

# 10TH ANNUAL **STEVIE<sup>®</sup> AWARDS** FOR SALES & CUSTOMER SERVICE

**Awards Banquet  
and Presentations**

**Friday, March 4, 2016**

**Paris Las Vegas Hotel • Las Vegas, Nevada**

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*Congratulations to these Stevie® Awards finalists that bring our mission of activating sales cultures into reality.*

### **SALES TRAINING OR EDUCATION LEADER OF THE YEAR**

**Finalist:** Senior Master Sergeant David W. Drake  
Air Force Reserve Command, Recruiting Service  
Chief of Training

### **GLOBAL SALES TEAM OF THE YEAR**

**Finalist:** Victrex Sales Team



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Congratulations to all of the finalists and thank you to the Stevie Awards. We are honored to be nominated.



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Welcome to the 10th annual Stevie® Awards for Sales & Customer Service, the world's top honors for business development, sales, contact center, and customer service professionals.

For several years now this has been the fastest-growing of all of the Stevie Awards programs. Entries were up more than 10% this year from 2015.

From November 2015 through early February this year, 189 professionals around the world reviewed, rated and commented on more than 2,100 entries that were submitted by organizations in 36 nations. Just about 37% 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 3rd annual Asia-Pacific Stevie Awards, The 14th Annual American Business Awards, and The 13th Annual International Business Awards. In April we'll introduce the newest Stevie Awards competition, called the Stevie Awards for Great Employers. This competition will recognize the world's best employers, human resources excellence in all its facets, products and services used to create and drive great workplaces, suppliers to the industry, and more. I invite you to learn more about these and our other competitions at [www.StevieAwards.com](http://www.StevieAwards.com).

Thank you for participating in the 10th annual Stevie Awards for Sales & Customer Service, and for joining us this evening. Best wishes for continued success!

Cordially,

Michael Gallagher  
President, The Stevie Awards

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### THE STEVIE® AWARDS

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*Congratulations to our  
Stevie Award finalists!*

**Amica's National Sales Center Operations Team**



**Joe Agnoli**

*Senior Sales and Client Services Team Leader*



**Zach Knudsen**

*Sales and Client Services Team Leader*

*We're so proud of **all** of you!*



Amica Mutual Insurance Company  
Lincoln, Rhode Island



Learn more about the 2016 Final Judges.

## Final Judging Committees

Final judging was conducted in late January to early February 2016 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 FINAL JUDGING COMMITTEE



**CHAIR:**

**Michael Anthony**, *Managing Director*,  
OnForce (a division of Beeline),  
Jacksonville, Florida, USA

**COMMITTEE:**

- Teresa Allen**, *Owner*, Common Sense Solutions,  
Shreveport, Louisiana, USA
- Kasey Clements**, *Director*, Owner Services,  
Starwood Vacation Ownership, Orlando, Florida, USA
- Karla Davis**, *General Manager*, Plantation Resort,  
Surfside Beach, South Carolina, USA
- Oliver Ginsburg**, *Director of Customer Experience*,  
Rukkus Fan Operations, New York, New York, USA
- Jim Iyoo**, *EVP Customer Experience*, Etech Global Services,  
Nacogdoches, Texas, USA
- Lisa P. Oswald**, *Senior Vice President*, Travelzoo,  
New York, New York, USA
- Heather Smith**, *Vice President*, Strategic Services,  
NMC Health Care, Abu Dhabi, United Arab Emirates
- Brian Zotti**, *Senior Vice President of Operations*,  
Bridgepoint Education, San Diego, California, USA

### CUSTOMER SERVICE/CONTACT CENTER TEAM FINAL JUDGING COMMITTEE



**CHAIR:**

**Kadir Mustafa Öztürk**, *Executive Vice President*,  
*Alternative Delivery Channels &*  
*Digital Banking Projects*, Intertech A.Ş.,  
Istanbul, Turkey

**COMMITTEE:**

- Ronald Joseph Avcilla**, *Experience Coach – Quality Management*,  
Globe Telecom, Inc., Manila, Philippines
- Denis Hoxha**, *Manager, IT Projects & Development*,  
Banka Kombetare Tregtare, Tirana, Albania
- Joshua Kay**, *Products Manager*, Nextiva,  
Paradise Valley, Arizona, USA
- İlker Gazi Kördeve**, *Digital Banking and Payment Systems*  
*Group Manager*, Kıbrıs İktisat Bankası Ltd, Nicosia, Cyprus
- Steven Marr**, *Operations Manager*, TELUS,  
Edmonton, Alberta, Canada
- Manu Singh**, *Head – Corporate Cards & Business Development*,  
Dubai First, Dubai, United Arab Emirates

### CUSTOMER SERVICE DEPARTMENT FINAL JUDGING COMMITTEE



**CHAIR:**

**Rebecca V. Eclipse**, *Chief Customer Experience*  
*Officer*, Globe Telecom, Inc.,  
Bonifacio Global City, The Philippines

**COMMITTEE:**

- Tore Berg**, *Managing Director*, Accenture, Denver, Colorado, USA
- Mary Belle Bituin**, *Treasurer and Chief Finance Officer*,  
Global Ferronickel Holdings, Inc., Metro Manila, Philippines
- Cecilia T. Cruzabra**, *Treasurer*, Ayala Corporation,  
Makati City, Philippines
- Maria Corazon G. Dizon**, *Chief Finance Officer*, Ayala Corporation,  
Makati City, Philippines
- Agnes Gervacio**, *President*, NEC Philippines, Inc.,  
Makati City, Philippines
- Louis Heineman**, *Director*, *Customer Care and Documentation*,  
SmartBear Software, Boston, Massachusetts, USA
- Jeff S. Mejia**, *Founder and Managing Consultant*, Mejia Strategic  
Solutions, Inc., Highway Hills, Mandaluyong City, Philippines
- Anand Nandakuma**, *Director*, Monitor Deloitte Southeast Asia,  
Costa Rhu, Singapore
- Sambamurthy Natarajan**, *CEO*, Group Digital Life,  
Singapore Telecommunications Ltd, Singapore
- Vaishal Rastogi**, *Senior Partner & Managing Director*,  
Boston Consulting Group, Singapore
- Ronald G. Roda**, *Director*, *Management Consulting*, Accenture Inc.,  
Mandaluyong City, Philippines
- Ker Ling Yew**, *Vice President Centre of Operational Excellence*,  
Singapore Telecommunications Ltd, Singapore



## Final Judging Committees

### CUSTOMER SERVICE SUCCESS & CUSTOMER SERVICE/CONTACT CENTER ACHIEVEMENT FINAL JUDGING COMMITTEE



**CHAIR:**

**Jo Wimble-Groves**, *Business Support Director, Active Digital, Lamberhurst, Kent, United Kingdom*

**COMMITTEE:**

**Ahmed Alattas**, *Project Manager, Tam Development LLC, Jeddah, Saudi Arabia*

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

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

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

**John Hufnagel**, *Director, Strategic Support, Thomson Reuters, Carrollton, Georgia, USA*

**Renee Knee**, *Customer Facing Executive, Dominican University of California, San Rafael, California, USA*

**Randima Krishnaratne**, *Customer Service Manager, Unilever Sri Lanka, Colombo, Sri Lanka*

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

**Taisa Mitter**, *Customer Service Manager, IP & MA Consulting Group, Russia*

**Rajendran Nagle**, *Head of Marketing, Estuate, Fremont, California, USA*

**Rob O'Keefe**, *Chief Technology Officer, Arc Aspicio, Arlington, Virginia, USA*

### SALES DISTINCTION/NEW PRODUCT & SERVICE FINAL JUDGING COMMITTEE



**CHAIR:**

**Mike Hart**, *Vice President, Sales, Lennox Residential, Lennox Industries, Inc., Richardson, Texas, USA*

**COMMITTEE:**

**Jeff C. Annis**, *President, Advanced Services, Inc., Augusta, Georgia, USA*

**Alexander Edsel**, *Director Masters in Marketing Programs, University of Texas at Dallas, Richardson, Texas, USA*

**Kristin Marquet**, *Owner, Creative Development Agency, New York, New York, USA*

**Rob O'Keefe**, *Chief Technology Officer, Arc Aspicio, Arlington, Virginia, USA*

**Tom Overs**, *Vice President & General Manager, Heatcraft Australia Pty Ltd, Weatherill Park, New South Wales, Australia*

**John Schreurs**, *President & COO, Strategic America, West Des Moines, Iowa, USA*

**Eric Stone**, *Vice President, Sales US & Canada, Weiler Corporation, Missouri City, Texas, USA*



## Final Judging Committees

### SALES INDIVIDUAL/BUSINESS DEVELOPMENT FINAL JUDGING COMMITTEE



**CHAIR:**

**Jackie Coffey**, CHIE, Vice President, Telemarketing,  
GuideWell Connect, Jacksonville, Florida, USA

**COMMITTEE:**

**Von Conley**, Director of Operations Sales and Marketing,  
Orange Lake Resorts, Kissimmee, Florida, USA

**Caroline Edwards**, Consumer Information Centers Product Manager,  
Blue Cross/Blue Shield of Tennessee, Chattanooga, Tennessee

**Heisha Freeman**, Executive Vice President, Sales & Marketing,  
The Move Management Center, Dallas, Texas, USA

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

**Tara Griffin**, Senior Solutions Consultant, Genesys,  
Flagler Beach, Florida, USA

**Jim Iyob**, EVP Customer Experience, Etech Global Services,  
Nacogdoches, Texas, USA

**Mark Lazzara**, Managing Partner, BOP Partners LLC,  
Alpharetta, Georgia, USA

**Sharon Metzger**, Publications & Graphics Manager,  
Lake Metroparks, Concord Township, Ohio, USA

**Amy Novak**, Senior Consultant, BenchmarkPortal,  
Santa Barbara, California, USA

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

**Scott Schnaars**, Vice President, Sales, Dynamic Signal,  
San Bruno, California, USA

### SALES TEAM/SALES ACHIEVEMENT/ SERVICE PROVIDER FINAL JUDGING COMMITTEE



**CHAIR:**

**Rob Jeppsen**, Senior Vice President &  
General Manager, HireVue Accelerate, HireVue, Inc.,  
South Jordan, Utah, USA

**COMMITTEE:**

**Leigh Bochiccio**, Vice President, Global Sales Learning, Mastercard,  
Purchase, New York, USA

**Mikel Chertudi**, Vice President, Inside Sales, Adobe Systems,  
Salt Lake City, Utah, USA

**Daniel DiBona**, Manager, Sales, Elephant Insurance,  
Henrico, Virginia, USA

**Jim Dickie**, Research Fellow, CEO Insights,  
Boulder, Colorado, USA

**Simon Frewer**, Global Director of Sales, CEB,  
Rosslyn, Virginia, USA

**Lisa Guess**, Vice President, Sales Engineering, Juniper Networks,  
Sunnyvale, California, USA

**Rock Hamilton**, Vice President, ACI Worldwide,  
Naples, Florida, USA

**Phil Harker**, Senior Vice President, Client Solutions, Rally Health,  
Washington, DC, USA

**Jake Hugely**, Managing Director, Fee Income, Zion Bancorporation,  
Salt Lake City, Utah, USA

**Jill Konrath**, Author & Keynote Speaker,  
Jill Konrath, Sales Accelerator, White Bear, Minnesota, USA

**Gary Roads**, Sales Curriculum Leader, Brigham Young University,  
Salt Lake City, Utah, USA

**Jason Robinson**, Senior Vice President, Sales & Marketing,  
MarketBridge, Bethesda, Maryland, USA

**Jeff Spencer**, Vice President, Sales Operations, Waste Management,  
Houston, Texas, USA

**Heather Valentine**, Vice President, Global Services,  
Thermo Fisher Scientific, Manakin Sabot, Virginia, USA

**Chas Weems**, Senior Director, Smith & Nephew

**Angela Xavier**, Vice President, Sales, Americas,  
Intercontinental Hotel Group, Atlanta, Georgia, USA

# Black Knight Financial Services Is Proud of Our Stevie Award Finalists!



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## David Campbell

Vice President and Product Executive – PowerCell

Back-Office Customer Service  
Professional of the Year

## Ginny Peugnet

Senior Corporate Accounting Consultant – Western  
Central PowerCell

Front-Line Customer Service  
Professional of the Year

## PowerCell®

Customer Service Department of the  
Year – Computer Services

## Black Knight Data & Analytics

Customer Service Team of the Year –  
Recovery Situation

Customer Service Training Team of  
the Year

Sales or Customer Service Solutions  
Technology Partner of the Year



Learn more about this judging panel.

