



6th ANNUAL STEVIE[®] AWARDS FOR SALES & CUSTOMER SERVICE

Awards Dinner and Ceremonies

Monday, February 27, 2012

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Las Vegas, Nevada

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Finalists

SALES DIRECTOR OF THE YEAR

ALLAN RUBIN

AREA SALES ENGINEERING LEADER | AVAYA SOUTHEAST

NATIONAL VP OF SALES OF THE YEAR

STEVE FITZ

NATIONAL VP OF SALES | AVAYA

GLOBAL SALES TEAM OF THE YEAR

AVAYA'S GLOBAL SALES TEAM

AVAYA

MIKE GREANEY

VP OF SALES | FORCE 3

SALES DEPARTMENT OF THE YEAR

AVAYA'S GLOBAL SALES DEPARTMENT

TELECOMMUNICATIONS | AVAYA

SALES OPERATIONS PROFESSIONAL OF THE YEAR

ALLAN RUBIN

AREA SALES ENGINEERING LEADER | AVAYA SOUTHEAST

YOUNG CUSTOMER SERVICE

PROFESSIONAL OF THE YEAR

FROM AGENT TO

CUSTOMER EXPERIENCE ENTREPRENEUR

ROSETTA STONE

SALES SUPPORT TEAM OF THE YEAR

AVAYA'S SALES SUPPORT TEAM

SOUTHEAST SALES ENGINEERING | AVAYA

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A Celebration of Entrepreneurship



Welcome to the 6th annual Stevie® Awards for Sales & Customer Service.

Entries to the world's top awards program for contact center, customer service, and sales professionals were up 28% this year. Thirty-nine percent of the 1,064 entries submitted were recognized as Finalists – a higher percentage than usual, but the entries were of such high quality that the judges were delighted by them.

We were blessed with a record number of judges this year – 220 of them, including 93 who participated in the preliminary round, which determined the Finalists, and 127 on seven specialized final judging committees. The contributions of all of these judges are acknowledged in this program.

2012 marks the 10th anniversary of the start of the Stevie Awards movement, and to celebrate we've introduced Silver and Bronze Stevie Awards this year. Henceforth all honorees in Stevie Awards programs will be Gold, Silver or Bronze Stevie winners, and tonight we'll recognize our first-ever Silver and Bronze winners.

More than 250,000 votes were cast by the general public worldwide in this year's People's Choice Stevie Awards for Favorite Customer ServiceSM, and the winners in the 11 categories included in that process will also be honored this evening.

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

Thank you for participating in the 6th annual Stevie Awards for Sales & Customer Service, and for joining us this evening. Best wishes for continued success!

Cordially,

Michael Gallagher
President, The Stevie Awards

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Final Judging Committees

The following 127 professionals, on seven committees, participated in final judging of the 2012 Stevie® Awards for Sales & Customer Service from January 30 through February 10. Their average scores determined the Stevie Award placements – Gold, Silver, and Bronze – from among the Finalists.



Learn more about this judging panel.

SALES DEPARTMENT & SALES TEAM CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Raj Hajela, *Co-Founder & Chief Revenue Officer*, Salesify, Redwood City, California, USA

COMMITTEE:

Chris Ancell, *President-Business Markets Group*, CenturyLink, Denver, Colorado, USA
Damian Artt, *SVP, WW Sales & Services at WindRiver (Intel)*, WindRiver, Alameda, California, USA
Bill Cheek, *President-Wholesale Ops*, CenturyLink, Monroe, Louisiana, USA
Amy Guarino, *VP Business Development*, Marketo, San Mateo, California, USA
Carlos Hidalgo, *CEO*, The Annuitas Group and Marketing Automation Institute, Grand Rapids, Michigan, USA
Susan Knox, *VP of Sales*, SAP, Newtown Square, Pennsylvania, USA
Sudhir Kulkarni, *SVP, Head of Sales*, Sourcebits, Inc., Pleasanton, California, USA
Shane Lewis, *Asst VP Sales*, Sundance Vacations, Kennett Square, Pennsylvania, USA
Stephen Lilly, *VP, Business Development*, Ziff Davis/B2B Focus, Inc., San Francisco, California, USA
Jay Mitchell, *Managing Director*, Motum, LLC, Irving, Texas, USA
Jill Rowley, *Director of Strategic Accounts*, Eloqua, San Francisco, California, USA
Tracey Solanas, *VP Sales*, GramercyOne, New York, New York, USA
Lucas Tennant, *Senior Vice President, Sales*, CompuPay, Inc., Miramar, Florida, USA

SALES INDIVIDUAL & SOLUTION PROVIDER CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

William Binch, *SVP Sales*, Marketo, San Mateo, California, USA

COMMITTEE:

Ahmed Al Hai, *BRM Specialist*, ADCO, Abu Dhabi, United Arab Emirates
Matthew Androski, *SVP Sales*, BMC Software, Irvine, California, USA
Jeb Brooks, *EVP*, The Brooks Group, Greensboro, North Carolina, USA

Gregory Brush, *VP, Sales*, InsideView, San Francisco, California, USA
Susan L. Cordts, *CEO*, Adaptive Technologies, Inc., Scottsdale, Arizona, USA
Michael Gear, *Vice President, WW Sales & Field Operations*, GoodData Corporation, San Francisco, California, USA
Derek Grant, *SVP Sales*, Pardot, Atlanta, Georgia, USA
Donna Kent, *SVP, Global Sales & Marketing*, TeleVerde, Phoenix, Arizona, USA
Keith Nealon, *Chief Revenue Officer*, M5 Networks, New York, New York, USA
Mark Roberge, *VP Sales*, Hubspot, Cambridge, Massachusetts, USA
Julie Thomas, *President & CEO*, ValueSelling Associates, Santa Fe, California, USA
Diane Updyke, *VP Sales*, Crowd Factory, San Francisco, California, USA
Derrick Van Grol, *VP Global Sales*, IDI Billing Solutions, Victor, New York, USA
Ronald J. Whaley, *Chief Revenue Officer*, OSG Billing Services, Englewood, New Jersey, USA

SALES ACHIEVEMENT CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Jason Copeland, *Senior Manager, National Sales Group*, SurePayroll, Inc., Glenview, Illinois, USA

COMMITTEE:

Johnny Anderson, *VP*, Bulldog Solutions, Austin, Texas, USA
Ryan Azus, *Vice President, Worldwide Sales*, RingCentral, San Mateo, California, USA
Scott deMoulin, *President*, Business Breakthroughs Elite Consulting, Grovetown, Georgia, USA
Phil Hansen, *CEO*, CLEARLINK, Salt Lake City, Utah, USA
Thomas Joyer, *Senior Vice President, Sales & Client Services*, Health Integrated, Chicago, Illinois, USA
Gene McNaughton, *President*, Elite Concepts, Inc., Ladera Ranch, California, USA
Carajane Moore, *President*, Hunt Big Sales, Fishers, Indiana, USA
Matt Morea, *Senior Vice President*, Business Breakthroughs Int'l, Grovetown, Georgia, USA
Mark Repkin, *Vice President*, The Certif-A-Gift Company, Arlington Heights, Illinois, USA
Tom Schaff, *Managing Partner*, Big Swift Kick, St Louis, Missouri, USA
Neal Tricarico, *President*, Ultimate Growth, Inc., Carlsbad, California, USA

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Final Judging Committees

CUSTOMER SERVICE/CALL CENTER INDIVIDUAL & TEAM CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Carita Vallinkoski, *Expansion Management, Competence Call Center AG, Vienna, Austria*

COMMITTEE:

