creative Lodging Solutions, Lexington, KY USA:

April Chaney, Director of National Sales

DHL Express, Mexico City, Mexico:

Alfredo García Ita, National Sales Executive

iHeartMedia, Inc., New York, NY USA:

William Criswell, Inside Sales Executive

Wyndham Vacation Ownership, Orlando, FL USA:

Brendon Buirski, Vice President,

Sales Director of the Year

GOLD STEVIE WINNER:

Vivint Smart Home, Provo, UT USA:

Tim Jooste, Sales Director

SILVER STEVIE WINNERS:

Lennox Industries, Richardson, TX USA:

Angela Chapoy, Regional Director

Sales Partnerships, Broomfield, CO USA:

Brian Duxbury, Sales Director

VMware, Palo Alto, CA USA:

Mike Blanchette, Senior Director of Global Field Enablement

BRONZE STEVIE WINNERS:

DHL Express, Mexico City, Mexico:

Saúl González Rivera, Sales Director, Field, North MX

DHL Express, Mexico City, Mexico:

Eduardo Ramírez Portillo, National Sales Director

iHeartMedia, Inc., New York, NY USA:

Shawn Winters, VP, Inside Sales Team

Sales Manager of the Year

GOLD STEVIE WINNER:

Infinity, Cedar Rapids, IA USA:

Matt Rouhan, Director of Sales Agency

SILVER STEVIE WINNERS:

DHL Express U.S., Franklin Park, IL USA:

Paula Collins, Head of Sales for New England

DHL Express U.S., Franklin Park, IL USA:

Firehiwot Abebe, Area Sales Manager

Vivint Smart Home, Provo, UT USA:

Daniel Biddulph, Sales Manager

BRONZE STEVIE WINNERS:

DHL Express, Lagos, Nigeria:

Olaniran Fafowora, DHL Express Nigeria Country Commercial Manager

iHeartMedia, Inc., New York, NY USA:

Marcus Cash, Manager, National Media Consultant

Sales Partnerships, Broomfield, CO USA:

Ryan Steiner, Sales Manager



SALES INDIVIDUAL CATEGORIES – *Continued*

Sales Operations Professional of the Year

GOLD STEVIE WINNER:

j2 Global, Inc., Woburn, MA USA:
Seamas Egan, Associate Director, Campaigner
Email Marketing

SILVER STEVIE WINNERS:

FieldEdge, Fort Myers, FL USA:
Marc Werthmoeller, Director of Sales Operations

VMware, Palo Alto, CA USA: VMware:
Roger Parrish, Director of Content Strategy and
Sales Methodology

BRONZE STEVIE WINNERS:

Dun & Bradstreet, Malibu, CA USA:
Don Berkman, Senior Vice President for Sales Operations
and Training, Dun & Bradstreet Emerging Businesses

Lennox Industries, Richardson, TX USA:
Reed Smetters, Texas Zone Manager

Sales Training or Education Leader of the Year – Business Services

GOLD STEVIE WINNER:

Sandler Training, Kansas City, MO USA:
Dan Stalp, President

SILVER STEVIE WINNERS:

NCR Corporation, Duluth, GA USA:
Julie Betts, Strategic Global Learning Business Partner

Sales Partnerships, Broomfield, CO USA:
Jeff Valentine, Training Director

Selling Energy, Burlingame, CA USA:
Mark Jewell, Co-founder and President

BRONZE STEVIE WINNERS:

Ali Thiab, Amman, Jordan:
Ali Thiab, Sales Facilitator, Coach and Mentor

Auspac Business Advantage, Buderim, QLD, Australia:
Catherine Molloy, Managing Director

ServiceNow, Santa Clara, CA USA:
Giles Giddings, Sales Enablement Manager

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

GOLD STEVIE WINNER:

Symantec Ltd, Dublin, Ireland:
Darren Doheny, Learning Consultant

SILVER STEVIE WINNERS:

Lennox Industries, Richardson, TX USA:
Jose De La Portilla, Technical Training Manager

Vivint Smart Home, Provo, UT USA:
Adam Webb, Manager of Sales

BRONZE STEVIE WINNERS:

Dun & Bradstreet, Malibu, CA USA:
Amber Colley, Vice President Coaching and Performance
at Dun & Bradstreet in the Emerging Businesses

iHeartMedia, Inc., New York, NY USA:
Melanie Eakin, Director of Organizational Effectiveness

The Horton Group, Chicago, IL USA:
Jay Fortuna, Director of Sales Training & Development

VMware, Palo Alto, CA USA:
Roger Parrish, Director of Content Strategy and
Sales Methodology

Sales Representative of the Year – Services Industries

GOLD STEVIE WINNER:

ListenTrust, Portland, ME USA:
Carlos Ortega, Sales Agent

SILVER STEVIE WINNER:

Sales Partnerships, Broomfield, CO USA:
David Ricks, Sales Representative

BRONZE STEVIE WINNERS:

Elite Wealth Group, San Jose, CA USA:
Liru (Jenny) Chang, Vice President

Wyndham Vacation Ownership, Orlando, FL USA:
Jason Page, In-House Salesperson

Sales Representative of the Year – Technology Industries

GOLD STEVIE WINNER:

Vivint Smart Home, Provo, UT USA: Chad Oram



SALES INDIVIDUAL CATEGORIES – *Continued*

Sales Representative of the Year – All Other Industries

GOLD STEVIE WINNER:

DHL Express U.S., Franklin Park, IL USA:
Ryan Doherty, Senior Manager of International Sales

SILVER STEVIE WINNERS:

DHL Express U.S., Franklin Park, IL USA:
Andrew Corbett, National Account Manager

DHL Express U.S., Franklin Park, IL USA:
John Leightner, National Account Manager

DHL Express U.S., Franklin Park, IL USA:
Heather Beeler, Senior Tactical Account Executive

DHL Express U.S., Franklin Park, IL USA:
Todd Shook, National Account Manager

DHL Express U.S., Franklin Park, IL USA:
Isela Alcocer, International Account Manager

DHL Express U.S., Franklin Park, IL USA:
Andrew Spicer, Telesales Account Manager

BRONZE STEVIE WINNERS:

DHL Express U.S., Franklin Park, IL USA:
Zach Cogswell, Sales Representative

DHL Express U.S., Franklin Park, IL USA:
Brandon Kennedy, Sales Executive

DHL Express U.S., Franklin Park, IL USA:
Nate Hardy, National Account Manager

DHL Express U.S., Franklin Park, IL USA:
Lie Han, Major Account Executive

DHL Express, Mexico City, Mexico:
Tracy Stephanie García Guadarrama,
Major Account Executive – Field Sales

DHL Express, Mexico City, Mexico:
Maricela Vargas Hernández, Telesales Executive

iHeartMedia, Inc., New York, NY USA:
Jeffrey Croy, National Sales Consultant

SALES TEAM CATEGORIES

Global Sales Team of the Year

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNER:

VMware, Palo Alto, CA USA:
VMware Global Sales Team

BRONZE STEVIE WINNER:

Berry Plastics, Evansville, IN USA:
Berry Plastics Global Sales Team

National Sales Team of the Year – Business Services, Diversified Services, Financial Services & Insurance

GOLD STEVIE WINNERS:

Alder Holdings LLC, Orem, UT USA:
Alders National Sales Team

USHEALTH Advisors, LLC, Haslet, TX USA

BRONZE STEVIE WINNERS:

Market Track, Chicago, IL USA:
Market Track's National Sales Team Enjoys Best Year Ever

Reliance Capital Asset Management Ltd., Mumbai, Maharashtra, India: Reliance Nippon Life Asset Management – National Sales Team

National Sales Team of the Year – All Other Industries

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNER:

Camp Bow Wow, Broomfield, CO USA:
Camp Bow Wow's Franchise Sales Team

Creative Lodging Solutions, Lexington, KY USA

SoftPro, Raleigh, NC USA

BRONZE STEVIE WINNER:

Adobe Systems Incorporated, San Jose, CA USA

Berry Plastics, Evansville, IN USA

Comprehend, Redwood City, CA USA

Willert Home Products, St. Louis, MO USA



SALES TEAM CATEGORIES – Continued

Government Sales Team of the Year

GOLD STEVIE WINNER:

Carahsoft Technology Corp., Reston, VA USA

SILVER STEVIE WINNER:

DHL Express U.S., Franklin Park, IL USA

Field Sales Team of the Year

GOLD STEVIE WINNER:

Sales Partnerships, Broomfield, CO USA

SILVER STEVIE WINNERS:

Alder Holdings LLC, Orem, UT USA

Vivint Smart Home, Provo, UT USA

BRONZE STEVIE WINNER:

Comprehend, Redwood City, CA USA

Telesales Team of the Year

GOLD STEVIE WINNER:

Revana, a TeleTech Company, Gilbert, AZ USA

SILVER STEVIE WINNERS:

ClearVision Optical Company, Hauppauge, NY USA:

ClearVision Optical's Team Outreach

DHL Express U.S., Franklin Park, IL USA:

DHL Express U.S. Direct Channel Sales

Infinity, Cedar Rapids, IA USA:

Infinity's HiPo Sales Team

BRONZE STEVIE WINNERS:

Beyond Codes Inc., Simi Valley, CA USA:

Beyond Codes Smart Calling Team

KT, Seoul, South Korea

Online Sales Team of the Year

GOLD STEVIE WINNER:

Lennox Industries, Richardson, TX USA

SILVER STEVIE WINNER:

Comcast, Philadelphia, PA USA:

Comcast's Digital Center of Excellence

BRONZE STEVIE WINNERS:

GoDaddy, Scottsdale, AZ USA

Sharegate, Montreal, QC, Canada

Sales Support Team of the Year – Computer Services

GOLD STEVIE WINNER:

IBM, Armonk, NY USA:

Driving Excellence in IBM Business Partner

On-Boarding Experience

SILVER STEVIE WINNERS

IBM, Armonk, NY USA:

Agile 24: Promoting Innovation and New Ways of Working in support of IBM Sellers

IBM, Armonk, NY USA:

Creating Innovative Collateral to Change the Client Experience – IBM Proposal Centre of Competence

IBM, Armonk, NY USA:

IBM Guadalajara COE – Pursuing Excellence in AR

IBM, Armonk, NY USA:

IBM Japan Sales Support Team of the Year – Smarter Proposal

IBM, Armonk, NY USA:

IBM JPN Tokyo/Nagoya/Osaka: Advanced Proposal Support for Cognitive Era

IBM, Armonk, NY USA:

Quality of Firm Order Validation, Speed of Execution

BRONZE STEVIE WINNERS:

IBM, Armonk, NY USA:

IBM Japan: Smarter Sales Support Using Watson Technology: Cognitive Sales Concierge (CSC)

IBM, Armonk, NY USA:

Operational Excellence in IBM Centers (OpEC)



SALES TEAM CATEGORIES – *Continued*

Sales Support Team of the Year – All Other Industries

GOLD STEVIE WINNER:

DHL Global Forwarding, Miami, FL USA:
DHL Global Forwarding U.S. Sales Support Team
is on fire!

SILVER STEVIE WINNERS:

DHL Express U.S., Franklin Park, IL USA:
DHL US Sales Support Team

Mondelez International Turkey, Kocaeli, Turkey:
Mondelez International Turkey – Sales Audit System
Generated Growth By Increasing In-store
Execution Performance

BRONZE STEVIE WINNERS:

DHL Express, Lagos, Nigeria:
DHL Express NG Credit Team

Family Heritage Life Insurance Company of America,
Broadview Heights, OH USA:
Family Heritage Life Sales Support Team

GuideWell Connect, Jacksonville, FL USA:
Making the Grade

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

Kobie Marketing, St. Petersburg, FL USA:
Kobie's Creative (and Unsung) Heroes

Marriott Vacations Worldwide, Orlando, FL USA:
Marriott Vacation Club's Sales Operations Team –
the Catalyst for a thriving Sales Force!