## Preliminary Judges

The following professionals participated in preliminary-round judging of the 10th annual Stevie® Awards for Sales & Customer Service from November 2015 to January 2016. 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**, Sr. Manager, Business & Sales Development, DHL Express USA, Plantation, FL, USA

**Maryam Alhashmi**, Deputy Representative of Quality, Fujairah Police GHQ, Fujairah, United Arab Emirates

**Amal Al-Najjar**, HR Manager, FLUOR/FDH JV, Ahmadi, Kuwait

**Yeshiyah Amariel**, Executive Consultant, Initiated Marketing, Chicago, IL, USA

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

**David Araujo**, DP DHL, DHL Express, São Paulo, Brazil

**Heather Arthur**, Director, Business Care, Rogers Communications Inc., Brampton, ON, Canada

**David Ashton**, Chief Revenue Officer, Jonckers, Boulder, CO, USA

**Tristan Averett**, Associate Manager, Allscripts, Salem, OR, USA

**Jamal Ayyad**, Vice President – Service Delivery, SurePayroll, Glenview, IL, USA

**Stuart Bankey**, Manager, Community Management, Rackspace, Windcrest, TX, USA

**Nick Broadbent**, VP Global Support, DataCore Software, Reading, GA, USA

**Steve Butler**, Vice President, CXACT, Arlington, VA, USA

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

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

**Beth Castro**, AVP – Commercial Enablement, AT&T, Energy Business Solutions, Dallas, TX, USA

**Deepak Chawla**, Vice President of Worldwide Support, Nutanix, Fremont, CA, USA

**Lebin Ebru Cokisler**, Head of Corporate Communications, ANADOLU GROUP, Istanbul, Turkey

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

**Jason Copeland**, Vice President – Sales, SurePayroll, Inc., Glenview, IL, USA

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

**John Cushman**, Vice President & Chief Business Strategist, Tech Mahindra, Dallas, TX, USA

**Amjad Daoud**, Program Coordinator – Archival Program, Higher Colleges of Technology, United Arab Emirates

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

**Karla Davis**, General Manager, Plantation Resort, Surfside Beach, SC, USA

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

**Luis Deza**, General Manager, Canto Rodado Consulting, Miraflores Lima, Peru

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

**Liliya Dimitrova**, Customer Service Manager, Provident Financial Bulgaria, Bulgaria

**Sheryl Dobson**, Director of Customer Support, J2 Global Cloud Services, Customer Support, Ottawa, ON, Canada

**Teresa Dos Santos**, Director, Business Interiors, Pensacola, FL, USA

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

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

**Laura Edgerton**, Director, US Marketing, Manulife Asset Management, Boston, MA, USA

**Jessica Eker**, Senior VP, Global Life Sciences Practice, Transperfect, New York, NY, USA

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

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

**Osman Firat**, Customer Lifecycle Management Director, B/S/H Turkey, Istanbul, Turkey

**Mark Fleming**, Performance Manager, Delta Air Lines, Sales Support, Minneapolis, MN, USA

**William Garrick**, Vice President, OptumRx, Costa Mesa, CA, USA

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

**Allison Golsby**, CEO, ConsultMine, Brisbane, QLD Australia

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

**Robert Gregory**, Senior Director – Hosting Support, GoDaddy, Scottsdale, AZ, USA

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

**Nabyl Hassain**, Director Telesales Americas, DHL Global Forwarding, Miami, FL, USA

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

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

**Ozan Hunler**, Senior Account Manager, AkzoNobel Coatings, Automotive and Aerospace Coatings Izmir, Izmir, Turkey

**Linden Ingram**, Executive VP Sales, Imparta Inc, Austin, TX, USA

**Jaimon Jacob**, Associate Director – Customer Service & Business Excellence, UAE Exchange Centre LLC, Dubai, United Arab Emirates

**Mary Beth Jenkins**, Senior Vice President & Chief Operating Officer, UPMC Health Plan, Pittsburgh, PA, USA

**Becky Johns**, Senior Vice President, MarketBridge, Bethesda, MD, USA

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

**JoAnn Kay**, Customer Care Director, GraduationSource, Port Chester, NY, USA

**Umut Kececioğlu**, Mobile Services Manager, Yapi Kredi Bank, Turkey

**Joshua Kelley**, Supervisor, Leadership Operations Training, MTM, Inc., West St Paul, MN, USA

**Lynn Kiser**, Manager, Customer Service, MedCost, Winston-Salem, NC, USA

**Sandra Lynch**, Account Manager, John Hancock, Boston, MA, USA

Culture: [kuhl-cher] - noun

*The arts and other manifestations of human intellectual achievement regarded collectively.*



## **Congratulations to our 2016 Stevie Award Nominees:**

Jen Collins, Sean Halloran, Joe Pearson, Ashley Valle  
and the eMoney Client Engagement group.

At eMoney Advisor, we believe the strength of our team's collective commitment to why we do what we do, is what makes what we do so meaningful. That's our culture. And we couldn't be more proud. Thank you to the entire eMoney team for your dedication to financial professionals and their clients succeed through the delivery of innovative wealth-planning technology and award-winning support.

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## Preliminary Judges

**Scott MacGregor**, *Founder & President*, SomethingNew, LLC,  
Madison, CT, USA

**David Madacs**, *Senior Technical Customer Support Engineer*, GrassValley,  
Lakewood, CO, USA

**Omar Martínez**, *Human Resources Manager*, DHL Express, Mexico

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

**Rowena Maxwell**, *Senior Manager*, Accenture, London, United Kingdom

**Serkan Memisoglu**, *Manager*, Forte Consultancy Group Dubai,  
Dubai, United Arab Emirates

**Altug Merhap**, *Senior VP*, DenizBank Turkey, DenizBank Genel Müdürlüğü,  
Istanbul, Turkey

**Judy Mod**, *Founder, CEO, & Chief Adoption Officer*, RevenueSphere,  
Atlanta, GA, USA

**Thomas Moor**, *Global Director, Strategy and Planning*,  
Sartomer (a business unit of Arkema), Exton, PA, USA

**Heather Moreland**, *Commercial Services Executive*, Brett Martin,  
Newtownabbey, Antrim, United Kingdom

**Ann Moreth**, *Sr. Customer Service Engagement Manager*,  
UPMC Health Plan, Pittsburgh, PA, USA

**Zine Moufakir**, *Global Sales & Key Account Development Manager*,  
3M Global Sales Operations, Maplewood, MN, USA

**Pat Mussieux**, *Founder*, Steps2Happiness Inc., London, ON, Canada

**Tracy Neiser**, *Customer Service Manager*, Active Exhaust Corp,  
Toronto, ON, Canada

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

**Tracy Parco**, *Director of Training*, East West Bank, El Monte, CA, USA

**Leslie Phillips**, *Channel & Product Support Manager*, GoDaddy,  
Customer Care Center, Scottsdale, AZ, US

**Dennis Reno**, *Senior VP, Customer Service*, Proofpoint, Inc.,  
Customer Services, Sunnyvale, CA, USA

**Peter Rifkind**, *VP, Client Services*, UltraLinq Healthcare Solutions, Inc,  
New York, NY, USA

**Bruce Rosenblatt**, *Senior Housing Consultant*, BR Consulting Group,  
Bonita Springs, FL, USA

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

**Jeremy Santiago**, *Senior Manager*, Cisco, Global Virtual Sales  
Organization, Dubai, United Arab Emirates

**Paula Seeger**, *Information Support Specialist Sr*, ASU Libraries,  
Tempe, AZ, USA

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

**Priyanka Shah**, *Vice President*, BNY Mellon, Albridge, USA

**Dr. Shih Wei Sheu**, *China Zhi Gong Party: Jiangsu Explore Award*,  
New Taipei City, Taiwan

**Karishma Singh**, *Manager – Business Analyst*, Fareportal,  
Gurgaon Haryana, India

**Bella Slade**, *Consultant*, Accenture, Financial Services,  
London, United Kingdom

**Calvin St Juste**, *Customer Care Executive*, CapitalOne, Retail Banking,  
Ellicott City, MD, USA

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

**Michel Stevens**, *Senior Consultant*, Futurelab, Willebroek, Belgium

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

**Joshua Strahler**, *Support Center Manager*, Network Alliance,  
Parkersburg, WV, USA

**Lori Sullivan**, *Senior Director, Planning & Logistics*, Phoenix Brands,  
Stamford, CT, USA

**Rochelle Sutton**, *Specialist, Customer Experience Management*,  
Accenture, Financial Services, Tarvin, Chester, England

**Kate Talbot**, *Director of Communications*, Klick Communications,  
Santa Monica, CA, USA

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

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

**Özge Tekalp**, *Director*, Türk Ekonomi Bankasi A.S – Alternative Sales  
Channels, Istanbul, Turkey

**Rachael Thomas**, *Consultant*, Accenture, Scotland, United Kingdom

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

**Thomas Thuerling**, *Customer Service Consultant*,  
Serviceberatung Thuerling, Germany

**Emily Truslow**, *Annuity Customer Service Manager*,  
Securian Financial Group, St Paul, MN, USA

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

**Richard Tyrrell-Ead**, *Director*, Grass Valley Customer Services,  
Lakewood, CO, USA

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

**Patrick Van Tolhuyzen**, *Independent Consultant*, Antwerp, Belgium

**Naveen Venkat PV**, *Director – Support Services*, Replicon Inc.,  
Bangalore, Karnataka India

**William Wade**, *VP Business Operations*, Synapse Group Inc.,  
Stamford, CT, USA

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

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

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

**Lisa Woods**, *Product Manager*, WIN, Madison, WI, USA

**Leanne Yenush**, *Non-Cash Compensation Manager*, MFS Investment  
Management, Sales Compliance, Boston, MA, USA

**Claudia Zacharias**, *President & CEO*, BOC, Pompano Beach, FL, USA

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



# CONGRATULATIONS

FIS Retail Payments and Retail Payments Client Communication and Analytics teams

FIS™ CONGRATULATES our Retail Payments and Retail Payments Client Communication and Analytics teams on being selected as finalists for four Stevie Awards:

- Award for Innovation in Customer Service
- Frontline Customer Service Team of the Year
- Customer Service Management Team of the Year
- Back-Office Customer Service Team of the Year

We are proud of our teams' dedication to innovation and world-class customer service. They are an integral part of FIS' more than 55,000 worldwide employees who are passionate about moving our clients' business forward – each and every day.



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

## 2016 Finalists

5:15 pm Award Presentations

### BUSINESS DEVELOPMENT CATEGORIES

#### Business Development Executive of the Year

BenefitMall, Dallas, TX USA: Tiffany Stiller,  
VP of Carrier Relations

Digital Risk, Maitland, FL USA: Laura Williamson,  
SVP, Client Services

Digital Risk, Maitland, FL USA: Leo Loomie,  
VP, Client Services

Thought Bubble, Brisbane, Australia: Nyree McKenzie,  
Managing Director and Principal Consultant

#### Business Development Professional of the Year

Digital Risk, Maitland, FL USA: Kelly Peyton,  
Manager, Client Services

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

Sales Partnerships, Inc., Westminster, CO USA:  
Justin Schust – Pioneering a New Product in the  
Green Sector

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

Thought Bubble, Brisbane, Australia: Thought Bubble's  
Business Development Achievements

ZiraatBank, Ankara, Turkey: ZiraatBank Business  
Development Achievement

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

B&L Information Systems, Bridgman, MI USA:  
B&L Information Systems Bus. Dev. Achievements

Pushpay Holdings Limited, Redmond, WA USA:  
Pushpay's Business Development Achievements

Treeline, Incorporated, Wakefield, MA USA:  
Treeline, Inc.-Business Development Achievement

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

Lennox Industries, Inc., Richardson, TX USA:  
Lennox Business Development Achievements

EFG Companies, Irving, TX USA: Quality Service Leads to  
Quality Growth

iHeartMedia, New York, NY USA: iHeartMedia's Business  
Development Achievements

### NEW PRODUCT & SERVICE CATEGORIES

#### Business Intelligence Solution – New

Ally Bank, Detroit, MI USA:  
Ally Bank's Ally Assist<sup>SM</sup> Mobile Virtual Assistant

Enterprise Fleet Management, St. Louis, MO USA:  
Enterprise Fleet Management: Fleet Planning Toolkit

Hopi, Istanbul, Turkey: Hopi, The App Of Shopping

JONCKERS, Westminster, CO USA:  
JONCKERSdashboard – an MIS for globalization

Netchex, Mandeville, LA USA:  
Netchex's ACA Central Dashboard

WACUL Inc., Tokyo, Japan: AI Analyst

WNS Global Services, Mumbai, India: QBay

#### Business Intelligence Solution – New Version

CallidusCloud, Dublin, CA USA: CallidusCloud Automates  
the Sales Process with the Lead to Money Suite

CallidusCloud, Dublin, CA USA: CallidusCloud's Platform  
Predicts and Manages Dynamic Incentive Plans

Donlen Fleet Leasing/Management, Northbrook, IL USA:  
Donlen DriverPoint Telematics Solution

Steton, Salt Lake City, UT USA: Steton Mobile Auditor –  
Improving Customer Experience with Compliance BI

TTNET, Istanbul, Turkey: Accessible Tivibu

Verint Systems, Alpharetta, GA USA: Driving Top Notch  
Customer Service Through Customer and  
Employee Insight



Your Global Digital Gaming Marketplace

# Stevie Awards 2016

## Hello Las Vegas!

G2A are finalist in the following categories:

- **New Product & Service**
- **Customer Service & Contact Centre Team**
- **Customer Service & Contact Centre Achievements**



**FOR SALES &  
CUSTOMER SERVICE**



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[WWW.G2A.CO](http://WWW.G2A.CO)



## NEW PRODUCT & SERVICE CATEGORIES – Continued

### Collaboration Solution – New

Allego, Needham, MA USA: Harnessing the power of video and mobile technology to transform sales training and enablement

Philadelphia Insurance Companies, Bala Cynwyd, PA USA: PHLI's Collaboration Solution – The HUB

### Collaboration Solution – New Version

bigtincan, Waltham, MA USA: When mobile matters most – Using bigtincan hub 5.0 to usher in a new era of productivity for the mobile workforce

Broadview Networks, Rye Brook, NY USA: Broadview Networks' OfficeSuite HD Meeting«

GetResponse, Gdansk, Poland: ClickMeeting

Turkiye Is Bankasi A.S., Istanbul, Turkey: Isbank Parakod Cinemaximum

### Contact Center Solution – New

C3i Healthcare Connections, a division of Telerx, King of Prussia, PA USA: CaseTrack360

Coveo, San Mateo, CA USA: Coveo Reveal

Interactive Intelligence, Indianapolis, IN USA: Interactive Intelligence PureCloud Engage

John Hancock Financial Services, Boston, MA USA: Putting our Customers First!