Dmitry Aristarkov, *CEO, Call Center Guru, Moscow, Russia*
Ela Banu, *Customer Care & Services Manager, ING Bank, Bucharest, Romania*
Sam Bruni, *Senior Director of Customer Experience, BackCountry.com, Utah, USA*
Pembe Candaner, *Founder & President, Pro-To-Cool, Istanbul, Turkey*
Susanne Feldt, *Editor, TeleTalk, Hannover, Germany*
Simone Fojut, *Chief Editor, CallCenterProfi, Wiesbaden, Germany*
Claudia Gabler, *Chief Editor, Contact Management Magazine, Zollikofen, Switzerland*
Barbara A. Glanz, *CSP, CPAE, President, Barbara Glanz Communications, Inc., Sarasota, Florida, USA*
Gerrit Goedkoop, *VP Customer Care, UPC Broadband, Amsterdam, Netherlands*
Kubilay Guler, *Asst. General Manager, FINANSBANK, Istanbul, Turkey*
Dr Nils Hafner, *Managing Director, Customer Competencies, Institut Dr. Hafner GmbH, Kreuzlingen am Bodense, Switzerland*
Tunde Hubina, *Customer Care Director, UPC DTH UPC DTH S.à r.l., Howald, Luxembourg*
Manuel Jacquinet, *Co-president/Publishing Direct, EnContact, MALPASO, Paris, France*
Natalia Kabakova, *Head of Customer Service, DHL Express Russia, Moscow, Russia*
Meltem Karateke, *President, IMI Conferences, Istanbul, Turkey*
Demet Kockal, *Operasyon Yönetmeni, ÇAGRI MERKEZLERI DERNEGI, Istanbul, Turkey*
Elzbieta Krawczynska, *Quality Specialist & Trainer, Bank Zachodni WBK, Poznan, Poland*
Karin Lüttmerding, *Customer Service Manager, FONIC GmbH, Munich, Germany*
Marcello Maggioni, *EVP-Customer Group, Sky Deutschland AG, Unterfoehring, Germany*
Nicola Millard, *Customer Experience Futurologist, British Telecommunications PLC, Ipswich, Suffolk, UK*
Christoph Pause, *Chief Editor, Haufe-Lexware GmbH & Co. KG, Freiburg, Germany*
Elizaveta Rybinskaya, *Customer Service Director, QUELLE RUSSIA, Moscow, Russia*
Ann-Marie Stagg, *Head of Direct Sales, The Co-operative Banking Group (UK), Sandbach, UK*

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

Olav Strawe, *Publisher, TeleTalk, Emerald Hills, California, USA*

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

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

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

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

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

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

CUSTOMER SERVICE DEPARTMENT CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Susan Cloutier, *Operations Manager, Mayo Medical Laboratories, Rochester, Minnesota, USA*

COMMITTEE:

Kevin Cappel, *Owner & CEO, Ledgersre Solutions, Winona, Minnesota, USA*
Jackie Coffey, *Director, BlueDirect Sales, Blue Cross Blue Shield Florida, Ponte Vedra Beach, Florida, USA*
Matthew Conant, *Director, Customer Experience, Plato Learning, Inc., Bloomington, Minnesota, USA*
Dave Dreas, *Marketing Director, Managing Member, Jeremy Scott Fitness, Phoenix, Arizona, USA*
Jeremy Scott, *Jeremy Scott Fitness, Phoenix, Arizona, USA*
Richard Feinberg, *Professor, Department of Consumer Sciences and Retailing, Purdue University, West Lafayette, Indiana, USA*
Michael Haddow, *Vice President of Customer Care Operations, QBE FIRST, Morrisville, North Carolina, USA*
Anne Holland, *RN, BSN, CCRP, President, Holland Research Consultants, LLC, Rochester, Minnesota, USA*
Dino Kasdagly, *General Manager, Optum Insight-Division of United Health Group, Rochester, Minnesota, USA*
Keith Laughman, *CEO, Med Fusion, Lewisville, Texas, USA*
Frank Mettill, *Senior Exercise Planner, Joint Task Force Civil Support-L3 Communications, Chesapeake, Virginia, USA*
Craig Oslund, *Vice President, Merchants Bank, Rochester, Minnesota, USA*
Sarah Oslund, *Director of Communications, University of Minnesota-Rochester, Rochester, Minnesota, USA*
Paulette Pehling, *Owner, Quality Overhead Door, Rochester, Minnesota, USA*
Dayne Petersen, *Sr. Consultant, Benchmark Portal, Bloomington, Minnesota, USA*



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Final Judging Committees

CUSTOMER SERVICE DEPARTMENT CATEGORIES FINAL JUDGING COMMITTEE – *Continued*

Thomas K. Sawyer, *Associate Professor*, Winona State University,
Winona, Minnesota, USA

Greg Sell, *CEO*, Selloxx, Inc., Minneapolis, Minnesota, USA

Wei Shi, *Sales Director*, Digital China Holdings Limited,
Beijing, China

Kirk Waldon, *President*, The Guardian Group, Overland Park,
Kansas, USA

Cindy Wills, *Vice President, Sales*, Carpet One Hour & Home,
Rochester, Minnesota, USA

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

CUSTOMER SERVICE ACHIEVEMENT CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Cameron E. Hurst, *Vice President*,
Assurant Solutions, Asheville, North Carolina, USA

COMMITTEE:

Tom Coury, *Chairman*, Matrix Pointe Software,
Cleveland, Ohio, USA

Carmit DiAndrea, *VP, Analytics & Client Services*,
Customer Relationship Metrics, Omaha, Nebraska, USA

Kristyn Emenecker, *VP Product Marketing*, InContact,
Salt Lake City, Utah, USA

Ryan Hollenbeck, *SVP Marketing*, Verint Systems,
Roswell, California, USA

Cliff Hurst, *CEO*, Career Impact, Gilroy, California, USA

Gina Musick, *VP, Distributed Computing Group Manager*, TD Bank,
Fort Pierce, Florida, USA

Marshall Ogen, *SVP*, J.LODGE, Marlton, New Jersey, USA

Gary Poch, *Vice President*, Equifax Inc., Atlanta, Georgia, USA

Andy Pritchard, *President & CEO*, ThoughtBurst, Inc.,
Carmel, California, USA

Chris Repholz, *SVP*, IntelliSource, Denver, Colorado, USA

Stuart Saunders, *CEO and Co-Founder*, Mobile Defense,
Cleveland, Ohio, USA

Julie Ann Skaggs, *Director of Operations*, Covance Market Access,
San Diego, California, USA

David L. York, *VP Sales*, Genesys Telecommunications,
Larkspur, Colorado, USA

NEW PRODUCT & SERVICE CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Ben Saren, *Vice President, Marketing*, Litle & Co,
Lowell, Massachusetts, USA

COMMITTEE:

David Beisel, *Partner*, NextView Ventures,
Boston, Massachusetts, USA

Matt Douglas, *CEO*, Punchbowl.com,
Framingham, Massachusetts, USA

Melissa Dowler, *Co-Founder*, Long Haul Films,
Boston, Massachusetts, USA

Michael Dunn, *CTO*, Hearst Interactive Media,
Stamford, Connecticut, USA

Andrew J. "Flip" Filipowski, *Executive Chairman & CEO*,
SilkRoad Technology, Winston Salem, North Carolina, USA

Jane Henry, *Owner*, LOOMLAB, South Pasadena, California, USA

Tara Hunt, *CEO & Co-founder*, Buyosphere, Montreal, Canada

Aaron Irizarry, *Experience Designer*, Hewlett Packard,
Murrieta, California, USA

Michael LeBarron, *Senior UX Engineer*, Rue La La,
Rockland, Massachusetts, USA

Kaitlin Maud, *Co-Founder*, Rain or Shine Studio,
Brighton, Massachusetts, USA

John McCurdy, *VP Business Development*, Invest Northern Ireland,
Boston, Massachusetts, USA

Kevin Mitchell, *Senior Director of Programming*,
National Amusements, Norwood, Massachusetts, USA

Beth Monaghan, *Principal*, InkHouse Media + Marketing,
Waltham, Massachusetts, USA

Randy Parker, *President*, SMBapps, Brookline, Massachusetts, USA

Jen Reddy, *VP, Global Marketing*, Communispace,
Boston, Massachusetts, USA

Evan I. Schwartz, *Director of Storytelling*, INNOSIGHT,
Lexington, Massachusetts, USA

Rusty Williams, *Co-Founder*, Troopla, Waltham,
Massachusetts, USA

good *business leaders*
CREATE *a vision,*
articulate a vision,
passionately **OWN** the vision,
and *relentlessly* **drive** it to *completion.*

- John Francis Welch, Jr.

Congratulations to all the business leaders nominated at
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Preliminary Judges

The following professionals participated in preliminary-round judging of the 2012 Stevie® Awards for Sales & Customer Service from November 2011 to January 2012. Their average scores determined the Finalists in the sales awards, contact center awards, and customer service awards categories. We thank them for their time, insights and interest.



Learn more about this judging panel.