Sales Operations Team of the Year

GOLD STEVIE WINNER:

Vivint Smart Home, Provo, UT USA

SILVER STEVIE WINNERS:

Berry Plastics. Evansville, IN USA
Sales Partnerships, Broomfield, CO USA

BRONZE STEVIE WINNERS:

Comprehend, Redwood City, CA USA
GuideWell Connect, Jacksonville, FL USA
Marriott Vacations Worldwide, Orlando, FL USA
VMware, Palo Alto, CA USA

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

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNERS:

GMC Software, Appenzell, Switzerland
GuideWell Connect, Jacksonville, FL USA:
Clear the Way to Checkout for Customers
Zebra Technologies, Lincolnshire, IL USA

BRONZE STEVIE WINNER:

ServiceNow, Santa Clara, CA USA:
ServiceNow Sales Enablement

Sales Management Team of the Year

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNER:

Adobe Systems Inc., San Jose, CA USA

BRONZE STEVIE WINNERS:

Berry Plastics. Evansville, IN USA
InstaBoost Media, Tustin, CA USA
Market Track, Chicago, IL USA

SALES ACHIEVEMENT CATEGORIES

Sales Turnaround of the Year

GOLD STEVIE WINNER:

InfinityQS International, Inc., Fairfax, VA USA

SILVER STEVIE WINNER:

Comprehend, Redwood City, CA USA

BRONZE STEVIE WINNERS:

C. Mae Design LLC, Burlington, WI USA
GuideWell Connect, Jacksonville, FL USA
IBM, Armonk, NY USA:
IBM Sales Renaissance: SaaS Execution



SALES ACHIEVEMENT CATEGORIES – Continued

Sales Growth Achievement of the Year – Business Services

GOLD STEVIE WINNER:

Diva Works Pty Ltd, Sydney, Australia:
Diva Works Epic Revenue Growth!

SILVER STEVIE WINNER:

Revana, a TeleTech Company, Gilbert, AZ USA:
Driving Outrageous Business Growth for Google

BRONZE STEVIE WINNER:

j2 Global, Inc., Woburn, MA USA:
Campaigner Email Marketing Sales Team

Sales Growth Achievement of the Year – All Other Industries

GOLD STEVIE WINNER:

SV, Phoenix, AZ USA:
Smoking Vapor – Sales Growth of +400% from
Contrarian Ideas

SILVER STEVIE WINNERS:

Adobe Systems Incorporated, San Jose, CA USA:
Strategic Accounts Delivers Exceptional Results

Sharegate, Montreal, QC, Canada:
Another Insane Year for Sharegate

BRONZE STEVIE WINNERS:

Automic, Bellevue, WA USA: Automic Software Achieves
Record Sales Growth & Revenues in FY16

SoftPro, Raleigh, NC USA: SoftPro Sales Team Exceeds
Growth Expectations

USHEALTH Advisors, LLC, Haslet, TX USA:
USHEALTH Advisors, L.L.C. Continues its Remarkable
Sales Growth

VMware, Palo Alto, CA USA: VMware's Sales Growth

ZoomInfo, Waltham, MA USA: How ZoomInfo Changed Its
Sales Structure & Fueled Revenue Growth

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

GOLD STEVIE WINNERS:

Mercer Consumer, Des Moines, IA USA: Service-to-Sales

WePay Inc, Redwood City, CA USA: Leveraging Cutting
Edge Technology to set Sales up for Success

SILVER STEVIE WINNER:

GuideWell Connect, Jacksonville, FL USA: 5 P's of Success –
Prior Planning Prevents Poor Performance

BRONZE STEVIE WINNERS:

GuideWell Connect, Jacksonville, FL USA:
Superior Results Achieved Not Insanity

Sales Partnerships, Broomfield, CO USA:
Sales Partnerships Technology Drives Revenue

SalesStaff LLC, Houston, TX USA:
SalesStaff Leads the Demand Generation Industry with
Forward-Thinking Sales Technology Innovations

Best Use of Technology in Sales – Computer Services & Software

GOLD STEVIE WINNER:

IBM, Armonk, NY USA:
IBM Implementation of Sales Tracker – a comprehensive
view of seller achievement and potential earnings

BRONZE STEVIE WINNERS:

Bloomfire, Austin, TX USA:
How Lionbridge Doubled Their User Adoption Using
Bloomfire for Sales Enablement

VMware, Palo Alto, CA USA:
VMware's Implementation of VMstart

Best Use of Technology in Sales – All Other Industries

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNERS:

Festival Walk, Hong Kong:
Festival Walk "U Card App" Campaign

Lennox Industries, Richardson, TX USA:
Increasing Productivity through Dynamic Console Insights

BRONZE STEVIE WINNERS:

Broadview Networks, Rye Brook, NY USA:
Broadview's OfficeSuite® Readiness Tool

DHL Express Sub Saharan Africa, Cape Town, South Africa:
Launch of the Global Call Planning Tool in SSA

Festival Walk, Hong Kong:
"Secret Code Gift Surprises" at Festival Walk

Mondelez International Turkey, Kocaeli, Turkey:
Sales Audit System Generated Growth By Increasing
Instore Execution Performance

Wyndham Vacation Ownership, Orlando, FL USA:
Wyndham Vacation Ownership Sales Recordings System



SALES ACHIEVEMENT CATEGORIES – *Continued*

Demand Generation Program of the Year

GOLD STEVIE WINNER:

Inci Akü GS Yuasa, Manisa, Turkey: Inci GS Yuasa, Increasing Dealer Engagement >> Increasing Sales

SILVER STEVIE WINNER:

Beyond Codes Inc., Simi Valley, CA USA:
Integrated Demand Generation for Named Accounts

BRONZE STEVIE WINNERS:

Comprehend, Redwood City, CA USA
SalesStaff LLC, Houston, TX USA: Data and Tech Innovations + Customer Experience = Demand Gen Success
WePay Inc, Redwood City, CA USA: Demand Gen Turnaround – From Nothing to Finely Tuned Machine

Outbound Marketing Program of the Year

GOLD STEVIE WINNER:

GuideWell Connect, Jacksonville, FL USA:
Your Change Can Make a Change

SILVER STEVIE WINNER:

QNB Finansbank, Istanbul, Turkey

BRONZE STEVIE WINNERS:

Lennox Industries, Richardson, TX USA
Mercer Consumer, Des Moines, IA USA:
FRA Travel AssistPlus Creative Test

Inbound Marketing Program of the Year

GOLD STEVIE WINNER:

Festival Walk, Hong Kong:
“Christmas Secret Garden” at Festival Walk

SILVER STEVIE WINNER:

Festival Walk, Hong Kong:
Festival Walk “U Card App” Campaign

Mercer Consumer, Des Moines, IA USA:
NEA HIP Care Plus Avatar

WePay Inc, Redwood City, CA USA:
A Highly Targeted Inbound Program is Born

BRONZE STEVIE WINNER:

Festival Walk, Hong Kong:
“Secret Code Gift Surprises” at Festival Walk

Mercer Consumer, Des Moines, IA USA:
IEEE Website Redesign

PresenceLearning, San Francisco, CA USA:

PresenceLearning’s “Success for Every Learner:
From At-Risk to Successful” Webinar Series

Sharegate, Montreal, QC, Canada: Sharegate: Started From The Bottom Now We’re Here

Sales Process of the Year

GOLD STEVIE WINNER:

UNOX, S.p.A, Cadoneghe Padova, Italy:
How UNOX Reinvents the Sales Process

SILVER STEVIE WINNER:

GuideWell Connect, Jacksonville, FL USA:
Superior Results Achieved Not Insanity

BRONZE STEVIE WINNERS:

Berry Plastics, Evansville, IN USA
GuideWell Connect, Jacksonville, FL USA: 5 P’s of Success – Prior Planning Prevents Poor Performance
Lennox Industries, Richardson, TX USA

Sales Training or Coaching Program of the Year – Business Services & Insurance

GOLD STEVIE WINNER:

Richardson, Philadelphia, PA USA:
Cargill Sales Effectiveness Initiative Makes Valuable Impact

SILVER STEVIE WINNER:

Imparta Inc., Austin, TX USA

BRONZE STEVIE WINNERS:

Forrest Performance Group and The Pacific Institute,
Fort Worth, TX USA: The Selling Mindset Program

GuideWell Connect, Jacksonville, FL USA:
Shooting for the Stars

Invenio Solutions, Austin, TX USA: Invenio Solutions’
Quick-to-Market Sales Training is Second to None

SalesHood and Barry Rhein & Associates,
Los Gatos, CA USA: SalesHood Improves Time to First Deal by 70% for Telogis

UniFirst Corporation, Wilmington, MA USA:
UniFirst’s Phone Skills Initiative Transforms an HR Interview Service into a Rewarding Coaching Tool

UniFirst Corporation, Wilmington, MA USA:
UniFirst’s Train-the-Trainer Approach Improves Customer Retention Results

Velocity Advisory Group, Philadelphia, PA USA:
Sales reps outperform their peer group after participating in an elite, training & coaching hybrid program



SALES ACHIEVEMENT CATEGORIES – Continued

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

GOLD STEVIE WINNER:

The Horton Group, Chicago, IL USA:
Horton University Journey to Validation

SILVER STEVIE WINNERS:

Deutsche Post DHL Group (DPDHL), Bonn, Germany:
From “good to great”: DHL CSI takes its sales training and coaching program to the next level

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

Migros, Istanbul, Turkey:
Macro Store Managers Development Program

BRONZE STEVIE WINNERS:

DHL Global Forwarding, Bonn, Germany:
CIF (Certified International Forwarder) Sales World Cup

Lennox Industries, Richardson, TX USA

Marriott Vacations Worldwide, Orlando, FL USA:
Marriott Vacation Club – Vacation Dreams Start Here – Training for the Real World

Marriott Vacations Worldwide, Orlando, FL USA:
The Talent Experience Center at Marriott Vacation Club

SAP, Newtown Square, PA USA: SAP's GCO University:
Accelerating success in the Digital Age

Symantec Ltd, Dublin, Ireland: Customer Psychology –
The Sales & Retention Behavioral Program

Sales Meeting of the Year

GOLD STEVIE WINNER:

Toshiba America Business Solutions., Irvine, CA USA:
Toshiba's LEAD 2016

SILVER STEVIE WINNER:

WePay Inc, Redwood City, CA USA:
Highly Motivating Inaugural Sales Meeting

BRONZE STEVIE WINNERS:

NCR Corporation, Duluth, GA USA:
All-in at the 2016 NCR Sales Kick-Off

Vivint Smart Home, Provo, UT USA:
Vivint Con – Epic Sales Meeting

Award for Innovation in Sales – Business Services & Financial Services

GOLD STEVIE WINNER:

UNOX, S.p.A, Cadoneghe Padova, Italy:
UNOX Brings the Creativity of Chefs into the Sales Field

SILVER STEVIE WINNER:

WePay Inc, Redwood City, CA USA:
A Culture of Learning Drives Results

BRONZE STEVIE WINNERS:

Imparta Inc., Austin, TX USA: Imparta: Innovation in Sales

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

SomethingNew, LLC., Madison, CT USA:
When Your Company Name Is SomethingNew, You Better Be Innovative!

Award for Innovation in Sales – Hospitality and Leisure & Real Estate

GOLD STEVIE WINNER:

Wyndham Vacation Ownership, Orlando, FL USA:
Robert Peck, Quality Assurance Manager

SILVER STEVIE WINNERS:

Festival Walk, Hong Kong:
Festival Walk “Disney Tsum Tsum Walk N' Roll Festival”

Festival Walk, Hong Kong:
Festival Walk “U Card App” Campaign

Marriott Vacations Worldwide, Orlando, FL USA:
Marriott Vacation Club – Sales Center Technology Application – Wow, the Power of You!