John Hancock Financial Services, Boston, MA USA: Raise the Bar

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

NICE Systems, Paramus, NJ USA: NICE Robotic Automation

NICE Systems, Ra'anana, Israel: NICE Journey Voice of the Customer (Journey VOC)

SalesBox, Houston, TX USA: Sales Crush Saga – Sales Contest App for Outbound calling

### Contact Center Solution – New Version

Microsoft Dynamics CRM, Bellevue, WA USA: Microsoft Dynamics CRM 2016

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

NICE Systems, Ra'anana, Israel: NICE Engage Platform – Search and Retention Management

Wheels, Inc., Des Plaines, IL USA: Wheels' New Internal Roadside Service Follow-Up Process

### Incentive Management Solution – New

Hoopla Software, San Jose, CA USA: Hoopla 5 Drives Improved Team and Individual Performance

Nationwide, Columbus, OH USA: Nationwide Implements Enterprise Gamification Software to Increase Employee Engagement & Sales

Treeline, Incorporated, Wakefield, MA USA: Treeline, Inc. – Incentive Management Solution

### Incentive Management Solution – New Version

Bupa Global, Miami, FL USA: Bupa Rewards – A New Multi-lingual Incentive Management Solution

NICE Systems, Ra'anana, Israel: NICE Sales Performance Management Suite

NorthStar EMS, Tuscaloosa, AL USA: Employee Marketing Drives Transport Performance

Xactly, San Jose, CA USA: Xactly Incent

### IVR or Web Service Solution – New

CSA Travel Protection, San Diego, CA USA: CSA Travel Protection's eClaims Online Claims Portal

WACUL Inc., Tokyo, Japan: AI Analyst

WNS Global Services, Mumbai, India: SmartProSM

### IVR or Web Service Solution – New Version

Convergys, Cincinnati, OH USA: Convergys FastPath Development Environment

Odeabank, Istanbul, Turkey: Odeabank IVR – New Version

# Upcoming Stevie® Awards Deadlines

## 2016 American Business Awards<sup>SM</sup>



THE AMERICAN  
BUSINESS AWARDS<sup>SM</sup>

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

**Final Entry Deadline:**  
March 16, 2016

## 2016 Asia-Pacific Stevie® Awards



ASIA-PACIFIC  
STEVIE® AWARDS

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

**Final Entry Deadline:**  
March 23, 2016

## 2016 International Business Awards<sup>SM</sup>



THE INTERNATIONAL  
BUSINESS AWARDS<sup>SM</sup>

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

**Early-bird Entry Deadline:**  
April 13, 2016

Learn More and Enter at [www.StevieAwards.com](http://www.StevieAwards.com)



## NEW PRODUCT & SERVICE CATEGORIES – Continued

### Marketing Solution – New

- G2A, Rzeszow, Poland:  
G2A Land Oculus Virtual Reality (VR) Project
- Vodafone Turkey, Istanbul, Turkey: Vodafone Turkey's 'Pusula'
- Odeabank, Istanbul, Turkey: Felix – The easiest way of having a loan
- Revana, Tempe, AZ USA: Revana AQ360: A Search-to-Sales Solution for the Digital Age
- Turkiye Is Bankasi A.S., Istanbul, Turkey: Turkiye Is Bankasi A.S's Permission Marketing Initiative
- WACUL Inc., Tokyo, Japan: AI Analyst
- ZoomInfo, Waltham, MA USA: How ZoomInfo Improves Lead Generation

### Marketing Solution – New Version

- DenizBank, Istanbul, Turkey: Fastest Loan for SMEs
- Outsell, MN USA: Outsell Fuel

### Relationship Management Solution – New

- AutoPoint, South Jordan, UT USA: OwnerCare from AutoPoint
- HubSpot, Cambridge, MA USA: HubSpot's CRM Saves You Time (And LOTS of Money)
- Impartner, South Jordan, UT USA: Impartner PRM: The Next Generation of Partner Relationship Management
- Ofisim.com, Istanbul, Turkey: Ofisim.com: Cloud based XRM solution for SMBs
- Yapi Kredi Bank, Istanbul, Turkey: 44 PROGRAM: Together Stronger

### Relationship Management Solution – New Version

- Bpm'online, Boston, MA USA: Bpm'online
- Pacific Life, Newport Beach, CA USA: Producer Alliance 2.0 – The Next Evolution in the Fixed Producer Relationship
- PipelineDeals, Seattle, WA USA: PipelineDeals Accelerator
- SugarCRM, Cupertino, CA USA: Sugar 7.6: Combining Best in Class Business Process Management (BPM) Consumer Grade User Experience
- Tactile, Redwood City, CA USA: Tactile is Revolutionizing the Daily Lives of Field Sales Professionals Through the Power of Mobile Sales Productivity

### Sales Automation Solution – New

- ConnectLeader® LLC, Salem, NH USA:  
ConnectLeader for Salesforce
- ClearSlide, San Francisco, CA USA: ClearSlide Mail Mobile Brings Innovative Technology to Salespeople
- PGi, Atlanta, GA USA: PGI's Newly Released iMeet Sales Accelerator

### Sales Automation Solution – New Version

- ClearSlide, San Francisco, CA USA:  
ClearSlide Mail Improves Sales Automation
- Intelliverse, Atlanta, GA USA:  
Intelliverse's Sales Automation Application 3.3
- Sales Partnerships, Inc., Westminster, CO USA:  
SPI's Field Sales Automation Blitzes the US
- Salesforce, San Francisco, CA USA: Salesforce Lightning
- Seismic, San Diego, CA USA: Seismic Unveils Outlook Integration for Increased Sales Rep Productivity

## SOLUTION PROVIDER CATEGORIES

### Sales Consulting Practice of the Year

- Confero Inc., Raleigh NC USA: Leveraging mystery shopping and employee engagement for maximum sales
- EFG Companies, Irving, TX USA:  
Raising the Bar in Client Service
- HGS, Lisle, IL USA: Improving Enterprise Sales with Speed, Effectiveness, and Visibility
- Imparta Inc., Austin, TX USA: Imparta Inc.
- Janek Performance Group, Las Vegas, NV USA:  
Janek Performance Group - Sales Consulting Practice of the Year
- Sales Partnerships, Inc., Westminster, CO USA:  
A Beautiful Reinvention of Selling



## **SOLUTION PROVIDER CATEGORIES** – *Continued*

### **Sales Training Practice of the Year**

- Carew International, Inc., Cincinnati, OH USA:  
Carew International
- Imparta Inc., Austin, TX USA: Imparta Inc.
- iSpeak, Inc., Round Rock, TX USA: iSpeak and IGT
- Janek Performance Group, Las Vegas, NV USA:  
Janek Performance Group
- MarketBridge, Bethesda, MD USA: MarketBridge
- MAVI Interactive, LLC, Doylestown, PA USA:  
MAVI Interactive, LLC
- mLevel, Chicago, IL USA: mLevel's Partnership with  
Microsoft Azure
- New York Community Bancorp, Inc., Westbury, NY USA:  
Building Business Customer Relationships
- The Brooks Group, Greensboro, NC USA: The Brooks Group
- Wilson Learning, Minneapolis, MN USA: Wilson Learning

### **Sales Outsourcing Provider of the Year**

- GuideWell Connect, Jacksonville, FL USA:  
Partnering for Success
- Revana, Tempe, AZ USA: Revana – Integrated Sales and  
Marketing Solutions Drives Superior Outcomes for Clients
- Sales Partnerships, Inc., Westminster, CO USA:  
Sales Outsourcing Leader Wins Head to Head Yet Again

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

- EXTRA Loyalty Solutions Co., Istanbul, Turkey:  
Tailored Loyalty Solutions for our Clients to Increase  
Their Sales and Customer Engagement
- GuideWell Connect, Jacksonville, FL USA:  
Change Leaders Committed to Continuous Improvement
- GuideWell Connect, Jacksonville, FL USA: Curtain Call –  
Top Performers Have Chance to Razzle Dazzle 'em
- GuideWell Connect, Jacksonville, FL USA:  
Flexible Work Arrangements = Win-Win
- MarketBridge, Bethesda, MD USA: MarketBridge

### **Customer Service or Call Center Consulting Practice of the Year**

- AdCom8, Costa Mesa, CA USA: AdCom8
- Cisco Systems, San Jose, CA USA: Cisco Support  
Community drives innovation and \$433M+ savings in for  
Customer Service
- Confero Inc., Raleigh NC USA: Leveraging mystery shopping  
and employee engagement for maximum sales

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

- LiveOps, Scottsdale, AZ USA: LiveOps Learning  
Methodology Transition For Enterprise Call Types
- OptumRx, Irvine, CA USA: OptumRx Learning Services

### **Sales or Customer Service Solutions Technology Partner of the Year**

- Apttus, San Mateo, CA USA: Apttus Quote-to-Cash
- Brainshark, Inc., Waltham, MA USA: Brainshark, Inc.
- Black Knight Financial Services Data & Analytics,  
Irvine, CA USA: BKFS Data Analytics
- Fundation Group LLC, New York, NY USA: First Integrated  
Partnership Between Online Lender and Traditional Bank
- Imparta Inc., Austin, TX USA: Imparta Inc
- Mattersight, Chicago, IL USA: Creating Chemistry in the  
Call Center
- Microsoft Dynamics CRM, Bellevue, WA USA:  
Parature, from Microsoft
- mLevel, Chicago, IL USA: mLevel's Partnership with  
Microsoft Azure
- NewVoiceMedia, San Francisco, CA USA:  
NewVoiceMedia – The best in sales and service cloud  
contact center technology

### **Contact Center or Customer Service Outsourcing Provider of the Year**

- Concentrix, Fremont, CA USA: Concentrix:  
World Class Customer Service Decathlete
- Conectys, Bucharest, Romania: Conectys



## 7:40 pm Award Presentations

### SALES TEAM CATEGORIES

#### Global Sales Team of the Year

- Acquia, Burlington, MA USA:  
Acquia's Global Account Sales Team
- Cisco Systems Inc., San Jose, CA USA:  
Cisco's Global Virtual Sales Organization
- Marriott International Inc., Bethesda, MD USA:  
Marriott Global Reservation Sales
- Varonis, New York, NY USA: Varonis Systems Sales Team
- Victrex plc, Lancashire, United Kingdom: Victrex Sales Team

#### National Sales Team of the Year

- Adobe Systems Incorporated, San Jose, CA USA:  
Adobe Strategic Accounts Sales Team
- Digital Risk, Maitland, FL USA:  
Digital Risk National Sales Team
- iHeartMedia, Inc., New York, NY USA:  
iHeartMedia, Inc. National Sales Team
- Lyons Consulting Group, Chicago, IL USA:  
LYONSCG's National Sales Team
- Revana, Tempe, AZ USA:  
Revana Ranked Highest Global Google AdWords Vendor
- Sales Partnerships, Inc., Westminster, CO USA:  
Sales Partnerships, Inc. Sales Team
- SoftPro, Raleigh, NC USA: SoftPro Sales Team