Kenneth Amormino, *Director of Call Center Operations*, GAW, Enfield, CT, USA

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

Jeff Billado, *Sales Consultant – Customer Interactive Solutions*, Dimension Data, Customer Interactive Solutions

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

Jane Blackwell, *Community Outreach Manager*, High Point Bank & Trust, High Point, NC, USA

Jill Blankenship, *CEO*, Frontline Call Center, Eastsound, WA, USA

Jeanne Bliss, *President*, CustomerBLISS, Pacific Palisades, CA, USA

Bob Botelle, *Exec VP. Merchant Services, Chief Customer Officer*, Little & Co, Lowell, MA, USA

Norm Bour, *Community Development Director*, OPIS Network, Newport Beach, CA, USA

Johnny Bravo, *Account Executive*, PolyPak America Inc., Sales, Los Angeles, CA, USA

Patrice Bryon, *Head of Client Services*, ProFund Advisors, LLC, Financial Services, Bethesda, MD, USA

Elaine Buxton, *President*, Confero Inc, Cary, NC, USA

Jon Byers, *Manager of Client Relationships*, Covisint, Client Satisfaction, Healthcare, Durham, NC, USA

Andrew Christofferson, *Customer Service Manager*, Cargill, Inc, Feed Products, Blair, NE, USA

Chadwick Collier, *CEO*, Consumer Driven Solutions and Group Cars, Memphis, TN, USA

Ryan Consigli, *CEO*, Zoom Technical Services, Inc., Woburn, MA, USA

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

Kelly Dantas, *Media Director*, SDI Distributor, Yonkers, NY, USA

Robyn Davis, *Owner*, When I Need Help, Columbus, OH, USA

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

Kevin Domingue, *VP, Customer Services*, TRUMPF, Inc., Customer Service, Farmington, CT, USA

Alan Dowler, *Customer Service Officer*, Hamilton Jewelers, Princeton, NJ, USA

Carolyn K Edwards, *AT&T and WATCH?*, San Diego, CA, USA

Annette Eland, *Claims Customer Service Manager*, Esurance, San Francisco, CA, USA

Evren Erbasol, *Phone Banking Manager*, AKBANK, Alternative Delivery Channels Management, Istanbul, Turkey

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

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

Paul Evans, *President and CMO*, Evans Media Group, Overland Park, KS, USA

Franck Fieleton, *Manager Direct Sales*, DHL Express, International, Hoofddorp, Netherlands

Will Garrick, *Senior Director*, Prescription Solutions/A United Health Care Company, Customer Service, Costa Mesa, CA, USA

Gina Giordano, *VP*, Customer Feedback, Macy's, New York, NY, USA

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

Jaki Glenn, *Regional Sr. Sales Rep.*, Taleo Learn, Taleo, Belton, SC, USA

Bob Gooderl, *Product Manager/AVP*, Symetra Financial, Life Division, Bellevue, WA, USA

Justin Grenier, *Support Team Manager*, Listrak, Lititz, PA, USA

Jimmy Griffith, *Director*, Solution Center Operations, Assurant Solutions, Extended Protection Solutions, Lawton, OK, USA

Judy Guffee, *Senior Manager Customer Service*, med fusion/ClearPoint Diagnostic Laboratory, Lewisville, TX, USA

Josh Hatala, *Marketing Specialist*, AIReS, Marketing, Pittsburgh, PA, USA

Peggy Heafey, *Director – Intermediary Partner Care*, Marriott Intl., Inc., Marriott Sales and Customer Care, Omaha, NE, USA

Arne Henrickson, *SR Director Client Services*, Coinsar/Redbox, Corporate, Bellevue, WA, USA

Greg Ives, *Director of Global Services*, ChannelAdvisor, Morrisville, NC, USA

Jeanne Jalufka, *Sales Marketing Consultant*, Pearson, Corpus Christi, TX, USA

Robert Jeppsen, *Vice President, Commercial Sales*, Zions Bank, Commercial Sales, Salt Lake City, UT, USA

David Johnston, *President*, Sales Resource Group Inc., Oakville, Canada

Rebecca Jones, *Senior Marketing Manager*, The Retail Outsource, Coral Gables, FL, USA

Christine Kazor, *Customer Service Manager*, Bright House Networks, Riverview, FL, USA

Rafal Kucharski, *Advertising Manager*, Wytwornia Mebli, Poland

Rebecca Lane, *Epitome Health and Beauty*, Bushey Heath, United Kingdom

Howard Lewis, *President*, Family Heritage Life Insurance, NJ, USA

Shane Lewis, *Asst VP of Sales*, Sundance Vacations, Sales, Kennett Square, PA, USA

Angie Marchant, *CEO/Client Management*, Millennium Benefits Consulting, Sandy Springs, GA, USA

Frank Maylett, *EVP Sales and Global Alliances*, inContact, Midvale, UT, USA



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It isn't about the finish line or the bottom line, or about being the fastest or the smartest. It's about having the will to compete, and the desire to keep trying – regardless of the outcome. It's about putting our hearts into something that we believe in and putting our efforts into making a difference. At Enterprise Fleet Management, we salute the competitive spirit.



PROUD SUPPORTER OF AMERICAN BUSINESS AWARDS.



Preliminary Judges

Colin McKillop, *Chief Executive Officer*, Butcher Enterprises, Windsor, Canada

Curtis McLaughlin, *Customer Support Manager*, Debix Inc., Customer Support, Austin, TX, USA

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

Tiffany Mittal, *Director of Sales and Marketing*, Multifamily Utility Company, CA, USA

Simona Mollova, *CEO*, Investment JSPK credit consult – jsk, Sofia, Bulgaria

Stacy Muentzer, *Project Manager*, Bankers Life and Casualty Company, Chicago, IL, USA

Mark O'Toole, *Managing Director*, Public Relations & Content Marketing, HJB, Newton, MA, USA

Steve Pappageorge, *Sr. Director, Business Services*, DeVry Inc., DeVry University, Downers Grove, IL, USA

Donald Pillai, *International Marketing Executive*, Bumbo International, Pretoria, South Africa

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

Janine Popick, *CEO*, VerticalResponse, San Francisco, CA, USA

Amy Pulaski, *Manager*, UPS, Global Customer Service Group, Richmond, VA, USA

Jesintha Rajaratnam, *Partner*, Joje India Consultants – Finance HR FZC, Ras Al Khaimah, United Arab Emirates

Dennis Reno, *Vice President, Global Customer Service*, Oracle, San Francisco, CA, USA

Nancy Reynolds, *Global Customer Service Manager*, Braiform, Asheville, NC, USA

RJ Riemer, *Director – Training & Process Improvement*, VIZIO, Inc., Irvine, CA, USA

Bruce Rosenblatt, *VP of Sales*, ITG Holdings, LLC, Bonita Springs, FL, USA

Amanda Running, *PR Manager*, SecurityMetrics, Orem, UT, USA

Brilliant S K, *Head – Talent Engagement*, ALL, Human Resources, Mumbai, India

Anita Samojednik, *VP, Customer Operations*, TheLadders.com, New York, NY, USA

Russell Sarder, *Chairman and CEO*, NetCom Learning, New York, NY, USA

Harry Schechter, *CEO*, Temperature@lert, Boston, MA, USA

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

Paula Seeger, *Supervisor – Customer Service Hotline*, University of Minnesota, Office of Classroom Management, Minneapolis, MN, USA

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

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

Donnovan Simon, *Director, Sales Support*, SMART Technologies, Calgary, Canada

Peter Smith, *CEO*, SDL, Superior, CO, USA

Cate Sommervold, *Dr., pharmaCline*, Development and Patient Outreach, Sioux Falls, SD, USA

Alec Stern, *VP, Strategic Market Development*, Constant Contact, Waltham, MA, USA

Will Tarrant, *Project Director*, FreemanGroup, Richardson, TX, USA

Lucas Tennant, *Sr. VP of Sales*, CompuPay, Miramar, FL, USA

Dwayne Tharp, *Director of Sales*, Networking Technologies and Support, Inc., Midlothian, VA, USA

Kathy Townend, *Marketing Manager, Europ Assistance*, CSA Travel Protection, San Diego, CA, USA

Heather Valentine, *Vice President Global Sales*, Thermo Fisher Scientific, Manakin Sabot, VA, USA

Laura Walter, *Corporate Marketing Manager*, Enterprise Holdings, Inc., St. Louis, MO, USA

Jerry Weinberger, *Director, Customer Service Retention*, Webs, Inc., Silver Spring, MD, USA

Uriel Weisz, *Customer Experience Manager & Researcher*, Strativity Group, Rochelle Park, NJ, USA

Patrick Williams, *Hit-Maker*, YOU ROCK!®, Gig Harbor, WA, USA

Pam Young, *President*, Unique Innovations Inc., Lancaster, PA, USA

Julia Zamorska, *VP of Corporate Communications*, iolo technologies, Los Angeles, CA, USA



John Hancock

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CONGRATULATIONS TO ALL OF TONIGHT'S WINNERS

John Hancock Funds recognizes your efforts,
applauds your accomplishments and pays
tribute to your contributions.