Sundance Vacations, Wilkes-Barre, PA USA:
Sundance Vacations Premier Weeks Program

BRONZE STEVIE WINNERS:

Festival Walk, Hong Kong:
“Secret Code Gift Surprises” at Festival Walk

Festival Walk, Hong Kong:
BATMAN v SUPERMAN: Dawn Of Justice x Festival Walk

Marriott Vacations Worldwide, Orlando, FL USA:
Marriott Vacation Club – Interactive Purchase Proposal-Digitally Presenting the Numbers



SALES ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Sales – All Other Industries

GOLD STEVIE WINNER:

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

BRONZE STEVIE WINNERS:

Inci Akü GS Yuasa, Manisa, Turkey: Inci GS Yuasa,
Increasing Dealer Engagement >>> Increasing Sales
VMware, Palo Alto, CA USA: Mike Blanchette, Senior Director
of Global Field Enablement
ZoomInfo, Waltham, MA USA: How ZoomInfo's ReachOut
Helps Increase Sales Efficiency

SALES DISTINCTION CATEGORIES

Sales Distinction of the Year – Computer Software

GOLD STEVIE WINNER:

SAP, Newtown Square, PA USA:
Improved Account Planning Leads to Great Success

SILVER STEVIE WINNERS:

SoftPro, Raleigh, NC USA: SoftPro Makes a Powerful
Statement as it Exceeds 2016 Sales Goals
ZoomInfo, Waltham, MA USA: How ZoomInfo Increased
Adoption for FormComplete

Sales Distinction of the Year – Distribution & Transportation

GOLD STEVIE WINNER:

DHL Express, Beirut, Lebanon:
DHL Express 24/7 Service Point

BRONZE STEVIE WINNER:

Deutsche Post DHL Group (DPDHL), Bonn, Germany:
DHL and Japanese transportation customer
jointly create value

Sales Distinction of the Year – Healthcare, Pharmaceuticals, and Related Industries

GOLD STEVIE WINNER:

GuideWell Connect, Jacksonville, FL USA:
GuideWell Connect Maximizes MOR to get M.O.R.E

SILVER STEVIE WINNER:

GuideWell Connect, Jacksonville, FL USA: 5 P's of Success –
Prior Planning Prevents Poor Performance

BRONZE STEVIE WINNERS:

GuideWell Connect, Jacksonville, FL USA:
Superior Results Achieved Not Insanity
GuideWell Connect, Jacksonville, FL USA:
We Can Only Go Up from Here

Sales Distinction of the Year – Industrial & Manufacturing

GOLD STEVIE WINNER:

UNOX, S.p.A, Cadoneghe Padova, Italy:
UNOX Leverages Lean Manufacturing Process into Sales

Sales Distinction of the Year – Services Industries

GOLD STEVIE WINNER:

WePay Inc, Redwood City, CA USA:
Major Accomplishments to Position WePay for Scale

SILVER STEVIE WINNER:

j2 Global, Inc., Woburn, MA USA:
Campaigner Email Marketing Sales Team

BRONZE STEVIE WINNER:

CAC 2000 Ltd., Kingston, Jamaica: CAC 2000 Ltd.
Distinguishes Itself by Winning Jamaica's 'Braco' Project

Sales Distinction of the Year – All Other Industries

GOLD STEVIE WINNER:

Migros, Istanbul, Turkey:
Macro Store Managers Development Program

CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

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

GOLD STEVIE WINNER:

eMoney Advisor, LLC, Radnor, PA USA:
Gabriella Borkowski, Client Success Specialist

SILVER STEVIE WINNER:

CSA Travel Protection, San Diego, CA USA:
Dan Castle, Senior Customer Service Representative

BRONZE STEVIE WINNER:

eMoney Advisor, LLC, Radnor, PA USA:
Sharon (Jenny) Kaufman, Client Support Specialist



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

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

GOLD STEVIE WINNER:

DHL Express, Guatemala, Guatemala: Maria de los Angeles Callejas, Customer Service Representative

SILVER STEVIE WINNER:

Concentrix, AN/Z, South Yarra, VIC, Australia: Kelly Nathan, Acting Team Lead

BRONZE STEVIE WINNERS:

Cyberscout (formerly IDT911), Scottsdale, AZ USA: Sharlene Miles, Fraud Investigator

Response, Lindon, UT USA:

Shanna Walton, Front-Line Customer Support Manager

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

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNERS:

Neverware, New York, NY USA: Abram Morgan, NYC Specialist

Telogis, Inc. Aliso Viejo, CA USA:

Eric Peterson, Exclusive Support Agent serving HINO

BRONZE STEVIE WINNERS:

Autosoft Inc., West Middlesex, PA USA: Josh Falvo, Parts & Service Team Lead

Carbonite, Inc., Lewiston, ME USA:

Daniel Drake, Senior Escalations Support Professional

Front-Line Customer Service Professional of the Year – All Other Industries – Up to 2,500 Employees

GOLD STEVIE WINNER:

HomeServe USA, Boca Raton, FL USA: Dee Griffith, Customer Service Agent

SILVER STEVIE WINNERS:

Albridge, Lawrenceville, NJ USA:

Ralph Bamonte, Customer Associate Analyst

VIZIO Inc., Irvine, CA USA:

Ilene Schindler, Front-Line Customer Service Professional

Front-Line Customer Service Professional of the Year – All Other Industries – More than 2,500 Employees

GOLD STEVIE WINNER:

Dow Jones & Co., New York, NY USA: Oswaldo Urgiles, Team Leader, Customer Experience & Engagement

SILVER STEVIE WINNERS

Delta Air Lines, Atlanta, GA USA:

Amy Olson, Groups Specialist

Delta Air Lines, Atlanta, GA USA:

Bonnie Horn, Premium Sales and Service Specialist

Delta Air Lines, Atlanta, GA USA:

Robert Rector, ATL RES Lead

Delta Air Lines, Atlanta, GA USA:

Judy Thompson, SkyMiles Sales and Service Specialist

BRONZE STEVIE WINNERS:

Delta Air Lines, Atlanta, GA USA:

Kelly Handley, Premium Sales and Service Specialist

Delta Air Lines, Atlanta, GA USA:

Lorraine Glasgow, SkyMiles Sales and Service Specialist

Delta Air Lines, Atlanta, GA USA:

Oulimata Gueye, Customer Experience Supervisor French

Delta Air Lines, Inc. Atlanta, GA USA:

Kelli Fracassi, Lead Frontline Agent, Sales Support Team

Delta Air Lines, Inc. Atlanta, GA USA: Renee King-Seaman,

Delta Cargo Customer Service Professional

Back-Office Customer Service Professional of the Year – Banking, Financial Services & Insurance

GOLD STEVIE WINNER:

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: Jaime Arnseth, Business Initiatives Consultant

SILVER STEVIE WINNER:

Assurant, Inc., Atlanta, GA USA:

Bryan Wood, Meteorologist

BRONZE STEVIE WINNERS:

CSA Travel Protection, San Diego, CA USA:

Matt Rhea, Senior Trainer

eMoney Advisor, LLC, Radnor, PA USA:

Tiffany Ulmer, Engagement Operations Specialist

MassMutual Financial Group, Springfield, MA USA:

April Mateus, Technical Specialist for the Values and Disbursements teams

MassMutual Financial Group, Springfield, MA USA:

Nicole Cotto, Back-Office Customer Service Professional



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – Continued

Back-Office Customer Service Professional of the Year – Computer Services & Software

GOLD STEVIE WINNER:

CrunchTime! Information Systems, Boston, MA USA:
David Krinitt, Back-Office Customer Service Professional

BRONZE STEVIE WINNER:

Carbonite, Inc., Lewiston, ME USA:
Ashley Abbott, Tools and Technology Administrator

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

GOLD STEVIE WINNER:

TCL, Corona, CA USA: TCL Katrina (Kaye) Falceso,
Training and Quality Manager

SILVER STEVIE WINNERS:

HomeServe USA, Boca Raton, FL USA:
Melanie McConnell, Manager, Back Office team

VIZIO Inc., Irvine, CA USA: William Kranig,
Workforce Management and Call Center Allocation Analyst

BRONZE STEVIE WINNERS:

DHL Express, Saudi Arabia, Al Khobar, Kingdom of Saudi
Arabia: Abdullah Al Yassen, Key Account Executive

DHL Express, Sub Saharan Africa, Cape Town, South Africa:
Daphne Tshupo, Customer Care Executive,
DHL Express Botswana

Young Customer Service Professional of the Year – Business Services, Diversified Services, Financial Services & Real Estate

GOLD STEVIE WINNER:

Concentrix, AN/Z, South Yarra, VIC, Australia:
Tamia Theobald, Customer Service Professional

SILVER STEVIE WINNERS:

BiggerPockets, Denver, CO USA:
Hilary Catton, Customer Support Manager

eMoney Advisor, LLC, Radnor, PA USA:
Sarah Dougherty, Client Support Specialist &
Success Coach

eMoney Advisor, LLC, Radnor, PA USA:
Maira O'Connor, Success Coach

BRONZE STEVIE WINNER:

AllClear ID, Austin, TX USA:
Yvonne Ybarra, Document Control & Billing Processor

Young Customer Service Professional of the Year – Computer Software

GOLD STEVIE WINNER:

OpenLink Financial, Uniondale, NY USA:
Charles Eberhardt, Senior Analyst

SILVER STEVIE WINNER:

EventBooking, Knoxville, TN USA:
Brian Chia, Director of Client Services

BRONZE STEVIE WINNER:

Webroot, Broomfield, CO USA:
Jesse Lopez, Advanced Malware Removal Engineer

Young Customer Service Professional of the Year – All Other Industries

GOLD STEVIE WINNER:

VIZIO Inc., Irvine, CA USA:
Luis Perez, Team Lead, Customer Service

SILVER STEVIE WINNERS:

HomeAway, Inc., Austin, TX USA:
Tiffany Yep, !North America Customer Experience
Service Level Supervisor

Sun Basket, San Jose, CA USA:
Maddie Matias, Quality Assurance Lead

BRONZE STEVIE WINNERS:

DHL Express, Sub Saharan Africa, Cape Town, South Africa:
Emmy Chellah, Customer Service Supervisor

HomeServe USA, Boca Raton, FL USA:
Christine Gonzalez, Quality Analyst

MTM, Lake St. Louis, MO USA:
Patrick Fichtel, !Training Specialist



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Customer Service Manager of the Year

GOLD STEVIE WINNER:

VIZIO Inc., Irvine, CA USA:
Mira Anson, Customer Service Manager

SILVER STEVIE WINNERS:

Carbonite, Inc., Lewiston, ME USA:
Brian Grondin, Team Manager

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

MassMutual Financial Group, Springfield, MA USA:
Lori Poullard, Customer Service Manager

BRONZE STEVIE WINNERS:

Concentrix, AN/Z, South Yarra, VIC, Australia:
David Flanagan, A/NZ Workforce Management Lead

Sharegate, Montreal, QC, Canada:
Jimmy De Santis, Customer Happiness Manager

VENZA, Roswell, GA USA:
April Rosier, Customer Success Manager

Wells Fargo Treasury Management Client Delivery,
San Francisco, CA USA: Ed Palomo

Customer Service Leader of the Year

GOLD STEVIE WINNER:

Carbonite, Inc., Lewiston, ME USA:
Brett Siedman, Senior Director

SILVER STEVIE WINNERS:

DHL Express Bangladesh, Dhaka, Bangladesh:
Mahmud Bin Alam, National Customer Services Manager

Oi, RIO DE JANEIRO, BRAZIL:
João Pedro SantAnna, CRM Director

BRONZE STEVIE WINNERS:

CSAA Insurance Group, Walnut Creek, CA USA:
John Ingersoll, VP of Brand

iHeartRadio, New York, NY USA:
Michael Biondo, VP Business Operations & Partnerships

Rimini Street, Las Vegas, NV USA:
Craig Mackereth, GVP of Global Application Support

Wells Fargo Treasury Management Client Delivery,
San Francisco, CA USA: Linda Anderson,
Research Service Manager

Contact Center Professional of the Year

GOLD STEVIE WINNER:

Delta Air Lines, Inc. Atlanta, GA USA:
Al Bourne, Program Manager, Cargo Customer Experience

SILVER STEVIE WINNERS:

eMoney Advisor, LLC, Radnor, PA USA:
Hank Cassa, Success Specialist

HomeServe USA, Boca Raton, FL USA:
Roosevelt Montgomery, Repair Management Supervisor

VIZIO Inc., Irvine, CA USA:
Josie Schoenhoerr, Team Lead

BRONZE STEVIE WINNERS:

AllClear ID, Austin, TX USA:
Adam Castilleja, Support Readiness Coordinator

DHL Express, Sub Saharan Africa, Cape Town, South Africa:
Humphrey Sambo, Key Account Executive,
DHL Zimbabwe

eMoney Advisor, LLC, Radnor, PA USA:
Camille Cortina, Success Specialist

Contact Center Manager of the Year

GOLD STEVIE WINNER:

Dun & Bradstreet, Malibu, CA USA:
Matt Medina, Director of Customer Service,
Dun & Bradstreet Emerging Businesses

SILVER STEVIE WINNERS:

Concentrix, AN/Z, South Yarra, VIC, Australia:
David Fotheringham, Contact Centre Operations Manager

Signs.com, Salt Lake City, UT USA:
Madison Page, Customer Experience Officer

BRONZE STEVIE WINNERS:

Delta Air Lines, Atlanta, GA USA:
ReNae Chitty, Customer Experience Manager

Delta Air Lines, Atlanta, GA USA:
Jackie Menard and Jenifer Solorzano,
Customer Experience Manager

DHL Express, Sub Saharan Africa, Cape Town, South Africa:
Mpho Samuel, Head of Customer Services



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Contact Center Leader of the Year

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNERS:

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

CLEAResult, Tempe, AZ USA:
Jessica Bissell, Operations Director

Wyndham Vacation Ownership, Orlando, FL USA:
Mark Candell, Senior Director, Contact Center Operations

BRONZE STEVIE WINNERS:

Autosoft Inc., West Middlesex, PA USA:
Drew Chamberlain, Senior Director of Customer Support
and Training

Concentrix, Fremont, CA USA:
Winnie Sun, Senior Vice President of Global Operations
and Delivery

LiveOps, Inc., Scottsdale, AZ USA: Greg Hanover, COO

VIZIO Inc., Irvine, CA USA:
Derek Teut, Dakota Dunes Contact Center Leader

CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

Customer Service Team of the Year – Recovery Situation – Business Services, Financial Services, & Insurance

GOLD STEVIE WINNER:

USHEALTH Group, Inc., Fort Worth, TX USA

SILVER STEVIE WINNER:

John Hancock Financial Services, Boston, MA USA:
Annuities Control/Institutional Contract Services Team

BRONZE STEVIE WINNERS:

Blue Ocean Contact Centers, Halifax, NS, Canada:
Order Management Tier 2 Team

Concentrix, Fremont, CA USA

UPMC Health Plan, Pittsburgh, PA USA

Customer Service Team of the Year – Recovery Situation – Transportation

GOLD STEVIE WINNER:

DHL Express, Sofia, Bulgaria

SILVER STEVIE WINNER:

Delta Air Lines, Atlanta, GA USA:
Delta Air Lines Customer Care Team

BRONZE STEVIE WINNERS:

DHL Express Ecuador, Quito, Ecuador:
Customer Care Team

DHL Express, Heredia, Costa Rica

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

GOLD STEVIE WINNER:

ClearVision Optical Company, Hauppauge, NY USA

SILVER STEVIE WINNER:

TCL, Corona, CA USA

BRONZE STEVIE WINNERS:

Edupoint Educational Systems, Mesa, AZ USA:
Edupoint State Reporting Team Reorganization

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

Customer Service Complaints Team of the Year – Computer Services & Software

GOLD STEVIE WINNER:

Carbonite, Inc., Lewiston, ME USA:
Carbonite Service Recovery Unit – Taking Customer
Satisfaction to a New Level!

SILVER STEVIE WINNER:

Achievers, Toronto, ON Canada:
Achievers Member Experience Team Delivers Superior
and Personalized Customer Experience



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Customer Service Complaints Team of the Year – All Other Industries

GOLD STEVIE WINNER:

Odeabank, Istanbul, Turkey:
Odeabank Customer Inquiries Management

SILVER STEVIE WINNERS:

Vivint Smart Home, Provo, UT USA:
Vivint Smart Home Executive Resolutions Team

Vivint Solar, Lehi, UT USA:
Vivint Solar Resolution Management Team

BRONZE STEVIE WINNERS:

Concentrix, Fremont, CA USA:
Team Creates Moments That Matter for customers

Delta Air Lines, Atlanta, GA USA:
Delta Air Line Customer Care Complaints Team

HomeAway, Inc., Austin, TX USA:
HomeAway's Innovation In Customer Complaints:
Book with Confidence

HomeServe USA, Boca Raton, FL USA:
Complaints prevention through empowerment
and accountability

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

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

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

GOLD STEVIE WINNER:

ModusLink, Waltham, MA USA:
ModusLink's HERE Team –
Evolving Our Customer Support

SILVER STEVIE WINNER:

GSC, Brewster, NY USA: The Gary Stock Company

BRONZE STEVIE WINNER:

DHL Express, Lagos, Nigeria:
DHL Express Nigeria Frontline Customer Service Team

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

GOLD STEVIE WINNER:

ArmadaGlobal, Hunt Valley, MD USA:
ArmadaGlobal – More Than a Typical Insurance Company

SILVER STEVIE WINNERS:

John Hancock Financial Services, Boston, MA USA:
Measuring Superior Customer Service

Moody's Analytics, New York, NY USA:
Serving our Employees Serves Our Customers at
Moody's Analytics

BRONZE STEVIE WINNERS:

AllClear ID, Austin, TX USA:
AllClear ID's Support Readiness Coordinator Team

John Hancock Financial Services, Boston, MA USA:
Providing Quality Customer Service Amidst Change

WePay Inc, Redwood City, CA USA:
Delivering Delight in the Face of Complexity

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

GOLD STEVIE WINNER:

Young Living, Lehi, UT USA:
Front Line Customer Service Team

SILVER STEVIE WINNERS:

Concentrix, AN/Z, South Yarra, VIC, Australia:
Concentrix New Zealand Team

DHL Express, Buenos Aires, Argentina:
DHL Express Argentina Frontline Customer Service Team

DHL Express, Beirut, Lebanon:
DHL Express Lebanon Frontline

Lhasa OMS, Weymouth, MA USA:
Lhasa OMS Customer Service Team

BRONZE STEVIE WINNERS:

EMKAY Inc, Itasca, IL USA:
EMKAY's Personalized Approach to Customer Service

GuideWell Connect, Jacksonville, FL USA:
Time is Money

Sun Basket, San Jose, CA USA:
Sun Basket Membership Ambassadors



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

GOLD STEVIE WINNERS:

MassPay, Inc. Beverly, MA USA:
Customer Service & Client Support Team

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

SILVER STEVIE WINNERS:

Druva Inc., Sunnyvale, CA USA:
Druva's Holistic Customer Success Program

MediaRadar, New York, NY USA:
MediaRadar: A Tailored Approach to Defining Success

Sharegate, Montreal, QC, Canada:
Having a Positive Impact in People's Lives at Work,
One Customer at a Time

BRONZE STEVIE WINNERS:

B&L Information Systems, Bridgman, MI USA:
B&L Information Systems' Customer Support Desk
Harnesses Technology and Helps Clients Get Back
on Track, Fast

CareerArc, Burbank, CA USA:
CareerArc – The Proof of Outstanding Service Is in
Our Clients' Success

DataCore Software, Fort Lauderdale, FL USA:
DataCore Software Technical Support Team

Lucernex, Plano, TX USA:
Lucernex Customer Success Team

Network Alliance, Reston, VA USA:
Network Alliance Support Center

Photodex, Austin, TX USA: Focusing on Exceptional Cases

Replicon, Redwood City, CA USA:
Replicon's Customer Service Support team for Front-Line
Customer Service Team of the Year – Technology Industries

SMTP2GO, Christchurch, New Zealand:
Customer service done right

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

GOLD STEVIE WINNER:

ServiceTitan, Glendale, CA USA:
ServiceTitan Success Team

SILVER STEVIE WINNER:

Box, Inc., Redwood City, CA USA:
Box, Inc. – Unparalleled Customer Support Innovation and
a Proven Commitment to Customer Success

FreshBooks, Toronto, ON, Canada:
FreshBooks Support Team's Secret to Team Culture

PlanGrid, San Francisco, CA USA:
PlanGrid Customer Support Redefines The Meaning Of
Personalized Engagement for Construction Industry

BRONZE STEVIE WINNER:

Achievers, Toronto, ON Canada:
Achievers Customer Service Support Team Empowers
Customers with Superior Service

Acquia, Boston, MA USA:
Providing the Industry's Highest Level of Drupal Expertise
and Global Support

Carbonite, Inc., Lewiston, ME USA:
Carbonite Customer Care Consumer Team –
Pulling Together to Conquer Any Challenge

GPS Insight, Scottsdale, AZ USA:
GPS Insight Customer Service Team- Always Available to
Help & Improve the Lives of Their Customers

Pushpay Holdings Limited, Redmond, WA USA:
Pushpay's Customer Success Team: Reviving personal
service in an age of digital commerce.

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

GOLD STEVIE WINNER:

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

BRONZE STEVIE WINNERS:

Access One Inc, Chicago, IL USA:
Have No Fear Customer Care is here!

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

PGi, Atlanta, GA USA:
Event Conferencing Makes Large-Scale Meetings Easier

Vodafone Group Plc, Newbury, United Kingdom:
Vodafone Group Enterprise Operations



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

GOLD STEVIE WINNER:

Grovo, New York, NY USA:
Grovo Grows Superior Customer Service Leading to
Greater Customer Engagement and Satisfaction

SILVER STEVIE WINNER:

eMoney Advisor, LLC, Radnor, PA USA:
eMoney Advisor Client Engagement

BRONZE STEVIE WINNER:

CareerBuilder, Chicago, IL USA:
CareerBuilder Premier Support Team –
Driving Client Loyalty and Leading Change

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

GOLD STEVIE WINNER:

ClassicCars.com, Phoenix, AZ USA: Becoming Customer
Ambassadors: Transition to New Website

SILVER STEVIE WINNER:

Cyberscout (formerly IDT911), Scottsdale, AZ USA:
IDT911 Resolution Center Support Team Rates 99+% in
Customer Satisfaction

BRONZE STEVIE WINNERS:

Board of Certification/Accreditation, Owings Mill, MD USA:
“Customer First”: a Core Organizational Value for BOC
Delta Defense, West Bend, WI USA: Positively World Class
Taron Warranty Corporation, Toronto, ON Canada:
Taron Warranty’s customer service focus throughout strike
delays benefits new home buyers and new home builders

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

GOLD STEVIE WINNER:

ClearVision Optical Company, Hauppauge, NY USA:
ClearVision Optical Delivers Delight

SILVER STEVIE WINNERS:

DHL Express Bangladesh, Dhaka, Bangladesh:
DHL Express Bangladesh- Frontline Team

DHL Express Vietnam, Ho Chi Minh, Vietnam:
DHL Vietnam Customer Service: A team of Insanely
Customer Centric Culture (ICCC)

Pitney Bowes Ltd, Hatfield, Hertfordshire, United Kingdom:
The Pitney Bowes UK Global Services Team

VIZIO Inc., Irvine, CA USA: SmartCast Queue

BRONZE STEVIE WINNERS:

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

Automic, Bellevue, WA USA:
Automic Software Provides Continued Excellence in
Customer Service

Federal Motor Carrier Safety Administration (FMCSA),
Washington, DC USA: FMCSA Pre-Employment
Screening Program (PSP)

Hong Kong Tourism Board, Hong Kong:
We offer world-class customer services and strive
to transform Hong Kong into one of the most
memorable destinations

Response, Lindon, UT USA:
Response Customer Service & Call Center

U.S. Green Building Council, Washington, DC USA:
USGBC & GBCI’s Technical Customer Service Team:
Dynamic and Nimble

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

GOLD STEVIE WINNER:

MassMutual Financial Group, Springfield, MA USA:
Owner & Beneficiary Back-Office Customer Service Team

SILVER STEVIE WINNER:

John Hancock Financial Services, Boston, MA USA:
Supporting Signator’s Acquisition Expansion

BRONZE STEVIE WINNERS

FIS, Jacksonville, FL, USA:
Back Office Team that makes Excellence a Priority

IOU Financial, Kennesaw, GA USA:
The IOU Financial Back-Office Customer Service Team



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

GOLD STEVIE WINNER:

DHL Express, Plantation, FL & Tempe, AZ USA:
Believing in Team Work

SILVER STEVIE WINNERS:

DHL Express Buenos Aires, Argentina:
DHL Express Argentina SA Backline

DHL Express, Beirut, Lebanon:
DHL Express Back office and Key accounts

BRONZE STEVIE WINNERS:

AVRS, Inc., Petaluma, CA USA: Technical Support
DHL Express, Saudi Arabia, Al Khobar, Kingdom of Saudi
Arabia: DHL Saudi Arabia Back Office Team
PublicSchoolWORKS, Inc. Cincinnati, OH USA:
Research & Development Department Ensures School
Districts Stay Compliant and Safe
UPMC Health Plan, Pittsburgh, PA USA:
UPMC Health Plan, Enrollment Services Back Office
Customer Service Team

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

GOLD STEVIE WINNER:

GoDaddy, Scottsdale, AZ USA:
GoDaddy Global Workforce Management Team

SILVER STEVIE WINNER:

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

BRONZE STEVIE WINNER:

Telogis, Inc. Aliso Viejo, CA USA:
From Weakness to Strength: The Rise of the Telogis
Second Level Hardware Support Team

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

GOLD STEVIE WINNER:

HomeServe USA, Boca Raton, FL USA:
Creating centers of excellence in Back Office processing
to deliver an exceptional customer experience!