#### Government Sales Team of the Year

- DHL Express U.S., Plantation, FL USA: DHL Express Public Sector Team
- IAC Philippines / TomArmor Systems, Layton, UT USA:  
IAC Philippines Government Sales Team

#### Field Sales Team of the Year

- American Solar Direct, Los Angeles, CA USA
- Lennox Industries, Inc., Richardson, TX USA
- Sales Partnerships, Inc., Westminster, CO USA
- Turk Ekonomi Bankasi, Istanbul, Turkey
- USHEALTH Advisors, LLC, Grapevine, TX USA

#### Telesales Team of the Year

- Delta Air Lines, Inc., Atlanta, GA USA: Delta Air Lines Small to Medium Enterprises Development Team
- DHL Express U.S., Plantation, FL USA:  
Direct Channel Sales Team
- DHL Express, Dubai, United Arab Emirates:  
DHL Express AE – Telesales Team
- iHeartMedia, Inc., New York, NY USA:  
iHeartMedia Telesales Team
- SalesStaff LLC, Houston, TX USA:  
SalesStaff Inside Sales Team
- SurePayroll, Inc., Glenview, IL USA:  
SurePayroll Telesales Team

#### Online Sales Team of the Year

- Comcast, Philadelphia, PA USA: Xfinity.com Sales Team
- Lionbridge onDemand, Waltham, MA USA:  
Lionbridge onDemand

#### Sales Support Team of the Year – Computer Services

- GoDaddy, Scottsdale, AZ USA:  
GoDaddy Workforce Management
- IBM, Armonk, NY USA: Globally Integrated Enterprise – Technical Support Services (TSS) Digital Sales & Sales Transaction Support (STS) Value Shift project
- IBM, Armonk, NY USA: Mobile Sales Experience
- IBM, Armonk, NY USA: Proposal Center of Competence
- IBM, Armonk, NY USA: The IBM Federal Client & Sales Support Department

#### Sales Support Team of the Year – Transportation

- Delta Air Lines, Inc., Atlanta, GA USA:  
Delta Air Lines J-Line Sales Support Team
- DHL Express U.S., Plantation, FL USA:  
US Sales Support Team
- DHL Global Forwarding, Miami, FL USA:  
DHL Global Forwarding U.S. Sales Support Team



## SALES TEAM CATEGORIES – Continued

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

GuideWell Connect, Jacksonville, FL USA: Team Maximus

iHeartMedia, Inc., New York, NY USA:

iHeartMedia Inside Sales Support Team

Marriott Vacations Worldwide, Orlando, FL USA:

Marriott Vacation Club's Sales Operations Team

Wyndham Vacation Ownership, Orlando, FL USA:

WVO Training Team

### Sales Operations Team of the Year

Amica Mutual Insurance Company, Lincoln, RI USA:

Amica's National Sales Center Operations Team

GuideWell Connect, Jacksonville, FL USA: 'MOR'

Marriott Vacations Worldwide, Orlando, FL USA:

Marriott Vacation Club's Sales Operations Team

Ooyala, Santa Clara, CA USA: Ooyala Field Operations Team

Pitney Bowes Ltd, Hatfield, Hertfordshire, United Kingdom:

Sales operations Team

Revana, Tempe, AZ USA: Revana's Sales Operations Team

Sales Partnerships, Inc., Westminster, CO USA:

Sales Partnerships Sales Operations

ServiceMax, Pleasanton, CA USA:

ServiceMax Sales Enablement Team

ServiceMax, Pleasanton, CA USA:

ServiceMax Sales Operation Team

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

Cisco Systems Inc., San Jose, CA USA:

Cisco's Global Virtual Sales Organization

Ooyala, Santa Clara, CA USA:

Ooyala Field Operations Teams

SalesStaff LLC, Houston, TX USA

SAVO Group, Chicago, IL USA: Content Linked to Revenue

Produces Sales Engagement at SAVO Group

SAVO Group, Chicago, IL USA: Tableau's Integration of

SAVO Sales Enablement

ServiceMax, Pleasanton, CA USA:

ServiceMax Pre-Sales Team

### Sales Management Team of the Year

Adobe Systems Incorporated, San Jose, CA USA:

Adobe Strategic Accounts Sales Management Team

Sales Partnerships, Inc., Westminster, CO USA

ZoomInfo, Waltham, MA USA:

How ZoomInfo's Sales Management Team

## SALES ACHIEVEMENT CATEGORIES

### Sales Turnaround of the Year

DHL Express – Saudi Arabia, Al-Khobar, Saudi Arabia:

DHL Express – Saudi Arabia – A Journey from Good to Great

DHL Express (Brazil) Ltda, Sao Paulo, Brazil:

DHL Express Brazil Sales Transformation

DHL Express, Dubai, United Arab Emirates:

DHL Express AE – National Channel Turnaround

GuideWell Connect, Jacksonville, FL USA:

Doing the right things right at the right time drives success!

GuideWell Connect, Jacksonville, FL USA:

Turning the Corner by reducing Customer Complaints

Sharegate, Montreal, QC, Canada: Sharegate beats records after complete rethinking of sales team

SoftPro, Raleigh, NC USA: SoftPro Increases Sales and Vamps Up Training Schedule in Response to Major Industry Changes

WePay Inc, Redwood City, CA USA:

WePay's Sales Turnaround

### Sales Growth Achievement of the Year – Computer Software

Adobe Systems Incorporated, San Jose, CA USA:

Adobe Strategic Accounts Sales Growth Achievement

Sharegate, Montreal, QC, Canada: Unrealistic sales growth for a second year in a row

SoftPro, Raleigh, NC USA: SoftPro Increases Customer Base by Over 200%

Yesware, Boston, MA USA: Yesware's Sales Growth



## **SALES ACHIEVEMENT CATEGORIES** – *Continued*

### **Sales Growth Achievement of the Year – Financial Services & Insurance**

GuideWell Connect, Jacksonville, FL USA: Time for a Do Over

USHEALTH Advisors, LLC, Grapevine, TX USA:  
Product Innovation Leads to Remarkable Growth for  
USHEALTH Advisors

WePay Inc, Redwood City, CA USA:  
WePay's Amazing Sales Growth

### **Sales Growth Achievement of the Year – Transportation**

DHL Express Bahrain, Manama, Kingdom of Bahrain:  
DHL Express Bahraains Company's Sales Growth

DHL Express, Beirut, Lebanon:  
DHL Express, Beirut–Lebanon Sales Achievement

DHL Express (Brazil) Ltda, Sao Paulo, Brazil:  
DHL Express Grows in a Contracting Market

### **Sales Growth Achievement of the Year – All Other Industries**

Creative Lodging Solutions, Lexington, KY USA:  
Creative Lodging Solutions' Sales Growth

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

LiveWatch Security LLC, Evanston, IL USA:  
LiveWatch Security Sales Growth

### **Best Use of Technology in Sales – Computer Hardware and Software**

Adobe Systems Incorporated, San Jose, CA USA:  
Adobe Strategic Accounts Use of New Tools

Cisco Systems Inc., San Jose, CA USA:  
Cisco's Global Virtual Sales Organization

Salesforce, San Francisco, CA USA:  
Team Rubicon's Salesforce Case Study

ZoomInfo, Waltham, MA USA: How ZoomInfo Used Their  
Technologies to Reach Prospects Faster

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

EMKAY Inc, Itasca, IL USA: EMKAY – Utilizing Technology to  
Create a Unique and Interactive Sales Presentation

Gratis, Istanbul, Turkey: Gratis Implementation of  
New Loyalty Program

GuideWell Connect, Jacksonville, FL USA: Being Consumer  
Centric May Require Turning Over the Reigns

GuideWell Connect, Jacksonville, FL USA:  
Don't Wait Around, Get Proactive!

Lennox Industries, Inc., Richardson, TX USA:  
Lennox's Integration of CRM with Pricing Tool

Marriott Vacations Worldwide, Orlando, FL USA:  
Marriott Vacation Club – Sales Center Technology

Revana, Tempe, AZ USA: Revana – Powering Performance by  
Linking Search with Sales

Sales Partnerships, Inc., Westminster, CO USA:  
SPI's Integration of GPS, CRM, and Data Management

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

Beyond Codes Inc., Simi Valley, CA USA: No more Cold  
Calling, CALL-SMART “your Prospects!”

DHL Express Mexico, Mexico City, DF, Mexico:  
Demand Generation Program – Lead Qualifiers

DHL Express Sub Saharan Africa, Cape Town,  
WC South Africa: DHL SSA Lead Generation Week

Gratis, Istanbul, Turkey: Gratis Implementation of New  
Loyalty Program

Lyons Consulting Group, Chicago, IL USA:  
LYONSCG's Demand Generation Program

Salesify, Redwood City, CA USA: How Salesify Grew  
Oracle's Pipeline

Unilever Turkiye, Istanbul, Turkey:  
Knorr Sustainability Campaign

ZoomInfo, Waltham, MA USA: How ZoomInfo Increased  
Demand With Monthly Product Webinars



## **SALES ACHIEVEMENT CATEGORIES** – *Continued*

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

Digital Risk, Maitland, FL USA: Digital Risk Marketing Team:  
Doing More With Half

Mercer Consumer, Des Moines, IA USA:  
Mercer Consumer's MOAA Multi-channel Vision Launch

Outsell and Saatchi & Saatchi, Minneapolis, MN USA:  
2015 Toyota Camry Launch

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

Vodafone Turkey, Istanbul, Turkey:  
Vodafone Turkey's 'Compass'

Mercer Consumer, Des Moines, IA USA: Mercer Consumer's  
NEA AD&D to Introductory Term Life with AD&D Plus

Monitronics, Dallas, TX USA: ISC West 2015 Campaign

SurePayroll, Inc., Glenview, IL USA: SurePayroll Drives  
Record Leads with Content

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

Wyndham Vacation Ownership, Orlando, FL USA:  
Wyndham Rewards Call Transfer Program

### **Sales Process of the Year**

Deutsche Post DHL (DHL CSI), Bonn, Germany:  
Performance Dialogs: A strategic approach to foster  
customer centricity

GuideWell Connect, Jacksonville, FL USA: Doing the right  
things right at the right time drives success!

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

GuideWell Connect, Jacksonville, FL USA:  
Recruiting and Training for the Front Lines

Lennox Industries, Inc., Richardson, TX USA:  
Lennox's Sales Process

LiveWatch Security LLC, Evanston, IL USA:  
LiveWatch Sales Insider

Sales Partnerships, Inc., Westminster, CO USA:  
SPI's Value Selling Process Wins the Day

Yesware, Boston, MA USA: Yesware Dream Team –  
Process for Success

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

Sales Partnerships, Inc., Westminster, CO USA:  
SPI Combines Value and Metric Based Training

ServiceMax, Pleasanton, CA USA:  
ServiceMax Sales Enablement Training Program

ServiceMax, Pleasanton, CA USA:  
ServiceMax Sales Training Program

Strategy to Revenue, Buckinghamshire, United Kingdom:  
Vodafone and Strategy to Revenue – Driving Revenue  
Through Coaching with V-Force

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

Deutsche Post DHL, Bonn, Germany: DHL CSI's  
implementation of a Sales Leadership Coaching program  
for Sales Leaders

Forrest Performance Group, Fort Worth, TX USA:  
Forrest Performance Group's Leadership Sales  
Coaching Program

GuideWell Connect, Jacksonville, FL USA:  
Recruiting and Training for the Front Lines

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

Marriott Vacations Worldwide, Orlando, FL USA:  
Marriott Vacation Club – Vacation Dreams Start Here  
Training Program

### **Sales Meeting of the Year**

American Solar Direct, Los Angeles, CA USA:  
American Solar Direct's 2015 Caribbean Sales Meeting

Lennox Industries, Inc., Richardson, TX USA:  
Lennox 2015 National Sales Meeting

Netchex, Mandeville, LA USA:  
Netchex's Operation Netconnect



## SALES ACHIEVEMENT CATEGORIES – *Continued*

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

Ooyala, Santa Clara, CA USA: Monica Verma, Director of Field Operations

ServiceMax, Pleasanton, CA USA: Bob Kruzner Director of Sales Enablement

ServiceMax, Pleasanton, CA USA: Ken Remington, Director of Sales Enablement

SiriusDecisions, Wilton, CT USA: Colleen Honan, SiriusDecisions Sales Innovations

SomethingNew, LLC, Madison, CT USA: SomethingNew Built a Better Mousetrap through Sales Innovation!