Stevie® Awards For Sales & Customer Service Finalists



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

NEW PRODUCT & SERVICE CATEGORIES

Business Intelligence Solution – New

Donlen, Northbrook, IL: Donlen's DriverPoint™ Telematics
Helps Fleet Cut Costs, Increase Safety

Métier, Ltd., Santa Rosa, CA: PPM Central – Forward Looking
Business Intelligence

Business Intelligence Solution – New Version

LeanLogistics, Holland, MI: LeanDex™ Transportation Index
TRX, Inc., Atlanta, GA: TRX's Business Intelligence Solution –
TRAVELTRAX

Collaboration Solution – New

Enterasys, Andover, MA: Enterasys isaac – Managing Network
Devices Via Social Media

Contact Center Solution – New Version

ISOdx Solutions, LLC, Columbus, OH: ISOdx Version 4.3.2

IVR or Web Service Solution – New

Comcast, Philadelphia, PA: Comcast.com Account
Management & Self-Service Tools

FedEx, Memphis, TN: Call Steering IVR System Through
Nuance Communications

Vodafone Turkey, Istanbul, Turkey: Vodafone's IVR – Like Velvet
TTNET, Istanbul, Turkey: TTNET's IVR Solution

IVR or Web Service Solution – New Version

Schedulicity, Bozeman, MT

Marketing Solution – New

LivePerson, New York, NY: LivePerson's LP Marketer

Marketo, San Mateo, CA: Spark by Marketo

Salesforce, San Francisco, CA:
Salesforce's Data.com Product

Marketing Solution – New Version

Aprimo, Indianapolis, IN: Aprimo continues to lead the
marketing revolution

Direct Alliance, Tempe, AZ: The Direct Alliance adaptive
revenue generation platform

Relationship Management Solution – New

Broadview Networks, Rye Brook, NY:
Broadview Network's CustView Application

Turkish Economy Bank, Istanbul, Turkey:
TEB SME OLYMPICS

Sales Automation Solution – New

Groupcars, Memphis, TN:
GroupCars automotive purchasing process

MaintenanceNet, Carlsbad, CA:
MaintenanceNet's Service360 Auto Quote Solution

Sales Automation Solution – New Version

Eloqua, Vienna, VA: Eloqua Discover for Salesforce.com

SOLUTION PROVIDER CATEGORIES

Sales Training Practice of the Year

Imparta Ltd, London, United Kingdom

iSpeak, Inc., Round Rock, TX

Marriott Vacation Club International, Orlando, FL:
SalesManShip Training Centralized to Enhance
Content Delivery

Richardson, Philadelphia, PA: Richardson:
The Need for High Performance Sales Teams

Sales Outsource Group dba Vorsight, Arlington, VA:
Vorsight Sales Prospecting Training

The Brooks Group, Greensboro, NC

Zions First National Bank, Salt Lake City, UT:
Zions Bank Business Performance Series

Sales Outsourcing Provider of the Year

American Support, Chapel Hill, NC:
American Support's Telesales by Evergreen

Direct Alliance, Tempe, AZ

Sales Outsource Group dba Vorsight, Arlington, VA:
Vorsight Appointment Setting

Sales Partnerships, Inc., Westminster, CO:
Sales Outsourcing Leader SPI



MELILEA INTERNATIONAL GROUP OF COMPANIES

In 2002, Founder Datuk Dr Alan Wong and co-Founder Datin Dr Stella Chin, upholding a simple faith, led and helped countless people in transforming their health and beauty from inside out and also achieving a successful new life. MELILEA products emphasize on a comprehensive and pure organic philosophy. From farming, cultivation, research and development, production and quality control, all procedures meet the stringent requirements of organic classification. Datuk and Datin truly understand that their goal to lead everyone to attaining health can only be achieved through natural and organic philosophy.

MELILEA ASIAPAC HEADQUARTERS ►

ORGANIC LIFESTYLE SETS A NEW AND LIMITLESS 'GREEN HORIZON'

MELILEA's green organic lifestyle concept advocates that everyone should enjoy an organic lifestyle and consume natural non-GMO foods that are free from chemical fertilizers, additives and radiation; simple and balanced in nutrition; return to nature and exercising appropriately; commit to maintaining an environmentally healthy inner body and a brand new outer appearance and achieve health and beauty from inside out. In the effort to promote the concept of organic lifestyle, apart from researching and developing quality products, MELILEA also enthusiastically holds health talks around the world so that more people can get learn about organic living and related knowledge, and also plays a part in saving the earth.

In the recent years, the climate and environment has undergone major changes. The world is increasingly concern with the environment and health and is paying more attention to the organic culture. This phenomenon not only echoes MELILEA's corporate philosophy, it also proves that organic living is the way for human and nature to co-exist in harmony.

MELILEA offers a fair and just business platform that everyone can engage in. Regardless of background, experiences, age or education qualifications, everyone embarks at the same point with equal business opportunity. Through 'Transform yourself and at the same time, Transforming others', we will guide and mentor each and every one who wishes to pursue their dreams, achieve success and build an extraordinary life. At MELILEA, we offer an equal entrepreneurial opportunity that embodies success through diligence and hard work.



MELILEA BOTANICAL SKIN CARE SERIES



LEA MIND PERSONAL CARE SERIES



LEA MIND JUNIOR CARE SERIES



LEA MIND TOILETRIES SERIES



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MELILEA TOWER, No.6, Avenue 3, The Horizon, Bangsar South, No.8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia

Customer Careline (603) 2262 1116 Fax: (603) 2262 1118 Website : www.melilea.com

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Shop 2, 524-542 Pacific Highway Chatswood NSW 2067, Australia

HONG KONG

11/F., Mongkok Metro 394-596, Nathan Road Kowloon, Hong Kong

TAIWAN

15F, No. 159, Sec. 1, Keelung Rd. Xinyi District, Taipei City 11070, Taiwan R.O.C.

SINGAPORE

No. 33, Ubi Avenue 3 #02-08, Vertex Singapore 408868

INDONESIA

Simprug Gallery, Jln. Tenku Nyak Arif, No. 10, Blok L-P Jakarta Selatan, 12220 Indonesia

PHILIPPINES

202, Oppen Building 349 Senator Gil Puyat Avenue Makati City 1200 Philippines



SOLUTION PROVIDER CATEGORIES – Continued

Incentive, Rewards, or Recognition Provider of the Year

Achievers, San Francisco, CA: Industry Leader Achievers
Devoted to Global Rewards and Social Recognition

CLEARLINK, Salt Lake City, UT:
CLEARLINK Cultural Investments that Work

Marriott Vacation Club International, Orlando, FL:
Marriott Vacation Club – Recognizing our Shining Stars!