SILVER STEVIE WINNER:

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

BRONZE STEVIE WINNER:

DHL Express United Arab Emirates, Dubai, United Arab
Emirates: DHL Express UAE Back Office Customer
Service Team

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

GOLD STEVIE WINNER:

John Hancock Financial Services, Boston, MA USA:
Measuring Superior Customer Service

SILVER STEVIE WINNERS:

EFG Companies, Irving, TX USA:
EFG Companies Equips Employees to Raise Industry Bar
on Customer Service

Runzheimer, Waterford, WI USA:
Runzheimer Customer Care Team

BRONZE STEVIE WINNERS:

Albridge, Lawrenceville, NJ USA:
Albridge Contact Center

Kobie Marketing, St. Petersburg, FL USA:
Newly Launched Kobie Contact Center

NYCM Insurance, Edmeston, NY USA:
NYCM Insurance Contact Center

Sonnet, Toronto, ON Canada: Sonnet:
Changing the way Canadians feel about insurance

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

GOLD STEVIE WINNER:

Wolverine Worldwide Contact Center, Richmond, IN USA:
Taking Good Care of 16 Brands That You Know and Love

SILVER STEVIE WINNER:

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

BRONZE STEVIE WINNERS:

CubeSmart, Malvern, PA USA: Engaging our Teammates to
Enhance the Customer's WOW! Experience!

Delta Defense, West Bend, WI USA:
Positively World Class

DHL Express, Saudi Arabia, Al Khobar, Kingdom of Saudi
Arabia: DHL Saudi Arabia Contact Center



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNERS:

Carbonite, Inc., Lewiston, ME USA:
EVault – The Transformation of a Technical Support Center

EventMobi, Toronto, ON, Canada:
EventMobi – A Customer Happiness Story

ISN, Dallas, TX USA: ISN AU Contact Center

BRONZE STEVIE WINNERS:

Autosoft Inc., West Middlesex, PA USA:
Autosoft Customer Success F&I Support Team

Buildium, Boston, MA USA:
Buildium's U.S. Contact Center

Citrix Systems, Inc. – Cloud Services, Raleigh, NC USA:
Cloud Services Team Pushes Quality, Focuses On
Solutions

Clio – Practice Management Software, Vancouver, BC,
Canada: Clio's Contact Centre – A Journey Towards
Effortlessness

ISN, Dallas, TX USA: ISN UK Contact Center

Pushpay Holdings Limited, Redmond, WA USA:
Pushpay's Customer Success Team: Reviving personal
service in an age of digital commerce.

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

GOLD STEVIE WINNER:

JM Bullion, Dallas, TX USA:
Explosive Growth and Superior Service

SILVER STEVIE WINNERS:

DHL Express Jordan, Amman, Jordan: Jordan Contact Center,
Everybody, Everyday, Everywhere, A little Bit Better.

DHL Express Vietnam, Ho Chi Minh, Vietnam:
The team with Insanely Customer Centric Culture

Response, Lindon, UT USA: Response Customer Service &
Call Center Team Achievement

SurePayroll, Inc., Glenview, IL USA:
SurePayroll Contact Center Delivers Double Digit
Improvements in Performance – Again

BRONZE STEVIE WINNERS:

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

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

ezCater, Boston, MA USA:
ezCater Sets the Bar for Business Catering
Customer Service

National Park Service (NPS), Washington, DC USA:
National Park Service (NPS) Your Pass Now (YPN)
Program

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

GOLD STEVIE WINNER:

ListenTrust, Portland, ME USA:
ListenTrust Contact Center

SILVER STEVIE WINNER:

Allianz Global Assistance, Richmond, VA USA:
Allianz Global Assistance Contact Center

BRONZE STEVIE WINNERS:

ICICI Lombard GIC Ltd, Mumbai, Maharashtra, India:
Customer Relationship Team

Odeabank, Istanbul, Turkey:
Odeabank Contact Center

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

GOLD STEVIE WINNER:

Optum Consumer Sales and Services, Horsham, PA USA:
Optum Consumer Sales and Service (CSS)

SILVER STEVIE WINNERS:

Delta Vacations, Minot, ND USA:
Delta Vacations Customer Engagement Center

DHL Global Forwarding, Miami, FL USA:
DHL Global Forwarding Americas Shared Services
Center (ASSC)

BRONZE STEVIE WINNER:

Statewide Intake, Austin TX USA:
Statewide Intake Contact Center



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

GOLD STEVIE WINNER:

Carbonite, Inc., Lewiston, ME USA:
Carbonite Customer Care – An Extraordinary
Contact Center

SILVER STEVIE WINNER:

j2 Global, Inc., Ottawa, ON, Canada:
J2 Global Customer Support team

BRONZE STEVIE WINNERS:

Cvent Inc, McLean, VA USA: Cvent Inc.'s Contact Center
GoDaddy, Scottsdale, AZ USA: GoDaddy Contact Center
ISN, Dallas, TX USA: ISN US – ISN US Contact Center
PGi, Atlanta, GA USA: A 'Freaking Awesome' Performance by
the 'Varsity Team'

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

GOLD STEVIE WINNER:

UPMC Health Plan, Pittsburgh, PA USA:
UPMC Insurance Services Division Health
Care Concierge

SILVER STEVIE WINNERS:

Delta Air Lines, Atlanta, GA USA:
Delta Air Lines, Inc. Reservations Sales and Customer
Care Contact Center Division
HomeServe USA, Boca Raton, FL USA:
Delivering exceptional service through employee
engagement and a thriving customer centric culture
Marriott Vacation Club International, Orlando, FL USA:
Marriott Vacation Club Owner Services –
Delivering Unforgettable Experiences That Make Vacation
Dreams Come True
VIZIO Inc., Irvine, CA USA:
VIZIO Dakota Dunes, South Dakota –
Determined to Succeed

BRONZE STEVIE WINNERS:

Arçelik A.S, Istanbul, Turkey: Arcelik Contact Center
DHL Express, Arnhem, The Netherlands:
DHL Express Netherlands Contact Center
GuideWell Connect, Jacksonville, FL USA:
GuideWell Connect Maximizes MOR to get M.O.R.E

Customer Service Management Team of the Year

GOLD STEVIE WINNER:

HomeServe USA, Boca Raton, FL USA:
Individual commitment to a collective effort, in pursuit of
exceptional service!

SILVER STEVIE WINNERS:

Vivint Smart Home, Provo, UT USA:
Vivint Customer Service Management Team
VIZIO Inc., Irvine, CA USA:
VIZIO Dakota Dunes Leadership Team has Great Vision

BRONZE STEVIE WINNERS:

Black Knight Financial Services, Jacksonville, FL USA:
Client Services Leadership Team
DHL Express Brazil LTDA, Sao Paulo, Brazil:
Leadership Brazil – Developing Our Talents
DHL Express Chile, Santiago, Chile:
Chile Customer Service Management Team
DHL Express Vietnam, Ho Chi Minh, Vietnam:
Vietnam CS Management (CSM): Create a CS team of
Insanely Customer Centric Culture (ICCC) and
Customer's First Choice
Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur,
Malaysia: Advocating Customer Happiness
Response, Lindon, UT USA: Response Customer Service &
Call Center Management Team Achievement

Customer Service Training Team of the Year – Business Services, Diversified Services, Banking, Financial Services & Insurance

GOLD STEVIE WINNERS:

LiveOps, Inc., Scottsdale, AZ USA:
LiveOps Customer Service Training Team
Securus Technologies, Dallas, TX USA:
Securus Technologies Customer Service Training Team

BRONZE STEVIE WINNERS:

Assurant, Inc., Atlanta, GA USA:
Empathy Express Training
Concentrix, AN/Z, South Yarra, VIC, Australia:
Concentrix Australia and New Zealand Training Team
John Hancock Financial Services, Boston, MA USA:
Shared Services Training and Development team



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Customer Service Training Team of the Year – All Other Industries

GOLD STEVIE WINNER:

MTM, Lake St. Louis, MO USA:
MTM's Dedicated Customer Service Training Team

SILVER STEVIE WINNER:

VIZIO Inc., Irvine, CA USA:
VIZIO Knowledge Exchange Certification Process –
Tyrel Drey and Mark Red Brown

BRONZE STEVIE WINNERS:

Delta Vacations, Minot, ND USA:
Delta Vacations Training Team

GoDaddy, Scottsdale, AZ USA:
GoDaddy Customer Service Training Team

HomeAway, Inc., Austin, TX USA:
One Team, One Dream: HomeAway's Focus on Quality
Training in a Global Environment

ISN, Dallas, TX USA:
ISN's Customer Service Training Team

Lennox Industries, Richardson, TX USA:
Lennox PartsPlus® Customer Service Training Team

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

e-Commerce Customer Service Award – Banking, Business Services & Insurance

GOLD STEVIE WINNER:

Ally Bank, Detroit, MI USA: Ally Lifesavers Webpages

SILVER STEVIE WINNERS:

Ally Bank, Detroit, MI USA: Ally Bank Virtual Docs

GuideWell Connect, Jacksonville, FL USA:
Clear the Way to Checkout for Customers

BRONZE STEVIE WINNERS:

Scribendi Inc, Chatham, ON Canada:
Scribendi Inc. Customer Service Team

WNS (Holdings) Limited, Mumbai, India:
WNS SocioSEER

e-Commerce Customer Service Award – Transportation

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNER:

Delta Air Lines, Atlanta, GA USA:
Delta Air Lines Reservations, Social Media Team

BRONZE STEVIE WINNER:

DHL Express, Beirut, Lebanon:
DHL Express Lebanon e-Commerce achievements

e-Commerce Customer Service Award – All Other Industries

GOLD STEVIE WINNERS:

1-800-FLOWERS.COM, Inc., Carle Place, NY USA:
How Chat Bot for Facebook Messenger Ups Customer
Service for 1-800-Flowers.com

QVC, West Chester, PA USA: QVC:
Building Relationships Across All Platforms

SILVER STEVIE WINNERS:

Carbonite, Inc., Lewiston, ME USA:
Setting Our Own Bar – How Carbonite's Leading Content
Management Team Pushed for Greater Excellence

DrugTestsInBulk.com, West Hills, CA USA:
DrugTestsInBulk.com – Only the Best for Our Customers

Moxie, San Bruno, CA USA:
Empowering Agents, Brands and Customers

BRONZE STEVIE WINNERS:

C3i Healthcare Connections, King of Prussia, PA USA:
C3i Healthcare Connections Social Media Solution for
Life Sciences

Paper Mart, Orange, CA USA:
Paper Mart Listens to the Changing Voice of the Customer

Best Use of Technology in Customer Service – Banking

GOLD STEVIE WINNER:

Ally Bank, Detroit, MI USA: Ally Bank Virtual Docs

BRONZE STEVIE WINNERS:

ISBANK, Istanbul, Turkey:
ISBANK – Increasing the Engagement Levels Of Affluent
and Mass-Affluent Customers

Turk Economy Bank, Istanbul, Turkey:
How Speech Analytics has allowed TEB to improve its
Customer Journeys



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Technology in Customer Service – Business Services

GOLD STEVIE WINNER:

Arise Virtual Solutions Inc. Miramar, FL USA:
The Right Technology to Support Rapid Resource
Changes in Customer Service

SILVER STEVIE WINNER:

Convergys, Cincinnati, OH USA:
FirstEnergy Improves Call Routing-and More-with
Convergys' Natural Language IVR

BRONZE STEVIE WINNER:

First American Database Solutions, Santa Ana, CA USA:
Combining the Personal Touch with Technology to
Support Customers

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

GOLD STEVIE WINNER:

Cisco Systems, Diegem, Belgium:
Charlotte, the Virtual Service Request Assistant at
Cisco TAC

SILVER STEVIE WINNERS:

Carbonite, Inc., Lewiston, ME USA:
Carbonite Customer Care – Taking its Use of Technology
to a New Level!