### **Award for Innovation in Sales – Transportation Industries**

Deutsche Post DHL (DHL CSI), Bonn, Germany: Innovation in Augmented Reality: DHL gains valuable differentiation

DHL Express Sub Saharan Africa, Cape Town, WC South Africa: DHL Retail: Connecting Africa to global opportunities

EMKAY Inc, Itasca, IL USA: EMKAY – Utilizing Technology to Create a Unique and Interactive Sales Presentation

### **Award for Innovation in Sales – All Other Industries**

Cisco Systems Inc., San Jose, CA USA: Cisco's Global Virtual Sales Organization

Gratis, Istanbul, Turkey: Gratis Implementation of New Loyalty Program

GuideWell Connect, Jacksonville, FL USA: Doing the right things right at the right time drives success!

iHeartMedia, Inc., New York, NY USA: iHeartMedia's Innovation in Sales

Marriott Vacations Worldwide, Orlando, FL USA: Marriott Vacation Club – Sales Center Technology – Retire the Whiteboard!

Unilever Turkiye, Istanbul, Turkey: Knorr Soup Vending Machine

Yapi Kredi Bank, Istanbul, Turkey: Yapi Kredi Call Center Success Story: First in Sector Loan Sales via Call Center

## SALES DISTINCTION CATEGORIES

### **Sales Distinction of the Year – Computer Services & Software**

OilDex, Denver, CO USA: OilDex: A David vs. Goliath Deal

SoftPro, Raleigh, NC USA: SoftPro Shatters 2015 Sales Goals

Yesware, Boston, MA USA: Yesware – Ahead of the Pack in Sales Software

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

DHL Express, Arnhem, The Netherlands: DHL Express NL Spotdesk

DHL Express, Beirut, Lebanon: DHL Service Point Team, in Beirut Central District

DHL Express, Saudi Arabia, Al-Khobar, Saudi Arabia: DHL Express – Saudi Arabia – A Journey from Good to Great

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

Elephant Insurance, Richmond, VA USA: Elephant's Sales Department: Growing, Growing, Growing!

HealthEquity, Draper, UT USA: HealthEquity

WePay Inc, Redwood City, CA USA: WePay's Amazing Sales Achievements

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

GuideWell Connect, Jacksonville, FL USA: High Performers Rise to the Occasion

GuideWell Connect, Jacksonville, FL USA: 'MOR' assures Guidewell Connect is not 'Middle of the Road'

GuideWell Connect, Jacksonville, FL USA: Time for a Do Over

### **Sales Distinction of the Year – Telecommunications**

Sales Partnerships, Inc., Westminster, CO USA: Internet leader shines with SPI

Vodafone Turkey, Istanbul, Turkey: Vodafone Turkey's 'Pusulula'

### **Sales Distinction of the Year – All Other Industries**

Campaigner Email Marketing, Woburn, MA USA: Campaigner Email Marketing's Distinctive Sales Achievements

Marriott Vacations Worldwide, Orlando, FL USA: Marriott Vacation Club – Sales Center Technology – Dynamic Customization and Personalization

Sales Partnerships, Inc., Westminster, CO USA: Cutting Edge Blue Collar Sales



## SALES INDIVIDUAL CATEGORIES

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### Senior Sales Executive of the Year

Creative Lodging Solutions, Lexington, KY USA:  
Cindy Rudovich, Chief Sales Officer

DHL Express, Cairo, Egypt:  
Ossama Ibrahim, Country Sales Manager

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

Preparis, Inc. Atlanta, GA USA:  
Wade Tucker, Chief Sales Officer

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

### Worldwide Sales Executive of the Year

Acquia, Inc., Burlington, MA USA:  
Tim Bertrand, Chief Revenue Officer

Sirius Decisions, Wilton, CT USA:  
Colleen Honan, Chief Sales Officer

Varonis, New York, NY USA:  
Jim O'Boyle, Senior Vice President of Worldwide Sales

### National Sales Executive of the Year

DHL Express Mexico, Mexico City, Mexico:  
Jose Daniel Alvarez, Key Account Management

DHL Express, Lagos, Nigeria:  
Gbenga Alabi, Field Sales Executive

iHeartMedia, Inc., New York, NY USA:  
Catie Ha, Inside Sales, Digital Expert

Lennox Industries, Inc., Richardson, TX USA:  
Mike Hart, VP of Sales

Wyndham Vacation Ownership, Orlando, FL USA:  
Dana Peterson, Sales Management Executive

### Sales Director of the Year

Imparta Inc., Austin, TX USA:  
Linden Ingram, Executive VP and Sales Director

Lennox Industries, Inc., Richardson, TX USA:  
Rich Ford, Sales Director

Sales Partnerships, Inc., Westminster, CO USA:  
Gene Higby, Director of Sales

### Sales Manager of the Year

DHL Express Mexico, Mexico City, Mexico:  
Angélica Mata Bautista, Sales Coordinator

DHL Express Mexico, Mexico City, Mexico:  
Juan Patricio Ramírez Díaz Lombardo

DHL Express U.S., Plantation, FL USA:  
Aaron Weaver, National Account Manager – Public Sector

DHL Express U.S., Plantation, FL USA:  
Leyda Chacon, Area Sales Manager

DHL Express U.S., Plantation, FL USA:  
Michael Connors, Sr. Manager of National Accounts

DHL Express U.S., Plantation, FL USA:  
Oscar Rivera, Direct Channel Sales

iHeartMedia, Inc., New York, NY USA:  
Sam Clement, Inside Sales Manager

Lennox Industries, Inc., Richardson, TX USA:  
Mark Schultert, Sales District Manager

LiveWatch Security LLC, Evanston, IL USA:  
Ben Maschow, Sales Manager

Sales Partnerships, Inc., Westminster, CO USA:  
Brian Duxbury, Sales Leader

Wyndham Vacation Ownership, Orlando, FL USA:  
Jessica Suftin, Quality Assurance Manager

### Sales Operations Professional of the Year

Campaigner Email Marketing, Woburn, MA USA:  
Seamas Egan, Associate Director, Revenue Operations

eMoney Advisor, LLC, Conshohocken, PA USA:  
Sean Halloran, Sales Operations Professional

Ooyala, Santa Clara, CA USA:  
Monica Verma, Director of Field Operations

Sales Partnerships, Inc., Westminster, CO USA:  
Aaron Kullman, VP Sales Operations

ServiceMax, Pleasanton, CA USA:  
Bob Kruzner, Director of Sales Enablement

ServiceMax, Pleasanton, CA USA:  
Ken Remington, Director of Sales Enablement



## **SALES INDIVIDUAL CATEGORIES** – *Continued*

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

Air Force Reserve Command Recruiting Service,  
Warner Robins, GA USA: Senior Master Sergeant  
David W. Drake, Chief of Training

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

LiveWatch Security LLC, Evanston, IL USA:  
Joe Leach, Lead Sales Trainer

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

Amica Mutual Insurance Company, Lincoln, RI USA:  
Joe Agnoli, Senior Team Leader

Amica Mutual Insurance Company, Lincoln, RI USA:  
Zach Knudsen, Senior Sales Representative

Sales Partnerships, Inc., Westminster, CO USA:  
Michael Parry, SPI Top Gun

SurePayroll, Inc., Glenview, IL USA:  
More Than Sales: SurePayroll's Matthew Hudson Fosters  
New Business Growth

SurePayroll, Inc., Glenview, IL USA:  
Time is Money for SurePayroll's Ryan Rosenberg

### **Sales Representative of the Year – Technology Industries**

Birch, Atlanta, GA USA:  
Ivan Nava, Senior Account Executive 2

ClearSlide, San Francisco, CA USA:  
Sarah Lim, Account Executive

LiveWatch Security LLC, Evanston, IL USA:  
David Pate, Sales Representative

LiveWatch Security LLC, Evanston, IL USA:  
Matt Kaiser, Sales Representative

Preparis, Inc. Atlanta, GA USA:  
Keri Karlsen, Sales Representative

### **Sales Representative of the Year – Transportation**

DHL Express, Dubai, United Arab Emirates:  
Sandeep Shankar, Territory Manager

DHL Express Mexico, Mexico City, Mexico:  
Armando Palma Torres, Account Executive

DHL Express Mexico, Mexico City, Mexico:  
Fernando Aguirre, Major Account Executive

DHL Express U.S., Plantation, FL USA:  
Andrew Suggs, Field Sales

DHL Express U.S., Plantation, FL USA:  
Brett Williams, Field Sales Executive

DHL Express U.S., Plantation, FL USA:  
Brian Berdis, Manager of International Sales

DHL Express U.S., Plantation, FL USA:  
Greg Shields, Senior Account Executive

DHL Express U.S., Plantation, FL USA:  
Greg Whisnant, National Account Manager

DHL Express U.S., Plantation, FL USA:  
John Rigdon, Public Sector Sales

DHL Express U.S., Plantation, FL USA:  
Salina Roa, Direct Channel Sales

### **2016 ValueSelling Associates Award for Sales Transformation Excellence**

**Presented to**

**Robbie Traube, Adobe Systems**

**for leadership in creating an organizational  
focus on value through adoption of the  
ValueSelling Framework®**

### **2016 ValueSelling Associates Award for Sales Transformation Excellence**

**Presented to**

**MapR Technologies**

**for outstanding execution of process enhancements  
and organizational change with the  
ValueSelling Framework®**



## CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

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

AllClear ID, Austin, TX USA:

Benjamin Miller, Senior Licensed Investigator

eMoney Advisor, LLC, Conshohocken, PA USA:

Jennifer Collins, Success Coach

eMoney Advisor, LLC, Conshohocken, PA USA:

Joseph Pearson, Client Support Specialist

Paycor, Inc.; Cincinnati, OH USA:

Jon Southern, Implementation Solutions Manager

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

DHL Express Bulgaria LTD, Sofia, Bulgaria:

Radoslava Pavlova, Key Account Desk Advisor

DHL Express United Arab Emirates, Dubai, United Arab

Emirates: Juanita Santos, Contact Center A to be  
accepted by DHL Canada

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

Albridge, an affiliate of Pershing, Lawrenceville, NJ USA:

Julio Garcia, Customer Service Associate

Black Knight Financial Services, Jacksonville, FL USA:

Virginia (Ginny) Peugnet, Corporate Accounting  
Consultant, Western PowerCell

Carbonite, Inc., Lewiston, ME USA: Robert Doyon

Lucernex, Plano, TX USA: Patricia Jones

Telogis Inc., Aliso Viejo, CA USA:

William Stapp, Technical Support

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

Delta Air Lines, Inc. Atlanta, GA USA: Hanan Ahmed,  
Atlanta Flex@Home Customer Experience Specialist

Delta Air Lines, Inc. Atlanta, GA USA: Janet Whiting,  
SLC Customer Experience Supervisor Lead

Delta Air Lines, Inc. Atlanta, GA USA: Lydice Ortiz,  
DFW Customer Experience Specialist

Delta Air Lines, Inc. Atlanta, GA USA: Vinicius Branco,  
Atlanta Portuguese Customer Experience Specialist

HomeServe USA, Norwalk, CT USA: Greg Gent

Tarion Warranty Corporation, Toronto, ON Canada:  
Cheryl MacDonald, Customer Service Representative

Victaulic, Easton, PA USA: Ally Blair, Account Representative

VIZIO Inc., Irvine, CA USA: Randal Wigton

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

Black Knight Financial Services, Jacksonville, FL USA:

David A. Campbell, Vice President and Product Executive  
for PowerCell

Carbonite, Inc., Lewiston, ME USA:

Marshall Milinazzo, Senior Manager

Paycor, Inc.; Cincinnati, OH USA:

Kelly Sipple, Configuration Specialist for New Accounts

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

MassMutual Financial Group, Springfield, MA USA:

Bret Pajer, Back-Office Customer Service Professional

MassMutual Financial Group, Springfield, MA USA:

Kimberly Henshaw, Back-Office Customer  
Service Professional

UPMC Health Plan, Pittsburgh, PA USA:

Chuck Jones, Coordinator of Workforce Management



## CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

### **Back-Office Customer Service Professional of the Year – Transportation**

Delta Air Lines, Inc. Atlanta, GA USA:

Tamika DerosaSmith, Refunds Specialist

DHL Express, Beirut, Lebanon:

Alaa Jamaledine, Senior Back Office Advisor

DHL Express Mexico, Mexico City, DF Mexico:

Erik Lopez our everyday specialist

DHL Express South Africa, Johannesburg, Gauteng,

South Africa: Phindile Lushaba

DHL Express, Sub Saharan Africa, Cape Town

WC South Africa: Emmy Chellah

DHL Express, Sub Saharan Africa, Cape Town

WC South Africa: George Mukumba

DHL Express United Arab Emirates, Dubai, United Arab

Emirates: Kathyreen Tan, KAD Executive

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

Victaulic, Easton, PA USA:

Edwin Pagan, Customer Satisfaction Coordinator

VIZIO Inc., Irvine, CA USA: Kim Williams

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

Aplos Software, Fresno, CA USA: Alex Acree

Lucernex, Plano, TX USA: Sam Brossett

Novus Global Solutions LLC, North Brunswick, NJ USA:

Natasha Chitre, Manager, Sales & Operations

Telogis Inc., Aliso Viejo, CA USA: Corey Evans, Tech Support

### **Young Customer Service Professional of the Year – Financial Services**

eMoney Advisor, LLC, Conshohocken, PA USA: Ashley Valle

eMoney Advisor, LLC, Conshohocken, PA USA: Jennifer Collins

Wells Fargo, San Francisco, CA USA: Elizabeth Spillman

### **Young Customer Service Professional of the Year – Transportation**

DHL Express, Beirut, Lebanon:

Charbel Khoury, Customer Care Advisor

DHL Express Mexico, Mexico City, Mexico: Cynthia Gallardo

DHL Express, Sub Saharan Africa, Cape Town

WC South Africa: Siamatendu Konayuma

FedEx TechConnect, Memphis, TN USA: Holli Cox

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

AllClear ID, Austin, TX USA:

Adam Castilleja, Support Readiness Coordinator

Sofica Group, Bulgaria:

Asparuh Popov, Customer Service Subject Matter Expert

Victaulic, Easton, PA USA:

Pooja Rudra, Customer Care Training Coordinator

### **Customer Service Manager of the Year – Financial Services**

Comdata, Brentwood, TN & FLEETCOR, Norcross, GA USA:

Pam Beasley, Customer Service Manager

MassMutual Financial Group, Springfield, MA USA:

Elizabeth Nowicki, Customer Service Manager

Provident Financial Bulgaria, Sofia, Bulgaria:

Liliya Dimitrova

Synchrony Financial, Stamford, CT USA:

Debra Burgess, VP/Contact Center

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

DHL Express (Canada) Ltd, Brampton, ON, Canada:

Jeetpal Tatla, Customer Service Manager

DHL Express, Doha, Qatar: Prasad Warusavithana,

Leader, Customer Service and Retail Team

DHL Express Kenya, Nairobi, Kenya:

Jane Karugi, Head of Customer Service – Kenya

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

Delma Tamm Centre, Delma Island, United Arab Emirates:

Loulwa Darweesh Al Hammadi, Customer service Manager

Telogis Inc., Aliso Viejo, CA USA:

Bryan Winkle, Senior Manager of 2LS Support



## **CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES** – *Continued*

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

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

Clio – Practice Management Software, Vancouver, BC, Canada:  
Catherine Hillier, Director of Customer Support

Intronis, Chelmsford, MA USA:  
Jasmine Lombardi, Vice President-Partner Success

### **Customer Service Leader of the Year – Financial Services & Insurance**

Comdata, Brentwood, TN & FLEETCOR, Norcross, GA USA:  
Terry Roney, VP of Enterprise Support and  
Fleet Implementation

Safelite AutoGlass, Columbus, OH USA: Renee Cacchillo,  
Senior Vice President, Customer, Brand and Technology

Wells Fargo, San Francisco, CA USA: Demetria Smith,  
Vice President and Client Services Manager,  
Treasury Management Client Services

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

DHL Express (Canada) Ltd, Brampton, ON, Canada:  
Kerri Evans, Director of Customer Service

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

DHL Express South Africa, Johannesburg, Gauteng,  
South Africa: Nitesh Singh

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

Stemtech HealthSciences Corp. Pembroke Pines, FL USA:  
Daniel Suarez, Partner Services Lead

FreeConferenceCall.com, Long Beach, CA USA:  
Nella Marov, Customer Service Manager

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

Carbonite, Inc., Lewiston, ME USA:  
Krystle Bouck, Director of Customer Care Operations

Delta Air Lines, Inc., Atlanta, GA USA: Sharon Moses, CSA

DHL Express, Beirut, Lebanon:  
Rasha Jammal, Contact Center Advisor

eMoney Advisor, LLC, Conshohocken, PA USA:  
Ashley Valle, Success Coach-Client Engagement

Listen Up Espanol, Portland, ME USA: Cesar Nevarez

MTM Inc., Lake St. Louis, MO USA: Spencer Saythong

Network Alliance, Reston, VA USA: Andrew Morgan, Tier 3  
Support Center Analyst

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

DHL Express South Africa, Johannesburg, Gauteng,  
South Africa: Carmen de la Rey, Contact Centre Manager

DHL Express, Cairo, Egypt: Victor Saleh, Call Center Manager

MTM Inc., Lake St. Louis, MO USA: Shane Oskins

Vivint, Provo, UT USA: Chuck Browne, Customer Care  
Operations Manager

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

Albridge, an affiliate of Pershing, Lawrenceville, NJ USA:  
Natasha Horn, Vice President

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

Delta Air Lines, Inc., Atlanta, GA USA:  
Boh Ying Leong, Global Operations Manager

DHL Express (Canada) Ltd, Brampton, ON, Canada:  
Kerri Evans, Director of Customer Service

Sitel, Nashville, TN USA: Kelin Mock, Site Director

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



## CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

### Customer Service Team of the Year – Recovery Situation – Financial Services, Insurance & Real Estate

Black Knight Financial Services Data & Analytics, Irvine, CA, USA: BKFS Data & Analytics Frontline Team – Recovery Situation

Fidelity Investments, Boston, MA USA: Fidelity Supports Clients' Long Term Interests

HDFC Standard Life Insurance Company, Mumbai, Maharashtra, India: Implementing Service Recovery at HDFC Life

Provident Financial Bulgaria, Sofia, Bulgaria: The team is as big as its dreams, not its size

WePay Inc, Redwood City, CA USA: WePay's Courageous Customer Service Team

### Customer Service Team of the Year – Recovery Situation – Transportation

Delta Air Lines, Inc. Atlanta, GA USA: Delta Air Lines Customer Care – Proactive Service Recovery

DHL Express Brazil LTDA, Sao Paulo, Brazil: Remote Booking say Yes to Excellence

DHL Express Bulgaria LTD, Sofia, Bulgaria: Service Recovery in DHL

DHL Express, Kampala, Uganda: DHL Express Customer Service Uganda

DHL Express, Sub Saharan Africa, Cape Town WC South Africa: DHL Express Botswana Customer Service Team

DHL Express, Sub Saharan Africa, Cape Town WC South Africa: DHL Express Namibia Customer Service Team

DHL Express, Sub Saharan Africa, Cape Town WC South Africa: DHL Express Zambia Customer Service Team

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

Carbonite, Inc., Lewiston, ME USA: Customer Recovery Done Right!

ClearVision Optical Company, Hauppauge, NY USA: ClearVision Optical – Creating Customer Experiences

Cricket Wireless, Atlanta, GA USA: Cricket's Perfect Storm: Reducing Churn and Improving Customer Satisfaction while Completing a Successful Merger

Globe Telecom, Taguig City, Metro Manila, Philippines: Globe's Service Recovery Team: A Culture Within

Rukkus, New York, NY USA: The Ticketing Company That Cares More

VIZIO Inc., Irvine, CA USA: VIZIO's Executive Resolution Team – CSat Up, Costs Down

### Customer Service Complaints Team of the Year – Banking and Financial Services

Odeabank, Istanbul, Turkey: Odeabank Customer Inquiry Management Team

Turkiye Is Bankasi A.S., Istanbul, Turkey: Turkiye Is Bankasi A.S's Customer Service Team

### Customer Service Complaints Team of the Year – Consumer Products and Electronics

Lennox Industries, Inc., Richardson, TX USA: Lennox Customer Service Complaint Team

VIZIO Inc., Irvine, CA USA: VIZIO's Executive Resolution Team – CSat Up, Costs Down

White Cloud Electronic Cigarettes, Tarpon Springs, FL USA: White Cloud Electronic Cigarettes Customer Service Team

### Customer Service Complaints Team of the Year – Transportation

DHL Express, Arnhem, The Netherlands: DHL Express NL Company's Customer Service Complaints Team: Straight To The Top

DHL Express, Cairo, Egypt: DHL Express Egypt Complaints Team

DHL Express (Canada) Ltd, Brampton, ON, Canada: CA DHL STTT Team

DHL Express, Sub Saharan Africa, Cape Town WC South Africa: DHL Express Zimbabwe Customer Service Team

DHL Express United Arab Emirates, Dubai, United Arab Emirates: DHL AE Executive Response Team



## CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

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

HomeServe USA, Norwalk, CT USA: Complaints prevention through effective ownership and accountability

Human Resources Development Fund, Riyadh, Saudi Arabia: HRDF'S Customer Service Complaints Team

Sofica Group, Bulgaria: Sofica – HP Customer Relations Team (CRT)

Vivint, Provo, UT USA: Protecting the Brand: Vivint Executive Resolution Team

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

eMoney Advisor, LLC, Conshohocken, PA USA: Engagement and Culture: eMoney Advisor

FIS, Jacksonville, FL USA: FIS Front-Line Customer Service Team

HealthEquity, Draper, UT USA: HealthEquity – Front line customer service team

John Hancock Financial Services, Boston, MA USA: John Hancock's Rollover Education Center – Seizing a Unique Opportunity

John Hancock Financial Services, Boston, MA USA: Shared Sustainable Efficiencies

MasterCard, O'Fallon, MO USA: MasterCard's Commercial Products Support Team

Moody's Analytics, New York, NY USA: Moody's Analytics Global Client Service & Support Team

PayLease, San Diego, CA USA: PayLease's Client Services Team

Sofica Group, Bulgaria: Sofica – Plus500

Wells Fargo, San Francisco, CA USA: National Services Group (NSG)

WePay Inc, Redwood City, CA USA: WePay's Amazing Frontline Customer Service Team

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

American Express Global Business Travel, New York, NY USA: Proactive Traveler Care Team

BenefitMall, Dallas, TX USA: BenefitMall's third party administrator (TPA) customer service team in Towson, Maryland

GuideWell Connect, Jacksonville, FL USA: Doing the right things right at the right time drives success!

Legal Resources, Virginia Beach, VA USA: Relax...You're Covered.

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

Acquia, Inc., Burlington, MA USA: Acquia's Front Line Customer Service Team

BetterCloud, New York, NY USA: BetterCloud's Customer Support Team

Box, Inc., Los Altos, CA USA: Box Front Line Customer Service Team

CareerArc, Burbank, CA USA: CareerArc Client Success: The True Story of Innovation and Partnership

Code42, Minneapolis, MN USA: Code42 Enterprise Customer Champions Team

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

GPS Insight, Scottsdale, AZ USA: GPS Insight Customer Service Team

Lucernex, Plano, TX USA: Lucernex Customer Service – Team of the Year!

MediaRadar, New York, NY USA: MediaRadar's Award Winning Customer Service Team

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

Photodex, Austin, TX USA: Focusing on the Customer Experience

Pushpay Holdings Limited, Redmond, WA USA: Pushpay's Customer Service Team

Sharegate, Montreal, QC, Canada: Core value #4: Make customer fall in love with us



## CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – Continued

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

- Access One Inc., Chicago, IL USA:  
When the going gets tough, Get Going!
- Concentrix, Fremont, CA USA: Concentrix Pro-Active Pilots  
Save Telecom Client Customers and Money
- Dell, Hyderabad, India: Dell North America Premium Support –  
A superior level of of customer support
- Globoforce, Southborough, MA USA:  
Globoforce's Customer Success Team
- Grovo, New York, NY USA: Grovo's Client Service Team
- GSC, Brewster, New York USA:  
GSC's Automotive Website Customer Service Team
- j2 Global, Inc., Ottawa, On Canada:  
J2 Global Efax Customer Support Team
- MetTel, New York, NY USA: Meeting the 'White Glove'  
Standard in the Digital Age
- OneSource Virtual, Irving, TX USA: OneSource Virtual:  
Creating Raving Fans One Customer at a Time
- PLS 3rd Learning, Buffalo, NY USA:  
Educators Supporting Educators

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

- Delta Air Lines, Inc., Atlanta, GA USA: Delta Air Lines Latin  
American and Caribbean Sales Support Team
- DHL Express Argentina SA, Buenos Aires, Argentina:  
Frontline Customer Service Team
- DHL Express Brazil LTDA, Sao Paulo, Brazil:  
Upselling Sky is the limit!
- DHL Express Chile, Santiago, Chile:  
Customer Service UpSelling Growth
- DHL Express Kenya, Nairobi, Kenya:  
DHL Express Kenya customer service contact center
- DHL Express, Lagos, Nigeria: DHL Côte d'Ivoire Customer  
Service\_2
- EMKAY Inc, Itasca, IL USA: EMKAY's Innovative Approach to  
Customer Service and Account Management