Customer Service or Call Center Training Practice of the Year

New York Community Bancorp, Inc., Cleveland, OH:
New York Community Bancorp's Every Customer
Every Time "Initiative"

Sales or Customer Service Solutions Technology Partner of the Year

Cloud9 Analytics, San Francisco, CA

Envision, Seattle, WA: Envision, Award-Winning Contact
Center Workforce Optimization

SpeechCycle, New York, NY

SALES INDIVIDUAL CATEGORIES

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Senior Sales Executive of the Year

Boeing Commercial Airplanes, Renton, WA: Isshane Mounir,
SVP of Sales & Marketing for greater China and Korea

CRS Reprocessing Services, Louisville, KY:
Steve Ragan, VP of Sales and Marketing

Force 3, Inc., Crofton, MD: Mike Greaney, VP of Sales

Google, Inc., Mountain View, CA:
Nikesh Arora, SVP and Chief Business Officer

inContact, Salt Lake City, UT:
Frank Maylett, Executive VP of Sales and Global Alliances

Live Nation Entertainment, Inc., Beverly Hills, CA:
Maureen Ford, President of Venue Sales

Twitter, Inc., San Francisco, CA:
Adam Bain, Chief Revenue Officer

Worldwide VP of Sales of the Year

CRS Reprocessing Services, Louisville, KY:
Steve Ragan, VP of Sales and Marketing

Facebook, Inc., Menlo Park, CA:
David Fischer, VP of Advertising and Global Operations

Ford Motor Company, Dearborn, MI: Jim Farley, Group VP for
Global Marketing, Sales and Service.

iolo technologies, Los Angeles, CA:
Lou DaRe, VP of Business Development

National VP of Sales of the Year

Avaya, Basking Ridge, NJ: Steve Fitz, National VP of Sales

CRS Reprocessing Services, Louisville, KY:
Steve Ragan, VP Sales and Marketing

Force 3, Inc., Crofton, MD: Mike Greaney, VP of Sales

Mindjet, San Francisco, CA: Abe Smith, VP and General
Manager, Americas and Asia-Pacific

The Brooks Group, Greensboro, NC:
Col. Joe Wilburn, Commander AFRC Recruiting Service

Volkswagen Group China, Beijing, China:
Weiming Soh, Director of Volkswagen Passenger Cars
brand sales in China and the ASEAN region

Yahoo!, Inc., Sunnyvale, CA: Ross Levinsohn, EVP Americas

Sales Director of the Year

Avaya, Basking Ridge, NJ: Allan Rubin, Area Sales
Engineering Leader, Avaya Southeast

Information Builders, New York, NY: Tony Li, Advanced
Technical Support as Post Sales Support Director

iolo technologies, Los Angeles, CA:
Katharine Coble, Director of Channel Sales

The Brooks Group, Greensboro, NC:
Nick Levandowsky, Sales Director

Zions First National Bank, Salt Lake City, UT:
Rob Jeppsen, SVP Commercial Sales, Zions Bank

Sales Manager of the Year

iolo technologies, Los Angeles, CA:
Marina Totalca, Channel Sales Executive

Sales Operations Professional of the Year

Avaya, Basking Ridge, NJ: Allan Rubin,
Area Sales Engineering Leader, Avaya Southeast



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SALES INDIVIDUAL CATEGORIES

Sales Representative of the Year

- Bulldog Solutions, Austin, TX:
Heather Hoetger, Bulldog Solutions
- Coloredge New York • Los Angeles, New York, NY:
Edie Gelardi, Senior Sales Executive
- SurePayroll, Inc., Glenview, IL:
Leo Tarasov, Sales Representative
- SurePayroll, Inc., Glenview, IL:
Dave Mlotek, Sales Representative
- Wyndham Vacation Ownership, Orlando, FL:
Mitsue Lincicum, Waikiki International Frontline Sales Agent

**Presentation of ValueSelling Award for
Sales Leadership Excellence**

to

**Corbett Kull, Senior VP of Worldwide Sales and
Market Development**

for

PacketVideo

SALES TEAM CATEGORIES

Global Sales Team of the Year

Avaya, Basking Ridge, NJ: Avaya's Global Sales Team

National Sales Team of the Year

- Vodafone Turkey, Istanbul, Turkey: Turkish Spring
- iolo technologies, Los Angeles, CA:
iolo technologies Sales Team
- Smith & Nephew Biologics Division, Durham, NC:
Smith & Nephew Clinical Therapies U.S. Sales Team
- SurePayroll, Inc., Glenview, IL:
SurePayroll's National Sales Team
- TEB A.S., Istanbul, Turkey:
TEB Bank A.S' s Direct Sales Team
- Wyndham Vacation Ownership, Orlando, FL:
Wyndham Vacation Ownership's Discovery Service Team

Government Sales Team of the Year

Direct Alliance, Tempe, AZ

Field Sales Team of the Year

- Feldco Windows, Siding & Doors, Des Plaines, IL:
Feldco Field Sales Representatives
- Sales Partnerships, Inc., Westminster, CO:
Sales Partnerships Field Sales
- Smith & Nephew Biologics Division, Durham, NC:
Smith & Nephew Clinical Therapies U.S. Sales Force

Telesales Team of the Year

- American Support, Chapel Hill, NC:
American Support's Telesales by Evergreen
- Direct Alliance, Tempe, AZ
- International Checkout Inc., Van Nuys, CA
- Medco Tool, Inc. Philadelphia, PA: Burning the Late Night Oil
- Salesify, Inc., Sunnyvale, CA
- VerticalResponse, San Francisco, CA: VerticalResponse Seals
the Deal With New Sales Strategies

Online Sales Team of the Year

- Comcast Cable, Philadelphia, PA
- Direct Alliance, Tempe, AZ
- Merchant Warehouse, Boston, MA

Sales Support Team of the Year

- Avaya, Basking Ridge, NJ: Avaya's Sales Support Team:
Southeast Sales Engineering
- John Hancock Signature Services, Boston, MA:
One Team, One Dream
- Marriott Vacation Club International, Orlando, FL:
Marriott Vacation Club – Without Support There Are
No Sales!
- Office Depot, Inc., Boca Raton, FL: Innovative Sales Support
Team helps Office Depot's sales force improve productivity

Sales Operations Team of the Year

- John Hancock Signature Services, Boston, MA:
One Team, One Dream
- Marriott Vacation Club International, Orlando, FL:
Marriott Vacation Club – A Focused Team of Professionals
- Numara Software, Tampa, FL: The 'Fabulous Four' Smash
Sales Targets Yet Again

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Finalists:

National Sales Team of the Year
Dave Mlotek, Sales Representative of the Year
Leo Tarasov, Sales Representative of the Year

Front-Line Customer Service Team
Contact Center of the Year (Up to 100 Seats)
Jamal Ayyad, Customer Service Manager of the Year



SALES ACHIEVEMENT CATEGORIES

Sales Turnaround of the Year

Aditya Birla Minacs, Moncton, New Brunswick, Canada:
Minacs Moncton Creates Results-Driven Sales Culture

CRS Reprocessing Services, Louisville, KY:
Steve Ragan, VP Sales and Marketing

DHL – SSA Regional Services, Century City/Cape Town,
South Africa: It's Time For Africa

Vodafone Turkey, Istanbul. Turkey: Facelift

USHEALTH Advisors, L.L.C., Grapevine, TX:
USHEALTH Advisors Pivot Strategy

Valerus, Houston, TX

Webs, Inc, Silver Spring, MD:
Outstanding Sales Improvements for Pagemodo

CRM Implementation & User Adoption Program of the Year

Cloud9 Analytics, San Francisco, CA: Stanley Black &
Decker's Implementation of Cloud9 Pipeline Accelerator

Demand Generation Program of the Year

Achievers, San Francisco, CA: Achievers Publishes and
Promotes Content for Demand Generation

CompassLearning, Austin, TX: CompassLearning Combats
Lead Fatigue – Demand Generation Program of the Year

Nationwide Financial, Columbus, OH: Nationwide Long Term
Care, Overcoming the Self Insurance Objection

NetIQ, Houston, TX: NetIQ Listens its Way to Sales and
Marketing Alignment Success – Demand Gen Program
of the Year

Outbound Marketing Program of the Year

Achievers, San Francisco, CA:
Achievers Outbound Marketing Strategies and Successes

CenturyLink, Denver, CO:
CenturyLink Targeted Accounts Program

Launch Leads, Salt Lake City, UT:
Launch Leads Outbound Marketing Program

SDL, Superior, CO: SDL Language Services Small Forum
Marketing Events

Inbound Marketing Program of the Year

Achievers, San Francisco, CA: Achievers Publishes and
Promotes Content for Creating and Nurturing Leads

Merchant Warehouse, Boston, MA

Monitronics International, Dallas, TX

Sales Process of the Year

ING Direct USA, Wilmington, DE: ING DIRECT

Zions First National Bank, Salt Lake City, UT: Zions Bank
Commercial Sales Process: Value Engineering

Sales Training or Coaching Program of the Year

Bankers Life and Casualty Company, Chicago, IL:
Bankers Life and Casualty Company's Virtual Clock

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

SDL, Superior, CO: SDL Language Services Apprenticeship
Training Program

SunTrust Bank, Atlanta, GA: Building Solid Relationships

Toshiba America Business Solutions, Inc., Irvine, CA:
Touching all the Bases to Earn Retention