Dell Technologies, Bangalore, Karnataka, India:
Click 2 Fix+ – Demystifying complex solutions

Informatica Corporation, Redwood City, CA USA:
Extreme Productivity: Reduce time to resolve by 25%,
increase CSAT by 20%

BRONZE STEVIE WINNERS:

Bloomfire, Austin, TX USA:
How Insperity Empowers Its Remote Workforce with
Real Time Q&A in Bloomfire

Druva Inc., Sunnyvale, CA USA:
Druva's Best Use of Technology for Customer Success

Guidebook, Inc., San Francisco, CA USA:
Guidebook: Technology as an Ally

Moxie, San Bruno, CA USA:
Moxie Concierge Revolutionizes eCommerce Customer
Service with Multi-Device Digital Engagement Channels

Mozy by DELL, Draper, UT USA:
Mapping The Customer Journey

Nuance Communications, Burlington, MA USA:
Swedbank Brings Human Touch to Automated Customer
Service with Nina Virtual Assistant

Telogis, Inc. Aliso Viejo, CA USA: Cool Under Fire

Zenefits, San Francisco, CA USA:
Zenefits Customers Service Department

Best Use of Technology in Customer Service – Financial Services & Insurance

GOLD STEVIE WINNER:

IOU Financial, Kennesaw, GA USA:
IOU Financial Proprietary Technology

SILVER STEVIE WINNER:

WePay Inc, Redwood City, CA USA:
Technology Enabled Customer Delight

BRONZE STEVIE WINNERS:

Garanti Emeklilik ve Hayat A.S., Istanbul, Turkey:
Garanti Emeklilik's Telemarketing and Customer
Service Innovations

John Hancock Financial Services, Boston, MA USA:
Customer Centricity and Cost Savings

Pacific Life Insurance, Aliso Viejo, CA USA:
Pacific Life - Online Transaction Tool

Best Use of Technology in Customer Service – Health Products and Services & Pharmaceuticals

GOLD STEVIE WINNER:

Optum Consumer Sales and Services, Horsham, PA USA:
Personalization of Consumer Interactions

BRONZE STEVIE WINNERS:

C3i Healthcare Connections, King of Prussia, PA USA:
C3iHealthcare Connections for Life Sciences.

VIP Petcare, Windsor, CA USA:
VIP Petcare Helpdesk – up in the cloud!



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Technology in Customer Service – All Other Industries

GOLD STEVIE WINNER:

Borusan Otomotiv Ithalat ve Dagitim A.S., Istanbul, Turkey:
Wow Effect with Speech Recognition and Analytics –
Borusan Otomotiv CIC

SILVER STEVIE WINNERS:

HomeAway, Inc., Austin, TX USA:

Compass – Giving Global HomeAway Agents a 360°
View of Customers

HomeServe USA, Boca Raton, FL USA:

Revolutionizing the customer experience through
technological innovation!

HomeServe USA, Boca Raton, FL USA:

Enhancing The Customer Experience - A Study In Mobile
Field Service Management

BRONZE STEVIE WINNERS:

Arçelik A.S, Istanbul, Turkey:

Customer Centric Technologies of Arcelik Call Center

DHL Express Peru SAC, Lima, Peru:

“Mejora de la Productividad implementando
herramientas tecnológicas”

EMKAY Inc, Itasca, IL USA:

Furthering the Capabilities of EMKAY's Driver 360
Mobile App

Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur,
Malaysia: Astro Goes Digital – Customer First,
Experience Driven, Technology Laden

Meralco, Pasig City, Philippines:

Meralco is in a relationship with its customers

Oi, Rio de Janeiro, Brazil:

Intelligent Routing Management Team

Travelzoo, New York, NY USA:

Travelzoo Drive Sales and New Member Acquisition
Through Stella Connect

Award for Innovation in Customer Service – Computer Industries

GOLD STEVIE WINNER:

CareerArc, Burbank, CA USA:

The Proof of Outstanding Service Is in
Our Clients' Success

SILVER STEVIE WINNERS:

Druva Inc., Sunnyvale, CA USA:

Druva's Innovative Customer Services

Information Builders, New York, NY USA:

Information Builders' Information Centers

Symantec Ltd, Dublin, Ireland:

Customer Research & Insights (CRI) Team

Ultimate Software, Weston, FL USA:

Innovation in the Transformation of Support Services

BRONZE STEVIE WINNERS:

AWeber - Email Marketing, Chalfont, PA USA:

AWeber's Customer Solutions Innovation

Dell Technologies, Bangalore, Karnataka, India:

Dell Tech Concierge Journey

GoDaddy, Scottsdale, AZ USA:

Maintaining Customer Service Excellence through
International Expansion

SmartLinx Solutions, Edison, NJ USA:

Total Customer Service Modernization

SunGard K-12, Bethlehem, PA USA:

Creating a Bridge to Customers



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Customer Service – Financial Services Industries

GOLD STEVIE WINNER:

Billhighway, Troy, MI USA:

Do more, impact more and grow more with innovation

SILVER STEVIE WINNERS:

Assurant, Inc., Atlanta, GA USA:

Tornado Modeling by Meteorologist Bryan Wood

Moody's Analytics, New York, NY USA:

DRIVE-ing Innovation at Moody's Analytics

Nuance Communications, Burlington, MA USA:

USAA Boosts Customer Service and Loyalty with
Nina Virtual Assistant

Odeabank, Istanbul, Turkey:

Hands Free IVR Experience

Reliance Capital Asset Management Ltd., Mumbai,
Maharashtra, India: Reliance Nippon Life Asset
Management – Innovation in Customer Service

WePay Inc, Redwood City, CA USA:

Innovating Through Complexity

BRONZE STEVIE WINNERS:

AllClear ID, Austin, TX USA:

AllClear ID's Breach Forecasting Tool

Ally Bank, Detroit, MI USA:

Ally CashBack Credit Card Calculator

Brooksource, Indianapolis, IN USA:

NCR Silver Energizes Customer Service with
Salesforce LiveMessage

Pacific Life, Newport Beach, CA USA:

Capturing Customer Networks

Sonnet, Toronto, ON Canada: Sonnet:

Changing the way Canadians feel about insurance

Award for Innovation in Customer Service – Other Service Industries

GOLD STEVIE WINNER:

Safelite AutoGlass, Columbus, OH USA:

Safelite AutoGlass: One-Stop Service for Windshield
Replacement & ADAS Camera Recalibration

SILVER STEVIE WINNERS:

Festival Walk, Hong Kong:

Festival Walk "U Card App" Campaign

Nuance Communications, Burlington, MA USA:

Dallas311 Taps Conversational IVR from Nuance to Help
Residents Easily Access Important City Resources

BRONZE STEVIE WINNERS:

HomeAway, Inc., Austin, TX USA:

HomeAway's Auto-Translated Chat Solution

Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur,

Malaysia: Being Where Our Customers Want Us To Be

MRO, Valley Forge, PA USA:

Advocating for our customers, an innovative idea!

Award for Innovation in Customer Service – Telecommunications Industries

GOLD STEVIE WINNER:

Cisco Systems, Diegem, Belgium:

Charlotte, the Virtual Service Request Assistant at
Cisco TAC

SILVER STEVIE WINNER:

Nuance Communications, Burlington, MA USA:

TalkTalk: First Telecom Provider in UK to Embrace Voice
Biometrics for Better Customer Experience

BRONZE STEVIE WINNERS:

Broadview Networks, Rye Brook, NY USA:

Broadview's OfficeSuite UC™ Order Wizard

Comcast, Philadelphia, PA USA:

Comcast's Customer Service Innovation: Empowering
Customers with Self-Service

KT, Seoul, South Korea: KT's Innovation

Nextiva, Scottsdale, AZ USA:

Nextiva's dedication to Amazing Service

Oi, Rio de Janeiro, Brazil:

Delighting customers by improving products and doing
better future predictions with full audio transcription
powered by Artificial Intelligence



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Customer Service – All Other Industries

GOLD STEVIE WINNER:

ClearVision Optical Company, Hauppauge, NY USA:
ClearVision Optical Delivers Delight

SILVER STEVIE WINNER:

Concentrix, Fremont, CA USA:
Award Winning Back End Processing Tool Suite
Reduces Rework

DHL Express Vietnam, Ho Chi Minh, Vietnam:
DHL Vietnam CS – The journey towards Zero Defect

HomeServe USA, Boca Raton, FL USA:
Making things better by listening, learning and acting on customer feedback!

Inci Aku? GS Yuasa, Manisa, Turkey:
Inci GS Yuasa, Increasing Dealer Engagement >>
Increasing Sales

BRONZE STEVIE WINNERS:

DHL Express, Arnhem, The Netherlands:
DHL Express Netherlands Customer Service – Your Idea

Moxie, San Bruno, CA USA:
Overcoming Obstacles with Moxie Concierge

Telerc, King of Prussia, PA USA:
Telerc Internal Incentive Program to Exceed QA Goals,
Increase Sales & Decrease Attrition

CUSTOMER SERVICE DEPARTMENT CATEGORIES



In addition to the possibility of receiving a peer-reviewed honor in these categories, all nominated customer service departments that are chosen as Finalists also are included in

voting for the People's Choice Stevie Awards for Favorite Customer Service. Online voting will open to the public worldwide on January 20 and will continue through February 10. We will provide Finalists in these categories with tools to help you encourage your fans, followers and customers to vote for you. The nominee with the most votes in each category will receive a special crystal People's Choice Stevie Award.

2017 PEOPLE'S CHOICE STEVIE AWARDS FOR FAVORITE CUSTOMER SERVICE WINNERS:

Airlines, Distribution, Transportation:
Bombardier Aerospace

Computer Hardware: Unitrends

Computer Services: Ultimate Software

Computer Software <100 Employees: FieldEdge

Computer Software >100 Employees: GPS Insight

Financial Services <100 Employees: CommonBond

Financial Services >100 Employees:
Distinguished Programs

Healthcare/Pharmaceuticals: Zelis Payments

Leisure & Tourism: Marriott Vacation Club Owner Services

Retail: Chewy

Telecommunications: j2 Global, Inc

All Other Industries: CubeSmart

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

GOLD STEVIE WINNERS:

Delta Air Lines, Inc. – Global Sales Support, Atlanta, GA USA

DHL Express Brazil LTDA, Sao Paulo, Brazil

SILVER STEVIE WINNERS:

Bombardier Commercial Aircraft Customer Services, Toronto, ON, and Montreal and Mirabel, QC, Canada

DHL Express Bangladesh, Dhaka, Bangladesh

DHL Express, Bucharest, Romania

BRONZE STEVIE WINNERS:

DHL Express Bolivia SRL, Santa Cruz, Bolivia

DHL Express Buenos Aires, Argentina

DHL Express Columbia L LTDA, Bogota, Columbia

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

DHL Express, Lagos, Nigeria

DHL Express Oman, Seeb, Muscat, Oman

Dicom Transportation Group, Dorval, QC, Canada

MTM, Lake St. Louis, MO USA



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

Customer Service Department of the Year – Computer Hardware

GOLD STEVIE WINNER:

Unitrends, Burlington, MA USA

SILVER STEVIE WINNER:

Black Box Network Services, Lawrence, PA USA

Customer Service Department of the Year – Computer Services

GOLD STEVIE WINNER:

Network Alliance, Reston, VA USA

SILVER STEVIE WINNERS:

Dell Technologies, Bangalore, Karnataka, India

PagerDuty, San Francisco, CA USA

Service Express, Grand Rapids, MI USA

Ultimate Software, Weston, FL USA

BRONZE STEVIE WINNERS:

Adestra, New York, NY USA

Datapipe, Jersey City, NJ USA

eMoney Advisor, LLC, Radnor, PA USA

Lotame, New York, NY USA

Rimini Street, Las Vegas, NV USA

SingleHop, Chicago, IL USA

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

GOLD STEVIE WINNER:

Olark, San Francisco, CA USA

SILVER STEVIE WINNERS:

Allego, Needham, MA USA

CareerArc, Burbank, CA USA

FieldEdge, Fort Myers, FL USA

Guidebook, Inc., San Francisco, CA USA

IdentityForce, Framingham, MA USA

OmniUpdate, Camarillo, CA USA

BRONZE STEVIE WINNERS:

AWeber – Email Marketing, Chalfont, PA USA

Brainier Solutions, Inc., Minneapolis, MN USA

B2W Software, Portsmouth, NH USA

Centage Corporation, Natick, MA USA

Centium Software, Brisbane, Australia

Datalight Inc, Bothell, WA USA

eMaint, Bonita Springs, FL USA

GoECart, Bridgeport, CT USA

Lucernex, Plano, TX USA

Replicon, Redwood City, CA USA

Riva International, Inc. Edmonton, AB, Canada

Rocket Matter, Boca Raton, FL USA

Telogis, Inc. Aliso Viejo, CA USA

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

GOLD STEVIE WINNER:

WP Engine, Austin, TX USA

SILVER STEVIE WINNERS:

Carbonite, Inc., Lewiston, ME USA

iCIMS, Matawan, NJ USA

PlanGrid, San Francisco, CA USA

Siteimprove, Minneapolis, MN USA

SoftPro, Raleigh, NC USA

Unitrends, Burlington, MA USA

BRONZE STEVIE WINNERS:

Bronto Software, Durham, NC USA

ChannelAdvisor, Morrisville, NC USA

Daxko, Birmingham, AL USA

Druva Inc., Sunnyvale, CA USA

eMoney Advisor, LLC, Radnor, PA USA

GPS Insight, Scottsdale, AZ USA

Information Builders, New York, NY USA

Jobvite, San Mateo, CA USA

LeanLogistics, Holland, MI USA

Mixpanel, San Francisco, CA USA

Oildex, Denver, CO USA

Pushpay Holdings Limited, Redmond, WA USA

ServiceTitan, Glendale, CA USA

ShopKeep, New York, NY USA

SYSPRO, Costa Mesa, CA USA

UserTesting, Mountain View, CA USA

VIPRE (ThreatTrack Security), Clearwater, FL USA

Zenefits, San Francisco, CA USA

Zuora Inc., Foster City, CA USA



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

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

GOLD STEVIE WINNER:

Squaremouth, St. Petersburg, FL USA

SILVER STEVIE WINNER:

CommonBond, New York, NY USA

BRONZE STEVIE WINNERS:

Inova Payroll, Nashville, TN USA

Sahouri Insurance, McLean VA USA

Sonnet, Toronto, ON Canada

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

GOLD STEVIE WINNER:

WePay Inc, Redwood City, CA USA

SILVER STEVIE WINNERS:

Allianz Global Assistance, Richmond, VA USA

Distinguished Programs, New York, NY USA

Netchex, Covington, LA USA

Nuance Communications, Burlington, MA USA: Esurance

BRONZE STEVIE WINNERS:

AllClear ID, Austin, TX USA

Cathay Life Insurance Co., Ltd, Taipei, Taiwan

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

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

GOLD STEVIE WINNER:

Ortho Clinical Diagnostics, Raritan, NJ USA

SILVER STEVIE WINNER:

Zelis Payments, Clearwater, FL USA

BRONZE STEVIE WINNERS:

Grand Rounds, San Francisco, CA USA

TSI Healthcare, Chapel Hill, NC USA

Customer Service Department of the Year – Leisure & Tourism

GOLD STEVIE WINNER:

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

SILVER STEVIE WINNER:

Marriott Intermediary Partner Care, Omaha, NE USA

BRONZE STEVIE WINNER:

HomeAway, Inc., Austin, TX USA

Customer Service Department of the Year – Public Services & Education

GOLD STEVIE WINNER:

PublicSchoolWORKS, Inc. Cincinnati, OH USA

Customer Service Department of the Year – Retail

GOLD STEVIE WINNERS:

Chewy, Dania Beach, FL USA

Kohl's Credit and Customer Service, Menomonee Falls, WI USA: Kohl's Department Stores

SILVER STEVIE WINNER:

QVC, West Chester, PA USA

BRONZE STEVIE WINNERS:

Casper, New York, NY USA

Kohl's Credit and Customer Service, Menomonee Falls, WI USA: Kohl's Card Service Operations

Wayfair, Boston, MA USA

Customer Service Department of the Year – Telecommunications

GOLD STEVIE WINNER:

Google Fiber, Mountain View, CA USA

SILVER STEVIE WINNERS:

j2 Global, Inc., Ottawa, ON Canada

RingCentral, Belmont, CA USA

BRONZE STEVIE WINNERS:

BCM One, New York, NY USA

Broadview Networks, Rye Brook, NY USA

Broadvoice, Los Angeles, CA USA

MetTel, New York, NY USA



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

Customer Service Department of the Year – All Other Industries – Less Than 100 Employees

GOLD STEVIE WINNERS:

Signs.com, Salt Lake City, UT USA

TIE-Fanucworld, LaVergne, TN USA

SILVER STEVIE WINNERS:

Legal Resources, Virginia Beach, VA USA

SV (Smoking Vapor), Phoenix, AZ USA

BRONZE STEVIE WINNERS:

Choozle, Denver, CO USA

Clarus Commerce, Rocky Hill, CT USA

Cyberscout (formerly IDT911), Scottsdale, AZ USA

Customer Service Department of the Year – All Other Industries – 100 – 2500 Employees

GOLD STEVIE WINNER:

HomeServe USA, Boca Raton, FL USA

SILVER STEVIE WINNERS:

ClearVision Optical Company, Hauppauge, NY USA

CubeSmart, Malvern, PA USA

Response, Lindon, UT USA

Runzheimer, Waterford, WI USA

BRONZE STEVIE WINNERS:

Donan, Louisville, KY USA

Electro Industries/GaugeTech, Westbury, NY USA

EMKAY Inc, Itasca, IL USA

ReputationDefender.com, Redwood City, CA USA

SquareTrade, San Francisco, CA USA

United States Equestrian Federation, Lexington, KY USA

VIZIO Inc., Irvine, CA USA: VIZIO Dakota Dunes

Customer Service Department of the Year – All Other Industries – More than 2,500 Employees

GOLD STEVIE WINNER:

Dow Jones & Co., New York, NY USA

BRONZE STEVIE WINNERS:

Alliance Laundry Systems, Ripon, WI USA

CLEARresult, Tempe, AZ USA

CUSTOMER SERVICE SUCCESS CATEGORIES

Customer Service Success – Financial Services & Other Service Industries

GOLD STEVIE WINNER:

John Hancock Financial Services, Boston, MA USA:

Support...who owns it anyways?

SILVER STEVIE WINNER:

Humana, Inc., Louisville, KY USA: PeopleFirst

BRONZE STEVIE WINNER:

Kalme Corporate Real Estate Valuation and Consultancy, Ankara, Turkey: Kalme Corporate Real Estate Valuation and Consultancy

Customer Service Success – Technology Industries

GOLD STEVIE WINNER:

Masergy Communications, Inc., Plano TX, USA:

Customer Service Success

SILVER STEVIE WINNERS:

Salary.com, Waltham, MA USA:

Customer-Centric Compensation Solutions:

Salary.com Goes Back to Its Roots

Warsaw Group, Inc., New York, NY USA:

New Capability Improves User Experience,

Frees Customer Support to Focus on Other Key

Customer Deadlines

Youth Digital, Durham, NC USA:

Youth Digital Customer Service/Support Team

BRONZE STEVIE WINNERS:

Globoforce, Southborough, MA USA and Dublin, Ireland:

Canadian Automobile Association's Applause Program

NetRefer, Msida, Malta:

NetRefer places Customers at the Heart of the Business

Patagonia Health, Cary, NC USA:

Customer Engagement – Ongoing and at Every Level

Standard For Success, Cloverdale, IN USA:

Standard For Success: A Focus on Customer Service



CUSTOMER SERVICE SUCCESS CATEGORIES – Continued

Customer Service Success – All Other Industries

GOLD STEVIE WINNER:

IDG TechNetwork, New York, NY USA:
IDG TechNetwork's Customer Service Success

SILVER STEVIE WINNER:

Bridgeway Academy, Catasauqua, PA USA:
When Education is Innovated, Customers Prosper

BRONZE STEVIE WINNERS:

Delmarva Trailer Sales and Rentals, Inc., Elkridge, MD USA:
Unsurpassed Customer Satisfaction
LECMPA, Southfield, MI USA:
LECMPA Customer Service Success

NEW PRODUCT & SERVICE CATEGORIES

Business Intelligence Solution – New

GOLD STEVIE WINNER:

WNS (Holdings) Limited, Mumbai, India:
WNS Interactive Data Enabled Analytics (IDEA)
Suite of Solutions

SILVER STEVIE WINNERS:

John Hancock Financial Services, Boston, MA USA:
The Importance of Data Hygiene
Optum Consumer Sales and Services, Horsham, PA USA:
Leveraging Voice Analytics to Drive Business Outcomes

Business Intelligence Solution – New Version

GOLD STEVIE WINNER:

Vienna Life Insurance Joint-Stock Company-Vienna Insurance
Group, Warsaw, Poland: NAVIGO

SILVER STEVIE WINNER:

RizePoint, Salt Lake City, UT USA:
RizePoint Management Console

BRONZE STEVIE WINNERS:

Concentrix, Fremont, CA USA:
Claims Automation Tool Improves Process and
Saves Client Money
NICE, Hoboken, NJ USA:
NICE Customer Journey Solutions

Collaboration Solution – New

GOLD STEVIE WINNER:

Seismic, San Diego, CA USA: Seismic WorkSpace

SILVER STEVIE WINNER:

HomeServe USA, Boca Raton, FL USA:
Working together to help homeowners at their time of need

BRONZE STEVIE WINNERS:

Assurant, Inc., Atlanta, GA USA: Carrier Direct
WePay Inc, Redwood City, CA USA:
Attributing Value to Collaboration

Collaboration Solution – New Version

GOLD STEVIE WINNER:

LogMeIn (join.me), Boston, MA USA:
join.me – An Online Collaboration Solution That Shows
Work Who's Boss

Contact Center Solution – New

GOLD STEVIE WINNER:

Delta Vacations, Minot, ND USA:
Delta Vacations Employee Scheduling Management Tool

SILVER STEVIE WINNERS:

HomeServe USA, Boca Raton, FL USA:
Using technology to listen, learn and improve the contact
center experience!
NICE, Hoboken, NJ USA:
NICE Total Voice of the Customer (TVOC)
Nuance Communications, Burlington, MA USA:
Nuance Transcription Engine Answers the Call from
Contact Centers by Transforming Speech and Audio into
Big Data

BRONZE STEVIE WINNERS:

Concentrix, Fremont, CA USA:
Better Agent Training Plan Improves Back End Process
Five9, San Ramon, CA USA:
Five9 Summer Release
HGS, Lisle, IL USA: HGS DigiCX:
Reimagining and Redefining the Customer Experience
Moxie, San Bruno, CA USA:
Making Extraordinary Service the Norm



NEW PRODUCT & SERVICE CATEGORIES – *Continued*

Contact Center Solution – New Version

GOLD STEVIE WINNER:

VOCALCOM, Paris, France:
Vocalcom Cloud Contact Center

SILVER STEVIE WINNERS:

LogMeln, Boston, MA USA:
BoldChat by LogMeln

Microsoft, Redmond, WA USA:
Microsoft Dynamics 365 for Customer Service

BRONZE STEVIE WINNER:

NewVoiceMedia, San Francisco, CA USA:
NewVoiceMedia – The best in cloud contact center technology

Incentive Management Solution – New

GOLD STEVIE WINNER:

Inci Aku? GS Yuasa, Manisa, Turkey:
Inci GS Yuasa, Increasing Dealer Engagement >>
Increasing Sales

SILVER STEVIE WINNER:

REV, Orlando, FL USA:
REV, Performance Management Platform

BRONZE STEVIE WINNER:

Blackhawk Engagement Solutions, Lewisville, TX USA:
Blackhawk Engagement Solutions Sales
Incentives Solution

Incentive Management Solution – New Version

GOLD STEVIE WINNER:

Xactly, San Jose, CA USA: Xactly Incent

BRONZE STEVIE WINNER:

Iconix, Austin, TX USA: Iconix Analytics Grid

IVR or Web Service Solution – New

GOLD STEVIE WINNER:

KT, Seoul, South Korea: KT's ARS

SILVER STEVIE WINNER:

Garanti Bank, Istanbul, Turkey:
Alo Garanti (Garanti Bank Call Center)

BRONZE STEVIE WINNER:

Wyndham Vacation Ownership, Orlando, FL USA:
Extra Holidays Mobile Site

IVR or Web Service Solution – New Version

GOLD STEVIE WINNER:

Measat Broadcast Network Systems Sdn Bhd,
Kuala Lumpur, Malaysia: Turning Aimless Navigation into
Thoughtful Interaction

BRONZE STEVIE WINNERS:

AKTIF Bank, Istanbul, Turkey:
Passolig Card IVR Improvement Project

Pacific Life Insurance, Aliso Viejo, CA USA:
Pacific Life – Online Transaction Tool

Marketing Solution – New

GOLD STEVIE WINNER:

GotU, London, United Kingdom:
GotU: Delivering real offline results with Facebook ads

SILVER STEVIE WINNER:

InCrowd, Boston, MA USA: InCrowd MicroTracker

BRONZE STEVIE WINNERS:

Ally Bank, Detroit, MI USA:
Ally CashBack Credit Card Calculator

HomeServe USA, Boca Raton, FL USA:
Creating value for on demand Homeowners at their time
of need!