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

- ClassicCars.com, Phoenix, AZ USA: Customer Care Solutions  
for a Rapidly Expanding Customer Base
- ClearVision Optical Company, Hauppauge, NY USA:  
ClearVision Optical – Creating Customer Experiences
- Delta Defense, West Bend, WI USA: Evolving Expectations  
While Keeping Personalized Service At The Forefront  
in the Digital Age
- HomeServe USA, Norwalk, CT USA: HomeServe Customer  
Service Team, Chattanooga, TN
- Human Resources Development Fund, Riyadh, Saudi Arabia:  
HRDF Front Line Customer Service Team
- Lennox Industries, Inc., Richardson, TX USA:  
Lennox Front-Line Customer Service Team
- Tarion Warranty Corporation, Toronto, ON Canada:  
Tarion Warranty Corporation Customer Service Team
- United States Equestrian Federation, Lexington, KY USA:  
United States Equestrian Federation Customer  
Care Center
- VIZIO Inc., Irvine, CA USA: VIZIO's Frontline Service Team

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

- FIS, Jacksonville, FL USA:  
FIS Back Office Customer Service Team
- John Hancock Financial Services, Boston, MA USA:  
Expanding Our Knowledge and Support Model
- MassMutual Financial Group, Springfield, MA USA:  
MassMutual's Back-Office Customer Service Team  
of the Year



## CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

Accenture Operations, Vancouver, BC, Canada: Accenture's  
Mass Market Billing Team (Revenue Cycle Operations)

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

IHG, Salt Lake City, UT USA: InterContinental Hotels Group –  
Customer Care Quality Assurance Team

Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur,  
Malaysia: Customer Experience Management – Turning a  
Corporate Fad into Reality

n11, Istanbul, Turkey: n11: 'From Drudge to Fudge'

Wyndham Vacation Ownership, Orlando, FL USA:  
Wyndham Bonnet Creek Administration Team

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

Carbonite, Inc., Lewiston, ME USA:  
Preparation: The Key to Success

Media Temple, Culver City, CA USA:  
Media Temple Business Intelligence: Data on a Platter

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

Delta Air Lines, Inc. Atlanta, GA USA: Delta Air Lines  
Reservations – Queue Support Team

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

Kohl's Department Stores – Credit Division, Menomonee Falls,  
WI USA: Kohl's Card Service Operations

UniFirst Corporation, Owensboro, KY USA: UniFirst's Three-  
pronged Service Approach Raises Customer Satisfaction

VIZIO Inc., Irvine, CA USA: VIZIO's Back Office Customer  
Service Team of the Year – It's a two man crew

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

AWeber – Email Marketing, Chalfont, PA USA:  
AWeber – Email Marketing's Customer Solutions Team

G-Force Shipping, Norwell, MA USA:  
G-Force Shipping's Contact Center

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

EFG Companies, Irving, YX USA: EFG Leading the Industry

eMoney Advisor, LLC, Conshohocken, PA USA:  
Engagement and Culture: eMoney Advisor

John Hancock Financial Services, Boston, MA USA:  
John Hancock's Rollover Education Center –  
Seizing a Unique Opportunity

NYCM Insurance, Edmeston, NY USA: NYCM Insurance

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

DHL Express (Canada) Ltd, Brampton, ON, Canada:  
DHL Canada Contact Center

DHL Express South Africa, Johannesburg, Gauteng,  
South Africa: DHL Express South Africa

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

n11, Istanbul, Turkey: n11: From Infant to Toddler

NCCI, Boca Raton, FL USA: NCCI Customer Service Team

Viverae, Dallas, TX USA: Viverae's Health Center

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

Albridge, an affiliate of Pershing, Lawrenceville, NJ USA:  
Albridge Contact Center

Buildium, Boston, MA USA: Buildium Customer Care

Clio – Practice Management Software, Vancouver, BC,  
Canada: Clio Customer Support Center

ISN Software UK Ltd, London, United Kingdom:  
ISNworld UK

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

Photodex, Austin, TX USA:  
Focusing on the Customer Experience

Pushpay Holdings Limited, Redmond, WA USA:  
Pushpay's Contact Center



## CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

- CubeSmart, Malvern, PA USA:  
CubeSmart: Making WOW! Connections!
- DHL Express, Bangkok, Thailand:  
DHL Express International (Thailand) Ltd.
- DHL Express Ecuador, Quito, Pichincha, Ecuador:  
Contact Center DHL Express Ecuador
- DHL Express Vietnam, Ho Chi Minh, Vietnam:  
DHL Express's Vietnam Contact Center
- ezCater, Boston, MA USA: ezCater's Customer Service  
Ninja Team Packs a Punch in Business Catering  
Customer Experience
- Ministry of Defence (MINDEF), Singapore:  
National Service (NS) Call Center
- MTM Inc., Lake St. Louis, MO USA:  
Providing High Quality Service in Washington, DC
- SurePayroll, Inc., Glenview, IL USA: SurePayroll Contact  
Center Goes Into Hyper Drive with Response Times
- VIZIO Inc., Irvine, CA USA: VIZIO Contact Center,  
Dakota Dunes, SD

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

- John Hancock Financial Services, Boston, MA USA:  
Customer Centricity – Shared Services
- PayLease, San Diego, CA USA:  
PayLease's Resident Contact Center
- Turk Economy Bank, Istanbul, Turkey: TEB Contact Center –  
Adding Value Thorough Proactive Customer Engagement

### Contact Center of the Year (Over 100 Seats) – Business Services and Other Service Industries

- Sofica Group, Bulgaria: Sofica Group
- QVC, West Chester, PA USA:  
QVC: Raising the Bar on Customer Experience

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

- Blackbaud, Charleston, SC USA: Improved Productivity 28%  
while maintaining industry leading CSAT
- Carbonite, Inc., Lewiston, ME USA:  
Transformation of Carbonite Customer Care
- Cvent Inc, McLean, VA USA: Cvent Contact Center
- ISN, Dallas, TX USA: ISN's Dallas Contact Center
- Vivint, Provo, UT USA: Vivint Contact Center

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

- BSH Turkey, Istanbul, Turkey: BSH Turkey's Contact Center
- Delta Air Lines, Inc. Atlanta, GA USA: Reservation Sales  
and Customer Care Division, Delta Air Lines, Inc.
- HomeServe USA, Norwalk, CT USA:  
Homeserve USA Contact Center
- Human Resources Development Fund, Riyadh, Saudi Arabia:  
HRDF's Contact Center
- Kohl's Department Stores – Credit Division, Menomonee Falls,  
WI USA: Kohl's Contact Center – Other industries  
over 100 seats
- Marriott Vacation Club International, Orlando, FL USA:  
Marriott Vacations Worldwide Owner Services –  
Delivering Unforgettable Experiences That Make Vacation  
Dreams Come True
- MTM Inc., Lake St. Louis, MO USA:  
MTM: Providing High Quality Service in Pulaski, Virginia
- UPMC Health Plan, Pittsburgh, PA USA:  
UPMC Health Plan Contact Center



## CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

### Customer Service Management Team of the Year

- Delta Defense, West Bend, WI USA: Building a Better Contact Center Environment – Managing Fun
- DHL Express South Africa, Johannesburg, Gauteng, South Africa: The ZA CS Management Team
- Donlen Fleet Leasing/Management, Northbrook, IL USA: Donlen Fleet Leasing And Management
- FIS, Jacksonville, FL USA: FIS Customer Service Management Team
- G2A, Rzeszow, Poland: G2A Cross Cultural Customer Experience
- Human Resources Development Fund, Riyadh, Saudi Arabia: HRDF's Customer Service Management Team
- John Hancock Financial Services, Boston, MA USA: Exceeding Expectations while Navigating Change
- MassMutual Life Insurance Company, Springfield, MA USA: MassMutual's Service Center Leadership Team
- SmartLinx Solutions, Edison, NJ USA: SmartLinx Solutions Customer Service Management Team
- Vivint, Provo, UT USA: Vivint Customer Service Management Team

### Customer Service Training Team of the Year

- Carbonite, Inc., Lewiston, ME USA: Investing in our People
- Black Knight Financial Services Data & Analytics, Irvine, CA USA: BKFS Data & Analytics Training Team
- DHL Express Bangladesh, Dhaka, Bangladesh: DHL Express BD CS Training Team
- GoDaddy, Scottsdale, AZ USA: Developing Expert Consultants
- HCA IT&S, Nashville, TN USA: Cross Training & Recognition with iUniversity: Building an Pipeline of Top Talent for World Class Service
- ISN, Dallas, TX USA: ISN's Customer Service Training Team
- MTM Inc., Lake St. Louis, MO USA: MTM's Dedicated Customer Service Training Team
- Odeabank, Istanbul, Turkey: Odeabank Contact Center Education Team
- OptumRx, Irvine, CA USA: OptumRx Training Team
- SocialCode, New York, NY USA: SocialCode Training and Education

## CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

### e-Commerce Customer Service Award

- 1-800-FLOWERS.COM, INC., Carle Place, NY USA: 1-800-Flowers.com 100% Smile Guarantee Customer Service Ideology
- Board of Certification/Accreditation, Owings Mill, MD USA: Innovative Social Technologies Amplify BOC Communication and Customer Service Efforts
- Delta Air Lines, Inc. Atlanta, GA USA: Delta Air Lines Social Media Customer Service
- GuideWell Connect, Jacksonville, FL USA: Being Consumer Centric May Require Turning Over the Reins
- GuideWell Connect, Jacksonville, FL USA: Don't Wait Around, Get Proactive!
- Human Resources Development Fund, Riyadh, Saudi Arabia: HRDF Social Media Enhancements
- Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur, Malaysia: Social Media Productivity and Crisis Management gains from Real Time Data
- n11, Istanbul, Turkey: n11: e-Commerce Surpasses all Objectives
- QVC, West Chester, PA USA: Contact Us: Your Way. Anytime.

### Best Use of Technology in Customer Service – Banking

- Ally Bank, Detroit, MI USA: Ally Bank's Ally Assist<sup>SM</sup> Mobile Virtual Assistant
- Garanti Bank, Istanbul, Turkey: Alo Garanti Speech Technologies
- Nuance Communications, Inc., Burlington, MA and USAA, San Antonio, TX USA: USAA Transforms Customer Service with Virtual Assistant Technology and Natural Language Understanding
- Odeabank, Istanbul, Turkey: Odeabank Video Call Experience and Tablet Application
- Turk Economy Bank, Istanbul, Turkey: A New Generation Center of Excellence

### Best Use of Technology in Customer Service – Business Services

- HGS, Lisle, IL USA: A Better Customer Experience Through Self-Service
- Telerx, King of Prussia, PA USA: Telerx Texting Solution



## CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

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

- Blackbaud, Charleston, SC USA:  
Significant Growth in Chat Support Adoption
- Buildium, Boston, MA USA: Buildium Customer Care
- Carbonite, Inc., Lewiston, ME USA:  
The Power of Technology That Communicates
- GoDaddy, Scottsdale, AZ USA: GoDaddy Professional  
Web Services – Logo Design Service
- Guidebook, Inc., San Francisco, CA USA:  
Guidebook, Inc. – Simple Technology with High Results
- Informatica Corporation, Redwood City, CA USA:  
Boost in self-service adoption through the use of new age  
web analytics
- Media Temple, Culver City, CA USA: Media Temple Presents:  
The Matrix – or How We Reclaimed 6500 Hours of  
Productivity via API

### **Best Use of Technology in Customer Service – Financial Services**

- Comdata, Brentwood, TN & FLEETCOR, Norcross, GA USA:  
FLEETCOR's Real Time – Actionable Customer Feedback  
for Success!
- Nuance Communications, Inc., Burlington, MA USA and  
Manulife, Toronto, On Canada: Manulife Streamlines the  
Customer Service Experience through Voice Biometrics  
and Natural Language Understanding
- Turkiye Is Bankasi A.S., Istanbul, Turkey:  
Turkiye Is Bankasi A.S. Social Engagement Platform
- WePay Inc, Redwood City, CA USA:  
WePay's Best Use of Technology in Customer Service

### **Best Use of Technology in Customer Service – Utilities**

- Connecticut Water Company, Clinton, CT USA: Connecticut  
Water Company's Customer Protection Program
- Consolidated Edison, New York, NY USA: RoboRep  
Technology Elevates the Customer Experience and  
Increases Operational Efficiency by Automating  
Billing Functions
- Consolidated Edison, New York, NY USA: Using teamwork  
and forward thinking to improve processes, increase  
productivity and provide great customer service

### **Best Use of Technology in Customer Service – All Other Industries**

- Allianz Insurance, Istanbul, Turkey: AzTR CCC Voice to  
Coding System
- Fairhaven Health, Bellingham, WA USA: Fairhaven Health  
Brings Human Touch to Digital Service with LiveEngage
- HCA IT&S, Nashville, TN USA: On Call Directory Application
- HomeServe USA, Norwalk, CT USA: Enhancing The  
Customer Experience – A Study in Mobile Field  
Service Management
- Human Resources Development Fund, Riyadh, Saudi Arabia:  
HRDF's Customer Service Technological Enhancements
- Sundance Vacations, Wilkes-Barre, PA USA:  
Sundance Vacations New Client Services Team