Sales Meeting of the Year

Marriott Vacation Club International, Orlando, FL:
Marriott Vacation Club – Sales and Marketing 2011
Leadership Conference

Toshiba America Business Solutions, Inc., Irvine, CA:
Providing Easy Access to the Experts

SALES DEPARTMENT CATEGORIES

Sales Department of the Year – Computer Services

Carahsoft Technology Corp., Reston, VA

Constant Contact, Waltham, MA: Constant Contact:
A Sales Organization Dedicated to Wowing the Customer

ITQAN - Al Bawardi Computers, Abu Dhabi, United Arab
Emirates: ITQAN's Sales Department

Sales Department of the Year – Computer Software

Adobe Systems Inc., San Jose, CA

kCura, Chicago, IL: kCura's Unique Sales Department

Sales Department of the Year – Computer Hardware

NetApp, Inc., Sunnyvale, CA

Sales Department of the Year - Distribution & Transportation

Con-way Freight, Ann Arbor, MI

Hyundai Motor America, Fountain Valley, CA

Volkswagen Group of America, Herndon, VA



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SALES DEPARTMENT CATEGORIES – *Continued*

Sales Department of the Year – Financial Services

Hartford Financial Services Group, Inc., Hartford, CT
Heartland Payment Systems, Princeton, NJ
ING Direct USA, Wilmington, DE
Zions First National Bank, Salt Lake City, UT:
Zions Bank Commercial Sales Team

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

BTG, plc., London, United Kingdom
PetRays Veterinary Telemedicine Consultants,
The Woodlands, TX

Sales Department of the Year – Industrial & Manufacturing

Akzo Nobel, Inc., Chicago, IL: Akzo Nobel Paints
Boeing Commercial Airplanes, Renton, WA

Sales Department of the Year – Hospitality & Tourism

Kimpton Hotel & Restaurant Group, San Francisco, CA
Marriott Vacation Club International, Orlando, FL:
Marriott Vacation Club – Provides World Class Vacation
Opportunities for their Owners
The Knowland Group, Lewes, DE

Sales Department of the Year – Media & Entertainment

Warner Bros. International Television Distribution, Burbank, CA

Sales Department of the Year – Public Services & Education

Skillsoft Corporation, Nashua, NH

Sales Department of the Year – Services

Olneya Restoration Group, St. Louis, MO
ServiceMaster Company, Memphis, TN:
The ServiceMaster Company – TruGreen

Sales Department of the Year – Telecommunications

Avaya, Basking Ridge, NJ: Avaya's Global Sales Department
Vodafone Turkey, Istanbul, Turkey: A New Approach
tw telecom, Littleton, CO

Sales Department of the Year – All Other Industries

Crown Imports, LLC, Chicago, IL
Elephant Insurance Service, Richmond, VA: The Hard Working
Sales Herd of Elephant Insurance Services
Macy's, Inc., Cincinnati, OH: Macy's MOM
Mars, Incorporated, Mclean, VA:
Mars Chocolate North America

CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

Front-Line Customer Service Professional of the Year

AllClear ID, Austin, TX:
Christy McCarly, All Clear ID Fraud Investigator
American Support, Chapel Hill, NC:
Glenn Sullivan, Customer Service Representative
AutohausAZ.com, Tempe, AZ: Mike Gallo
AutohausAZ.com, Tempe, AZ: Andre Alekseyev
AutohausAZ.com, Tempe, AZ: Tony Kopas
ChannelAdvisor, Morrisville, NC:
Carol Scheible: A True Leader
ChannelAdvisor, Morrisville, NC:
Amy Dren: Customer Service Maven
Coloredge New York • Los Angeles, New York, NY:
John Perniciaro, Senior Project Manager
Coloredge New York • Los Angeles, New York, NY:
Dorothy Niemczyk, Senior Project Manager
DeVry University, Henderson, NV:
David Patterson, Admissions Advisor
HomeAway, Austin, TX: Michelle Briones, Support
Representative, Tech Support Liaison and Team Lead
IHG, Salt Lake City, UT:
Haley Sidaway, Customer Service Specialist
IHG, Salt Lake City, UT:
Nick Meulendyk, Guest Relocations Specialist
IHG, Salt Lake City, UT:
Haley Taylor, Customer Service Specialist
ProShares & ProFunds, Bethesda, MD:
Michelle Matos, Senior Client Service Associate
Revima APU, Caudebec en Caux, France:
Dan Sheets, Customer Support Representative



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – Continued

Young Customer Service Professional of the Year

Aditya Birla Minacs, Moncton, New Brunswick, Canada:
Siobhan Leger, Creator of Sustainable Solutions

Agility Recovery, Charlotte, NC:
Mark Norton, The Calming Voice

Backcountry.com, Salt Lake City, UT: William Kenney

borro, London, United Kingdom:
Keri House, Head of Customer Service

ChannelAdvisor, Morrisville, NC:
Laurel Lockhart: Support Sage

Coloredge New York • Los Angeles, New York, NY:
Tameka Campbell, Project Manager

Coloredge New York • Los Angeles, New York, NY:
Janializ Rivera, Project Manager

Groupon, Chicago, IL: Joey Romaine, Customer Service Role
Model and Innovator

PaySimple, Denver, CO:
Leah Bowes, Customer Experience Pioneer

Rosetta Stone, Arlington, VA:
From agent to customer experience entrepreneur

Unitiv's Intelligent Help Desk, Alpharetta, GA:
Amanda Browning, Data Integrity Manager

VIZIO, Inc., Irvine, CA: Sabrina (Anna) Van Gilder, Customer
Service Rock Star

ZocDoc, New York, NY:
Anna Elwood, Reinventing Service in Healthcare

Customer Service Manager of the Year

American Support, Chapel Hill, NC: Justin Szymakowski,
Director of Professional Development

American Support, Chapel Hill, NC:
Bracken Mayes, Director of CARE

Coloredge New York • Los Angeles, New York, NY:
Bicna Bagheri, Lead Project Manager

Coloredge New York • Los Angeles, New York, NY:
Danny Facchiano, Lead Project Manager

Coloredge New York • Los Angeles, New York, NY:
Mark Hado, Lead Project Manager

DHL Express, Tempe, AZ:
Mark Sanchez, CS Manager Claims/Complaints

Everything Everywhere, Hatfield, Hertfordshire,
United Kingdom: Jackie Hawker, Team Manager

Marsh U.S. Consumer, Urbandale, IA:
TJ Amos, Assistant Vice President, Operations Manager

Meritus Payment Solutions, Santa Ana, CA:
Scott Lamoureux, Operations Manager

SurePayroll, Inc., Glenview, IL:
Jamal Ayyad, Customer Care Manager

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

Customer Service Leader of the Year

AllClear ID, Austin, TX:
Jamie May, VP of Customer Services/Chief Investigator

American Support, Chapel Hill, NC:
Mary Celle, Senior VP Operations

Bluegreen Corporation, Boca Raton, FL:
Angela Blevins, Vice President of Club Services for the
Indianapolis and Boca Raton operations

ChannelAdvisor, Morrisville, NC:
Greg Ives, Director of Global Services and Support

Coloredge New York • Los Angeles, New York, NY:
Jesus Casamayor, Director of Client Services – East

Coloredge New York • Los Angeles, New York, NY:
Darryl Phillips, Director of Client Services – West

HomeAway, Austin, TX:
Jeff Mosler, VP of Global Customer Experience

Safelite AutoGlass, Columbus, OH:
Brian O'Mara, VP, Contact Center Operations

TATA Motors Ltd, Mumbai, India:
Shridhar Joshi, VP Customer Service.