Marketing Solution – New Version

GOLD STEVIE WINNER:

Odeabank, Istanbul, Turkey:
Felix – The fastest way for having a loan

BRONZE STEVIE WINNER:

John Hancock Financial Services, Boston, MA USA:
Annuity Claim Kit Re-design

Relationship Management Solution – New

GOLD STEVIE WINNER:

Qualtrics, Salt Lake City, UT USA: Qualtrics Insight Platform

SILVER STEVIE WINNER:

HomeServe USA, Boca Raton, FL USA:
Creating a feedback loop that drives real value in
partnership relations

BRONZE STEVIE WINNERS:

Ally Bank, Detroit, MI USA: Ally Lifesavers Webpages

John Hancock Financial Services, Boston, MA USA:
Dealer & Institutional Services Relationship
Management Solution

WePay Inc, Redwood City, CA USA:
Scaling Relationship Management Offerings



NEW PRODUCT & SERVICE CATEGORIES – Continued

Relationship Management Solution – New Version

GOLD STEVIE WINNER:

Totango, San Mateo, CA USA:
Totango's Enterprise Edition

SILVER STEVIE WINNERS:

Impartner, South Jordan, UT USA:
Impartner PRM: The Next Generation of Partner Relationship Management

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

BRONZE STEVIE WINNERS:

Infinite Convergence, Arlington Heights, IL USA:
Enterprise Messaging Service (EMS) –
Infinite Convergence Solutions

PipelineDeals, Seattle, WA USA:
PipelineDeals CRM

Transitions in Progress, LLC, Winchester, VA USA:
TIP Assessment

Sales Automation Solution – New

GOLD STEVIE WINNER:

IBM, Armonk, NY USA:
IBM Sales Quota: End to End Automated Quota tools

SILVER STEVIE WINNER:

Zenefits, San Francisco, CA USA:
Zenefits: Licensing+

BRONZE STEVIE WINNER:

Optymyze, Chester, PA USA:
Optymyze Sales Planning

Sales Automation Solution – New Version

GOLD STEVIE WINNER:

ClearSlide, San Francisco, CA USA:
ClearSlide's ION Release Delivers Next-Generation Platform

SILVER STEVIE WINNER:

Microsoft, Redmond, WA USA:
Microsoft Dynamics 365 for Sales

BRONZE STEVIE WINNERS:

Bigtincan, Boston, MA USA:
Bigtincan Hub Helps Sales People Be More Productive and Increase Win Rates

NewVoiceMedia, San Francisco, CA USA:
A leading global provider of inside sales technology

PipelineDeals, Seattle, WA USA:
PipelineDeals CRM

Ostream, Burlington, MA USA:
Harnessing the Human Side of Sales Acceleration to Drive Business Outcomes

Customer Service or Sales Book of the Year

GOLD STEVIE WINNER:

LOTTE Department Store, Seoul, South Korea:
2016 Lotte Department Store Chuseok Premium Collection

Customer Service Training Product of the Year

GOLD STEVIE WINNER:

IHG, Salt Lake City, UT USA:
IHG and a modern approach to training – micro training

BRONZE STEVIE WINNERS:

Digital Native Agency, Prague, Czech Republic & Skillandia, Lewes, DE USA: Standards of Communication on Social Media

SGEi, Las Vegas, NV USA:
Relationships for Service & Sales Success

Sales Training Product of the Year

GOLD STEVIE WINNER:

Wilson Learning, Minneapolis, MN USA:
Wilson Learning's Coaching the Counselor Salesperson

SILVER STEVIE WINNERS:

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

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

BRONZE STEVIE WINNERS:

Advantexe Learning Solutions, West Conshohocken, PA USA:
Business Acumen for Sales Professionals

The Horton Group, Chicago, IL USA:
Horton University Sales Combine

Wells Fargo Treasury Management Client Delivery, San Francisco, CA USA: SPARK



SOLUTION PROVIDER CATEGORIES

Sales Consulting Practice of the Year

GOLD STEVIE WINNER:

Imparta Inc., Austin, TX USA

SILVER STEVIE WINNERS:

EMKAY Inc, Itasca, IL USA:

Utilizing EMKAY's Advanced Analytics and Proactive Consulting to Increase Efficiency

Janek Performance Group, Las Vegas, NV USA:

Streamlined Consulting Processes Drive Measurable Returns

BRONZE STEVIE WINNERS:

SalesHood and Barry Rhein & Associates, Los Gatos, CA USA: A brand new sales process for FinancialForce with Selling Through Curiosity™ and SalesHood

The Brooks Group, Greensboro, NC USA

Visualize, Inc., Birmingham, MI USA:

Visualize Helps Companies Overcome Business Issues to Achieve Measurable Results

Sales Training Practice of the Year

GOLD STEVIE WINNER:

Imparta Inc., Austin, TX USA

SILVER STEVIE WINNERS:

Janek Performance Group, Las Vegas, NV USA:

Relevant Sales Training Overcomes Toughest Market Challenges

Visualize, Inc., Birmingham, MI USA:

Visualize Helps Companies Overcome Business Issues to Achieve Measurable Results

BRONZE STEVIE WINNERS:

MarketBridge, Bethesda, MD USA

The Brooks Group, Greensboro, NC USA

Wilson Learning, Minneapolis, MN USA

Sales Outsourcing Provider of the Year

GOLD STEVIE WINNER:

Infinity, Cedar Rapids, IA USA

SILVER STEVIE WINNERS:

Invenio Solutions, Austin, TX USA:

Invenio Solutions Grows Client Business With Industry-Leading Outsourced Sales Solution

Revana, a TeleTech Company, Gilbert, AZ USA: Driving

Outrageous Business Growth for Our Clients is #1 Priority

Sales Partnerships, Broomfield, CO USA: Generating

Revenue and Producing Brand Affinity

Incentive, Rewards, or Recognition Provider of the Year

GOLD STEVIE WINNER:

EXTRA Loyalty Solutions, Istanbul, Turkey:

Boosting Battery Sales and Engaging Consumers with 360 Degree Dealer Incentive Solution

SILVER STEVIE WINNER:

MarketBridge, Bethesda, MD USA

BRONZE STEVIE WINNERS:

Optymize, Chester, PA USA:

A Worldwide Provider of Enterprise Cloud Applications and Services

QNB Finansbank, Istanbul, Turkey

Customer Service or Call Center Consulting Practice of the Year

GOLD STEVIE WINNER:

North American Power, Norwalk, CT USA

SILVER STEVIE WINNER:

Guidebook, Inc., San Francisco, CA USA:

Proactive Services = Smiley Clients

BRONZE STEVIE WINNERS:

LockPath, Overland Park, KS USA:

LockPath Customer Service Team is Key to Success

MapR Technologies, San Jose, CA USA:

Exceptional Customer Support in an Impossibly Difficult Technology Environment



SOLUTION PROVIDER CATEGORIES – Continued

Customer Service or Call Center Training Practice of the Year

GOLD STEVIE WINNER:

Ulysses Learning, New York, NY USA

SILVER STEVIE WINNER:

SGEi, Las Vegas, NV USA:

SGEi Revolutionizes Customer Service Training

Sales or Customer Service Solutions Technology Partner of the Year

GOLD STEVIE WINNER:

Nuance Communications, Burlington, MA USA:

Nuance's Nina is The Go-To Virtual Assistant

SILVER STEVIE WINNERS:

John Hancock Financial Services, Boston, MA USA:

2016 Enterprise IT Successes through Rebranding

OpenMarket, Seattle, WA USA

BRONZE STEVIE WINNERS:

NewVoiceMedia, San Francisco, CA USA:

Creating More Successful Conversations

Prov International, Inc, Tampa, FL USA

TCN, St. George, UT USA

Contact Center or Customer Service Outsourcing Provider of the Year

GOLD STEVIE WINNER:

Optum Consumer Sales and Services, Horsham, PA USA:

Building a Strategic Brand Center

SILVER STEVIE WINNERS:

Conectys, Bucharest, Romania

OnProcess Technology, Ashland, MA USA:

OnProcess Technology Boosts Client Success with Innovative Customer Service

Leadership or Management Training Practice of the Year

GOLD STEVIE WINNER:

Wilson Learning, Minneapolis, MN USA

SILVER STEVIE WINNER:

Peggy Klaus, New York, NY USA

BRONZE STEVIE WINNER:

Carew International, Inc., Cincinnati, OH USA

BUSINESS DEVELOPMENT CATEGORIES

Business Development Executive of the Year

GOLD STEVIE WINNER:

CAC 2000 Ltd., Kingston, Jamaica:

Steven Marston, Chairman & CEO

SILVER STEVIE WINNER:

CommonBond, New York, NY USA:

Leigh Gross, VP, Business Development

Business Development Professional of the Year

GOLD STEVIE WINNER:

Board of Certification/Accreditation, Owings Mill, MD USA:

Cynthia Tolson, Business Development Manager

SILVER STEVIE WINNER:

DHL Express U.S., Franklin Park, IL USA:

Kelly Shepard, Business Development Manager, Enterprise

Business Development Achievement of the Year – Financial Services Industries

GOLD STEVIE WINNER:

EFG Companies, Irving, TX USA:

EFG Companies Runs the Tables for Second Year

BRONZE STEVIE WINNER:

Pacific Life, Newport Beach, CA USA:

Holistic Approach to Client Communication

Business Development Achievement of the Year – Services Industries

GOLD STEVIE WINNER:

IBM, Armonk, NY USA:

IBM Japan/Okinawa Business Development achievements:
Silver AI

SILVER STEVIE WINNER:

Thought Bubble, Brisbane, Australia:

Thought Bubble's Business Development Achievements

BRONZE STEVIE WINNER:

CAC 2000 Ltd., Kingston, Jamaica:

CAC 2000 Ltd. Aims High to Win Jamaica's
'Braco' Project



Mark Your Calendar for the 2018 Stevie® Awards for Sales & Customer Service

June 28 2017: Call for entries issued

October 18: Early-bird entry deadline – entry fees discounted through this date

November 15: Entry deadline – \$55/entry late fee will be charged for entries submitted after this date

November 2017 – January 2018: Preliminary judging

January 11 2018: Final entry deadline – late entries will not be penalized in any way in the judging process

January 16: Finalists notified

January 17: Public voting opens for People's Choice Stevie Awards for Favorite Customer Service

January – February: Final judging

February 9: Public voting closes at 11:59 pm ET for People's Choice Stevie Awards for Favorite Customer Service

February 23: Awards banquet at Caesars Palace in Las Vegas, Nevada USA



THE STEVIE® AWARDS

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