### **Award for Innovation in Customer Service – Computer Industries**

- BetterCloud, New York, NY USA:  
BetterCloud – Making Proactive Support A Top Priority
- Blackbaud, Charleston, SC USA:  
Innovation in Proactive Support Methods
- CareerArc, Burbank, CA USA: CareerArc Client Success:  
The True Story of Innovation and Partnership
- Cisco Systems, San Jose, CA USA: Cisco Support  
Community drives innovation and \$433M+ savings
- Druva Inc., Sunnyvale, CA USA: Druva's Customer  
Service Innovation
- GoDaddy, Scottsdale, AZ USA: GoDaddy Professional  
Web Services – Website Design Service
- Informatica Corporation, Redwood City, CA USA:  
Upscaling customer experience by 25% and increasing  
SaaS support revenue by 200% with innovative customer  
connected platform
- InMoment, Salt Lake City, UT USA: InMoment's Customer  
Service Innovations
- Resilient Systems, Cambridge, MA USA: Resilient Systems'  
Customer Success Team Achievements
- SunGard K-12 Education, Bethlehem, PA USA: Community  
Connections: Targeted Professional Development  
Proactivity Enhances Customer Satisfaction, Reduces  
Support Cases, and Builds Relationships
- Unitrends, Burlington, MA USA: Unitrends: Using Innovation  
to Build Customer Satisfaction From the Ground Up



## CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

### **Award for Innovation in Customer Service – Financial Services Industries**

- AllClear ID, Austin, TX USA: The AllClear ID Reserved Response Program
- Ally Bank, Detroit, MI USA: Ally Bank's Ally Assist<sup>SM</sup> Mobile Virtual Assistant
- Concentrix, Fremont, CA USA: Concentrix' Surrogate NPS – the Winning Piece
- Fidelity Investments, Boston, MA USA: Fidelity's Innovation in Customer Service
- FIS, Jacksonville, FL USA: FIS – Award for Innovation in Customer Service
- John Hancock Financial Services, Boston, MA USA: A New Team and a New Number Solves an Old Issue
- Nuance Communications, Inc., Burlington, MA and Eastern Bank, Boston, MA USA: Eastern Bank Increases Security and Ease of Use with Voice Biometrics
- Nuance Communications, Inc., Burlington, MA USA and ING Netherlands: ING Netherlands Takes Mobile Banking to the Next Level with Virtual Assistants and Voice Biometrics
- Pacific Life, Newport Beach, CA USA: Innovating the Customer Experience Roadmap through Design Thinking
- Wells Fargo, San Francisco, CA USA: Service Consultations
- WePay Inc, Redwood City, CA USA: WePay's Innovation in Customer Service

### **Award for Innovation in Customer Service – Other Service Industries**

- Albridge, an affiliate of Pershing, Lawrenceville, NJ USA: Albridge's CSCPI (Customer Service Continuous Plan for Improvement) Re-engineering Client Service Quality Programs
- Concentrix, Fremont, CA USA: Concentrix Be the Brand Best Practices Increases Customer Loyalty
- Consumer Priority Service, Brooklyn, NY USA: Consumer Priority Service's Customer Experience Department
- DHL Express United Arab Emirates, Dubai, United Arab Emirates: DHL AE Customer Service Innovations
- Measat Broadcast Network Systems Sdn Bhd, Kuala Lumpur, Malaysia: Generation of Gamification – Future-proofing the Workplace
- Nuance Communications, Inc., Burlington, MA and CenterPoint Energy, Houston, TX USA: CenterPoint Anticipates Customer Needs with Natural Language Understanding and Interactive Voice Response
- Sundance Vacations, Wilkes-Barre, PA USA: Sundance Vacations Customer Retention
- Wheels, Inc., Des Plaines, IL USA: Wheels' New FleetView Online Portal

### **Award for Innovation in Customer Service – Telecommunications Industries**

- Comcast, Philadelphia, PA USA: Customer Empowerment Through Personalized Experience and Innovative Self-Service Tools
- The Minacs Group (USA) Inc., Farmington Hills, MI USA: Minacs' Customer Service Innovations: Improve Count of Sale/Conversion for Leading Telecom Operator
- Nextiva, Scottsdale, AZ USA: Nextiva's dedication to Amazing Service
- Nuance Communications, Inc., Burlington, MA USA and SK Telecom, Seoul, South Korea: SK Telecom Eliminates Password and PIN Security Issues with Voice Biometrics
- OpenMarket, Seattle, WA USA: OpenMarket's Customer Service Innovations
- Turkcell, Istanbul, Turkey: Beyond The Ordinary Customer Experience Culture Change Program



## CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

### **Award for Innovation in Customer Service – All Other Industries**

- ClearVision Optical Company, Hauppauge, NY USA:  
ClearVision Optical – Creating Customer Experiences
- Curriculum Associates, North Billerica, MA USA:  
Curriculum Associates' Customer Service Innovations –  
Meeting Customers Where they are
- DHL Express Vietnam, Ho Chi Minh, Vietnam:  
Vietnam DHL Express' Customer Service Innovations
- G2A, Rzeszow, Poland: G2A Innovative Cross Cultural  
Training for Gamers
- HomeServe USA, Norwalk, CT USA:  
Enhancing The Customer Experience with mobile  
field service management technology
- Human Resources Development Fund, Riyadh, Saudi Arabia:  
HRDF's Customer Service Innovations
- The Minacs Group (USA) Inc., Farmington Hills, MI USA:  
Minacs' Customer Service Innovations:  
Qualification Improvement for Social Media Giant
- NakedWines.com, Napa Valley, CA USA: NakedWines.com's  
Customer Service Makes Happy Angels
- Nuance Communications, Inc., Burlington, MA and American  
Airlines, Fort Worth, TX USA: American Airlines Simplifies  
the Customer Experience with Conversational IVR and  
Natural Language Understanding
- UPMC Health Plan, Pittsburgh, PA USA: UPMC Health Plan  
Innovation in Customer Service

## CUSTOMER SERVICE SUCCESS CATEGORIES

### **Customer Service Success – Financial Services Industries**

- John Hancock Financial Services, Boston, MA USA:  
Service Success Along the Way
- SAHOURI Insurance, McLean, VA USA: SAHOURI Insurance

### **Customer Service Success – Technology Industries**

- Aplos Software, Fresno, CA USA: Aplos Builds Customer  
Confidence To Find Customer Service Success
- Calabrio, Minneapolis, MN USA: Calabrio's Customer  
Service Success
- Cisco Systems, Inc., Feltham, United Kingdom:  
Service Logistics and Operations Best Practice in the  
Delivery of Field Services
- Patagonia Health, Cary, NC USA: Patagonia Health:  
Trust Comes from Providing Great Service
- Wagepoint, Kitchener-Waterloo, ON, Canada:  
Wagepoint – Where customers are part of the family

### **Customer Service Success – All Other Industries**

- IDG TechNetwork, New York, NY USA:  
IDG TechNetwork's Customer Service Success
- Istanbul Metropolitan Municipality Youth Assembly, Istanbul,  
Turkey: IMM Youth Assembly's Successful Projects
- Selvice Service Co., Ltd., Osaka, Japan:  
Selvice Service's Maple Halloween



**Presentation of the People's Choice Stevie Awards  
for Favorite Customer Service.**



## CUSTOMER SERVICE DEPARTMENT CATEGORIES

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

Delta Air Lines, Inc., Atlanta, GA USA: Delta Air Lines' Sales Support

DHL Express Argentina SA, Buenos Aires, Argentina

DHL Express Bangladesh, Dhaka, Bangladesh

DHL Express (Canada) Ltd, Brampton, ON, Canada

DHL Express, Doha, Qatar

DHL Express El Salvador, San Salvador, El Salvador

DHL Express Kuwait, Ardiya, Kuwait

DHL Express, Lagos, Nigeria: DHL Côte d'Ivoire Customer Service\_1

DHL Express, Lagos, Nigeria: DHL Express Nigeria

DHL Express, Makati, Philippines

DHL Express Mexico, Mexico City, DF Mexico

DHL Dominicana, Santo Domingo, Dominican Republic

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

DHL Express United Arab Emirates, Dubai, United Arab Emirates

EMKAY Inc, Itasca, IL USA

MTM Inc., Lake St. Louis, MO USA

### Customer Service Department of the Year – Computer Hardware

Black Box Network Services, Lawrence, PA USA: Black Box Corporation

Service Express, Grand Rapids, MI USA: SEI's Exceptional Customer Service Experience

### Customer Service Department of the Year – Computer Services

Black Knight Financial Services, Jacksonville, FL USA

Datapipe, Jersey City, NJ USA

INetU, Allentown, PA USA

Network Alliance, Reston, VA USA

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

B&L Information Systems, Bridgman, MI USA

CareerArc, Burbank, CA USA

Datalight Inc, Bothell, WA USA

dESCO, Fort Myers, FL USA

Druva Inc., Sunnyvale, CA USA

eMaint Enterprises, Marlton, NJ USA

Frontline Technologies, Malvern, PA USA

Guidebook, Inc., San Francisco, CA USA

NextAce, Orange, CA USA

OmniUpdate, Camarillo, CA USA

Photodex, Austin, TX USA

Qorus Software, Seattle, WA USA

Replicon, Redwood City, CA USA

Rocket Matter, Boca Raton, FL USA

Telogis Inc., Aliso Viejo, CA USA:

TTNLearning, Minneapolis, MN USA



## CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

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

AppRiver, Gulf Breeze, FL USA  
Aternity Inc., Westborough, MA USA  
Beeline, Jacksonville, FL USA  
Bronto Software, Durham, NC USA  
Carbonite, Inc., Lewiston, ME USA  
Cvent Inc, McLean, VA USA  
Daxko, Birmingham, AL USA  
GoodData, San Francisco, CA USA  
GPS Insight, Scottsdale, AZ USA  
iCIMS, Matawan, NJ USA  
Intralinks, New York, NY USA  
Intronis, Chelmsford, MA USA  
Jobvite, San Mateo, CA USA  
Kaspersky Lab, Woburn, MA USA  
Kepware Technologies, Portland, ME USA  
LeanLogistics, Inc., Holland, MI USA  
Oildex, Denver, CO USA  
Pushpay Holdings Limited, Redmond, WA USA  
Siteimprove, Inc., Minneapolis, MN USA  
SoftPro, Raleigh, NC USA  
SYSPRO, Costa Mesa, CA USA  
WalkMe, San Francisco, CA USA  
WP Engine, Austin, TX USA

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

eMoney Advisor, LLC, Conshohocken, PA USA  
Inova Payroll, Nashville, TN USA  
NYCM Insurance, Edmeston, NY USA  
Provident Financial Bulgaria, Sofia, Bulgaria

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

AllClear ID, Austin, TX USA  
Family Heritage Life Insurance Company of America, Broadview Heights, OH USA  
Fidelity Investments, Boston, MA USA  
John Hancock Financial Services, Boston, MA USA:  
John Hancock Life Insurance  
Paycor, Inc.; Cincinnati, OH USA  
SurePayroll, Inc., Glenview, IL USA  
United Shore Financial Services, Troy, MI USA  
Wells Fargo, San Francisco, CA USA: Wells Fargo Treasury Management Client Services (TMCS)

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

Bloom Health, Minneapolis, MN USA  
Grand Rounds, San Francisco, CA USA  
Halyard Health, Irvine CA USA  
Navicure, Duluth, GA USA  
TSI Healthcare, Chapel Hill, NC USA  
USANA Health Sciences, Salt Lake City, UT USA:  
USANA Australia

### **Customer Service Department of the Year – Leisure & Tourism**

Marriott International, Inc., Bethesda, MD USA  
Marriott Vacation Club International, Orlando, FL USA





## Mark Your Calendar for the 2017 Stevie® Awards for Sales & Customer Service

**July 2016:** Call for entries issued

**October 19:** Early-bird entry deadline – entry fees discounted

**November 16:** Entry deadline

**November 2016 – January 2017:** Preliminary judging

**January 11 2017:** Last day late entries will be accepted with payment of \$55 late fee per entry

**January 18:** Finalists notified

**January 19:** Public voting opens for People's Choice Stevie Awards for Favorite Customer Service

**January – February:** Final judging

**February 10:** Public voting closes at 11:59 pm ET for People's Choice Stevie Awards for Favorite Customer Service

**February 24:** Awards banquet at Caesars Palace in Las Vegas, Nevada USA



**THE STEVIE® AWARDS**

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