UPC Austria, Vienna, Austria:
Silvia Schoepf, VP Customer Operations

VerticalResponse, San Francisco, CA:
Kristen Hayer, Director of Sales and Support

Vestmark, Wakefield, MA: Annmarie Rogers, Senior VP –
Customer Engineering

Webs, Inc, Silver Spring, MD: Jerry Weinberger,
Director-Customer Service and Retention



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

Customer Service Contact Center Professional of the Year

American Support, Chapel Hill, NC:
Valerie Evensen, Success Coach

DHL Express, Tempe, AZ:
Patricia McGee, Customer Service Professional

Information Builders, New York, NY:
Terry Whitmore, Account Support Manager

Customer Service Team of the Year – Recovery Situation

DeVry University, Fremont, CA

DeVry University, Raleigh, NC

Electronic Payment Systems (EPS), Englewood, CO:
EPS Customer Service Rollback Program

John Hancock Signature Services, Boston, MA: Excellence in
Team Based Accomplishment and Accountability

Marsh U.S. Consumer, Urbandale, IA:
Marsh U.S. Consumer Operations Team

Merchant Warehouse, Boston, MA

Performance Building Services, Denver, CO:
Continuous Improvement

UPC Austria, Vienna, Austria: UPC Austria Churn Busters

VIZIO, Inc., Irvine, CA: VIZIO Inc's Dakota Dunes Contact
Center Escalated

Customer Service Complaints Team of the Year

Dubai Municipality, Dubai, United Arab Emirates:
Gift us your complaint

Electronic Payment Systems (EPS), Englewood, CO:
EPS Customer Service – Innovatively Reducing Complaints

KANYON, Istanbul, Turkey:
KANYON's One Hour, One Day Response

IHG, Salt Lake City, UT:
IHG's Customer Service Complaints Team

John Hancock Signature Services, Boston, MA John Hancock
Complaints Team: Turning Ragging Mad into Raving Fans

Office Depot, Inc., Boca Raton, FL: Office Depot's Customer
Relation Team skillfully handles the Company's most
difficult service challenges

UPC Austria, Vienna, Austria:
UPC Austria Churn Busters Complaints Team

Front-Line Customer Service Team of the Year – Banking, Financial Services or Insurance

borro Limited, London, United Kingdom:
borro's High Value Customer Service Team

Family Heritage Life Insurance Company of America,
Cleveland, OH

Heartland Payment Systems, Princeton, NJ:
Raising the Bar for the Industry

John Hancock Signature Services, Boston, MA: Excellence in
Team Based Accomplishment and Accountability

Merrill DataSite, St. Paul, MN

Nationwide Bank, Columbus, OH:
Nationwide Bank – Customer Experience Optimization

SurePayroll, Inc., Glenview, IL

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

AudienceScience, Bellevue, WA:
AudienceScience's Client Services Team

Merchant e-Solutions, Redwood City, CA:
Recognizing service teams that directly engage customers.

VerticalResponse, San Francisco, CA:
VerticalResponse Delivers Top-Rated Customer Service

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

Wolper Subscription Services, Easton, PA:
Wolper Subscription Services' Customer Service Team

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

Achievers, San Francisco, CA: Achievers Member Experience
Team Committed to Member Happiness

Informatica Corporation, Redwood City, CA:
Informatica Cloud Customer Support (ICCS) Team

nFocus Solutions, Phoenix, AZ: nFocus Solutions Client
Support: Personalizing Technology

Rackspace Hosting, San Antonio, TX: Rackspace Email &
Apps Team Delivers Fanatical Support to Customers:

Tracker Corp, San Francisco, CA:
Tracker Corp Support Saves Clients' Compliance

Unitiv's Intelligent Help Desk, Alpharetta, GA



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

American Support, Chapel Hill, NC
DeVry University, Palmdale, CA
DeVry University – Miramar, FL
DeVry University, Henderson, NV
Donlen, Northbrook, IL: Donlen's Front Line Customer Service
Team Helps Streamline Customer Processes
EMKAY, Itasca, IL: EMKAY's Front Line Client Support
King Retail Solutions, Eugene, OR:
King Retail Solutions Customer Service Team
Marriott International, Inc., Bethesda, MD:
Marriott Intermediary Partner Care
Office Depot, Boca Raton, FL: Office Depot deploys
proactive web chat and email support
PublicSchoolWORKS, Inc. Cincinnati, OH:
Engaging Customers and Streamlining Processes
UPC Austria, Vienna, Austria: UPC Austria Power Giants
United Parcel Service, Inc., Salt Lake City, UT: UPS Social
Media Customer Service Team
USANA Health Sciences, Inc, West Valley, UT

Back-Office Customer Service Team of the Year

Accenture BPO Services of BC, Vancouver, BC:
Accenture's Revenue Cycle Operations Team
APAC Customer Services, Bannockburn, IL:
APAC Customer Services BO CS Support Team
Everything Everywhere, Hatfield, Hertfordshire,
United Kingdom: The Device, Products and Networks
Best Practice Team
Information Builders, New York, NY: Information Builders'
Operations and Support Technologies Group (STG)
John Hancock Signature Services, Boston, MA:
One Team, One Dream

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

Dubai Bank, Dubai, United Arab Emirates: Dubai Bank:
"Evolution of Call Centre to Customer Experience Centre"
Dubai First, Dubai, United Arab Emirates:
Dubai First Contact Center
John Hancock Signature Services, Boston, MA: Excellence in
Team Based Accomplishment and Accountability
Nationwide Bank, Columbus, OH: Nationwide Bank –
Customer Experience Optimization
SurePayroll, Inc., Glenview, IL: SurePayroll's Contact Center

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

Achievers, San Francisco, CA: Achievers Member Experience
Team Committed to Member Happiness
AllClear ID, Austin, TX: AllClear ID Call Center
CHEP USA, Orlando, FL: Customer Care Center, CHEP
Dubai Municipality, Dubai, United Arab Emirates:
Confidant at One Contact Resolution
Enterasys, Andover, MA: Enterasys:
Expertise Drives Excellent Customer Service
ExactTarget, Indianapolis, IN:
ExactTarget Global Client Success Center
GES – Global Experience Specialists, Las Vegas, NV:
The GES National Servicenter
Identity Theft 911, Scottsdale, AZ: Beyond the Call of Duty
L-com Inc., North Andover, MA:
L-com Connectivity Products Contact Center
Power Home Remodeling Group, Chester, PA:
Power – Contact Center
TheLadders, New York, NY:
TheLadders, Job Search Support Center
Wheels, Inc., Des Plaines, IL: Wheels Driver Services Center



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Contact Center of the Year (Over 100 Seats)

Aditya Birla Minacs, Moncton, New Brunswick, Canada:
Minacs Moncton – A Contact Center Success Story

American Support, Chapel Hill, NC: American Support

Everything Everywhere, Hatfield, Hertfordshire,
United Kingdom: The Merthyr Tydfil Contact Centre

Marriott International, Bethesda, MD: Marriott's myPlace

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

NEW Customer Service Companies, Sterling, VA:
NEW's Command Center

Office Depot, Boca Raton, FL:
Office Depot's Work at Home Call Center

OppenheimerFunds Inc., Englewood, CO:
OppenheimerFunds Resource Strategy

Prescription Solutions by Optum Rx, Costa Mesa, CA:
OptumRx Contact Centers

SecurityMetrics, Orem, UT: SecurityMetrics' Contact Center

Türkiye Ekonomi Bankasi, Istanbul, Turkey:
Türkiye Ekonomi Bankasi

VIZIO, Inc., Irvine, CA:
VIZIO Inc's Dakota Dunes Contact Center

Customer Service Management Team of the Year

Achievers, San Francisco, CA: Achievers Member Experience
Team Committed to Member Happiness

ChannelAdvisor, Morrisville, NC:
ChannelAdvisor's Services Management Team

DeVry University, Orlando, FL

DeVry University, Sherman Oaks, CA

ExactTarget, Indianapolis, IN: ExactTarget Global Client
Success Center Leadership Team

John Hancock Signature Services, Boston, MA:
Rising to the Challenge of Managing Regulatory Change.

Power Home Remodeling Group, Chester, PA

Webs, Inc, Silver Spring, MD

Customer Service Training Team of the Year

DiCentral, Houston, TX: The Basics of Customer Service
Groupon, Chicago, IL

Heartland Payment Systems, Princeton, NJ:
All About Empowerment

John Hancock Signature Services, Boston, MA:
Training and Development, A Constant State of
Change and Demand

Language Services Associates, Horsham, PA:
The Can Do! Leaders of Language Services Associates

Prescription Solutions by Optum Rx, Costa Mesa, CA

Türkiye Ekonomi Bankasi, Istanbul, Turkey

Wheels, Inc., Des Plaines, IL:
Wheels HR and Quality Service Coach Training

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

e-Commerce Customer Service Award

Backcountry.com, Salt Lake City, UT: Backcountry.com's
Customer Service is Built on Innovative Technology,
Expert Knowledge and Personal Touch

Direct Alliance, Tempe, AZ

John Hancock Signature Services, Boston, MA:
We Are Listening

LiveWatch Security, LLC, St Marys, KS: Delighted Customers
Propose Marriage to Call Center Reps

Safelite AutoGlass, Columbus, OH

TechBargains, Emeryville, CA

Volusion, Austin, TX:
Volusion Ecommerce Out of this World™ Support



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – Continued

Best Use of Technology in Customer Service – Computer Hardware, Software, Services, Electronics, or Telecommunications

- CrunchTime! Information Systems, Boston, MA:
The CrunchTime! Customer Portal Transforms
Support Efforts
- GoDaddy.com, Scottsdale, AZ: Go Daddy Utilizes
Technology to Drive World-Class Customer Care
- L-com Inc., North Andover, MA:
L-com Global Connectivity Customer Service Innovations
- OnStar, Detroit, MI:
OnStar's Use of Technology in Customer Service
- Rosetta Stone, Arlington, VA:
How Rosetta Stone transformed "support" to SUCCESS!
- VIZIO, Inc., Irvine, CA:
VIZIO Inc's Dakota Dunes Contact Center Technology

Best Use of Technology in Customer Service – All Other Industries

- ABF Freight System, Inc., Fort Smith, AR:
Customer Shipment Manager
- AllClear ID, Austin, TX: AllClear ID Alert Network
- DHL Global Forwarding, Columbia, SC:
DHL Global Forwarding's Customer Service Innovations:
Control Tower Site
- EMKAY, Itasca, IL: EMKAY's 2012 Technology Innovations
- Vodafone Turkey, Istanbul, Turkey:
Vodafone's Mobile Help Comes to the Rescue
- TTNET, Istanbul, Turkey: TTNET's FIRST AID
- John Hancock Signature Services, Boston, MA:
Technological Enhancements for Faster and
Cheaper Service
- NEW Customer Service Companies, Sterling, VA:
NEW's Command Center
- Office Depot, Boca Raton, FL:
Utilizing technology to deliver breakthrough performance
- OppenheimerFunds Inc., Englewood, CO:
Looking Glass Software Technology
- PSAV Presentation Services, Long Beach, CA: PSAV Boosts
Customer Satisfaction through Survey Portal Access

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

- American Equity Investment Life Insurance Company,
West Des Moines, Iowa: American Equity's Innovative
Client Appreciation Events
- Dubai First, Dubai, United Arab Emirates:
Dubai First Customer Service Innovations
- ING Direct USA, Wilmington, DE: ING DIRECT
- John Hancock Signature Services, Boston, MA:
Innovation in Customer Service – Unsung Hero
Privacy Initiative
- John Hancock Signature Services, Boston, MA:
Fee Agreements for the Benefit of Our Shareholders
- Scottrade/Moxie Software, Saint Louis, MO/Mountain View,
CA: Scottrade Meets Customer Needs With the Help of a
Social Enterprise Platform
- Turkish Economy Bank, Istanbul, Turkey:
TEB SME Consultants

Award for Innovation in Customer Service - All Other Industries

- Al-Ain City Municipality, Al-Ain City, United Arab Emirates
- Angel, Vienna, VA: Leading the Industry with the Voice
of Each Customer
- Arizona Public Service (APS), Phoenix, AZ: Hitting the
Trifecta: the aps.com/Call Center Service Solution
- DeVry University, Downers Grove, IL:
DeVry University Student Central Service Model
- DHL Global Forwarding, Columbia, SC:
DHL Global Forwarding's Customer Service Innovations:
Mystery Shop Program
- Enterasys, Andover, MA: Enterasys:
There Is Nothing More Important Than Our Customers
- Enterprise Fleet Management, St. Louis, MO:
Driving Customer Satisfaction to Record Highs
- Vodafone, Istanbul, Turkey:
Vodafone's Online Help Wows Customers
- kCura, Chicago, IL: kCura Innovates Customer Service
with New Advice Team
- Marriott Vacation Club International, Orlando, FL: Marriott
Vacation Club Owner Services – Deliver Unforgettable
Experiences That Make Vacation Dreams Come True
- Siemens Enterprise Communications, Munich, Germany:
Global Customer Support – A Constantly
Learning Organization
- SilkRoad technology, Chicago, IL:
SilkRoad: Software with a Smile



PEOPLE'S
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STEVIE® AWARDS
FOR FAVORITE
CUSTOMER SERVICE

Presentation to the winners of the 2012 People's Choice Stevie® Awards for Favorite Customer ServiceSM, as determined by a worldwide public vote:

Airlines, Distribution & Transportation: TATA Motors

All Other Industries: eCornell

Computer Hardware: Apple Inc./Apple Stores

Computer Services: Rosetta Stone

Computer Software: Photodex

Financial Services: SquareTrade

Healthcare, Pharmaceuticals & Related Industries: PetRays

Leisure & Tourism: IHG

Public Services & Education: Finding Freedom Team

Retail: Amazon.com

Telecommunications: Vodafone Turkey

CUSTOMER SERVICE DEPARTMENT CATEGORIES

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

Bombardier Aerospace, Toronto, Canada

CHEP USA, Orlando, FL

EMKAY, Itasca, IL: EMKAY Transportation Service Solutions

LeanLogistics, Holland, MI

Customer Service Department of the Year – Computer Hardware

L-com Inc., North Andover, MA: L-com Global Connectivity

MBX Systems, Wauconda, IL

Unitiv's Intelligent Help Desk, Alpharetta, GA

Customer Service Department of the Year – Computer Software

Alloy Software, Nutley, NJ

Bronto Software, Durham, NC

Constant Contact, Waltham, MA

Cvent, McLean, VA

iCIMS, Hazlet, NJ

LawLogix Group Inc, Phoenix, AZ

PaySimple, Denver, CO

Photodex, Austin, TX

ShopVisible, Atlanta, GA

SurveyGizmo, Boulder, CO

The Knowland Group, Lewes, DE

Volusion, Austin, TX

Z-Firm LLC, Seattle, WA: ShipRush

ZL Technologies, San Jose, CA

Customer Service Department of the Year – Computer Services

BUML, New York, NY

CenterBeam, Inc., Sunnyvale, CA

Datapipe, Jersey City, NJ

GoDaddy.com, Scottsdale, AZ

Reputation.com, San Francisco, CA

Rosetta Stone, Arlington, VA

Customer Service Department of the Year – Financial Services

borro Limited, London, United Kingdom

Dubai Bank, Dubai, United Arab Emirates

Dubai First, Dubai, United Arab Emirates

E*TRADE Financial Corporation, New York, NY

John Hancock Signature Services, Boston, MA

Lifenet Insurance Company, Tokyo, Japan

New York Community Bancorp, Inc., Cleveland, OH

NYCM Insurance, Edmeston, NY

OppenheimerFunds Inc., Englewood, CO

SquareTrade Inc, San Francisco, CA



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

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

Harris, Rothenberg International, Inc. New York, NY
PetRays Veterinary Telemedicine Consultants,
The Woodlands, TX
Prescription Solutions by Optum Rx, Costa Mesa, CA

Customer Service Department of the Year – Leisure & Tourism

HomeAway, Austin, TX
IHG, Salt Lake City, UT
InnLink LLC, Hendersonville, TN
Marriott Vacation Club International, Orlando, FL:
Marriott Vacation Club Owner Services

Customer Service Department of the Year – Public Services & Education

Archipelago Learning, Dallas, TX
 DeVry University, Oklahoma City, OK
 DeVry University, Kansas City, MO
 NorthStar EMS, Tuscaloosa, AL
 Finding Freedom Team, USA and Canada
 Salt Lake County Government, Salt Lake City, UT

Customer Service Department of the Year – Retail

KANYON, Istanbul, Turkey

Customer Service Department of the Year – Telecommunications

Arkadin Global Conferencing, New York, NY
Automated Systems Design, Inc. (ASD), Roswell, GA
Vodafone Turkey, Istanbul Turkey
L-com Inc., North Andover, MA:
L-com Telecommunications Products
USADatanet, Syracuse, NY
Virtela, Greenwood Village, CO

Customer Service Department of the Year – All Other Industries

AllClear ID, Austin, TX
Eat24, South San Francisco, CA
eCornell, Ithaca, NY:
What Gets Measured Gets Done at eCornell
Gazelle, Boston, MA
LifeLock, Tempe, AZ:
The LifeLock Member Services Contact Center
NEW Customer Service Companies, Sterling, VA:
NEW's Command Center