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8TH ANNUAL **STEVIE® AWARDS** FOR SALES & CUSTOMER SERVICE



Awards Dinner and Ceremonies

Friday, February 21, 2014
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Congratulations and thank you to our finalists.

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Finalists

Customer Contact Center of the Year (Under 100 seats)

Customer Service Manager of the Year – Jamal Ayyad, Vice President, SurePayroll Service Delivery

National Telesales Team of the Year – SurePayroll Sales Team

Sales Training or Coaching Program of the Year – SurePayroll Sales Training

National Sales Executive of the Year – Jason Copeland, Director, SurePayroll Retail and Channel Sales

Sales Representative of the Year – Roger Zhang, SurePayroll Sales Representative

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NCR Corporation Global Learning Team for Sales

Accepting the Team Award:
David Strainick, Global Learning Leader
Julie Betts, Learning Business Partner for Sales
NCR Corporation

...AND THE FINALISTS FROM ADOBE, NCR AND PRIMEPAY



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Welcome to the 8th 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 36% this year. Forty-two percent of the more than 1,500 entries submitted were recognized as Finalists – an indication that the judges really appreciated the quality of the nominations and the achievements portrayed in them.

We had a record number of judges this year – more than 260 of them, including 129 who participated in the preliminary round, which determined the Finalists, and more than 130 on seven specialized final judging committees, which determined the Gold, Silver and Bronze Stevie Award placements from among the Finalists. The contributions of all judges are acknowledged in this program.

More than 430,000 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.

This evening we host a silent auction to benefit the Sales Education Foundation. We hope you'll bid on one or more of the items in the auction. Whether or not you participate this evening, we hope you'll learn about and support the work of the foundation at www.SalesFoundation.org.

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

Thank you for participating in the 8th 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

Final judging was conducted in early February 2014 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.



Learn more about this judging panel.

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES FINAL JUDGES



CHAIR:

George Orr, *Vice President of Client Services at kCura in Chicago, Illinois, USA*

COMMITTEE:

Steve Ankenbrandt, *Cofounder & President, Milyli Inc., Chicago, Illinois, USA*

Bruce Blank, *Director of Litigation Support, Foley & Lardner LLP, Westminster, Colorado, USA*

Ye Chen, *Founder, NexLP, Chicago, Illinois, USA*

Ruth Diehl, *Assistant Vice President, Harris Bank, Elmhurst, Illinois, USA*

Anthony Digate, *Senior Account Executive, Salesforce, Chicago, Illinois, USA*

Jeff Gilles, *Director, Product Solutions Group, Content Analyst Company, Reston, Virginia, USA*

Tanya Glaser, *Litigation Support Case Manager, Ogletree, Deakins, Nash, Smoak & Stewart PC, Chicago, Illinois, USA*

Joann Kay, *Customer Care Director, GraduationSource, Port Chester, New York, USA*

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

Kit Mackie, *Founder, NexLP, Chicago, Illinois, USA*

Alicia Orr, *Corporate Bookkeeper, Waterton Associates, Elmhurst, Illinois, USA*

Walter Pynas, *COO, George Jon Inc., Chicago, Illinois, USA*

John Sanchez, *Executive Vice President, Advanced Discovery, LLC, San Francisco, California, USA*

Taffi Schurz, *Vice President, Quality Assurance, LDiscovery, LLC, Chicago, Illinois, USA*

Michael Senko, *Partner, Wolf & Co LLP, Oakbrook Terrace, Illinois, USA*

Christopher Terzich, *Senior Vice President, Commercial Banking, Standard Bank & Trust Company, Lyons, Illinois, USA*

CUSTOMER SERVICE AND CONTACT CENTER INDIVIDUAL CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Sanjeev Garg, *Global Head of Customer Care, Commercial Vehicles Business Unit at TATA Motors in Mumbai, India*

COMMITTEE:

Sumanth Badiga, *Managing Director, Jasper Industries Limited, Hyderabad, Andhra Pradesh, India*

Atul Bahel, *Marketing Manager, Shell India Markets Private Limited, Gurgaon, Haryana, India*

Bhavana Bindra, *Vice President, Automotive Business, Cummins India Limited, Pune, Maharashtra, India*

Angela Blevins, *Vice President Customer Care, Bluegreen Corporation, Indianapolis, Indiana, USA*

Saibal Choudhuri, *Global Account Manager, Shell India Markets Private Limited, Gurgaon, Haryana, India*

Anurag Gupta, *Director, DGM-India, New Delhi, India*

Phillip Horvath, *Senior Vice President, Professional Services, Merchant Partners, Redmond, Washington, USA*

Manish Jar, *Group Managing Director, Sewells Group, Navi Mumbai, Maharashtra, India*

Shridhar P Joshi, *Consultant Advisor, TATA Motors, Pune, Maharashtra, India*

Achal Mehra, *Director, Mahua Resorts Pvt Ltd, Mumbai, Maharashtra, India*

Sanjay Passi, *President & CEO, Pasco Motors, New Delhi, India*

Mathew Sebastian, *Managing Director, Strategic Learning Solutions Private Limited, Gurgaon, Haryana, India*

Premanand Shenoy, *Managing Director, Prerana Motors Private Limited, Bangalore, Karnataka, India*

Vipul Tandon, *Vice President, Distribution Business, Cummins India Limited, Pune, Maharashtra, India*



Final Judging Committees

CUSTOMER SERVICE DEPARTMENT CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Kelly Thomas, *Assistant Vice President, Client Relations* at OppenheimerFunds, Inc., in Englewood, Colorado, USA

COMMITTEE:

Colleen Bolton, *Client Officer, National Quality Review*, Boston, Massachusetts, USA

Glen Colthup, *Senior Director, SRS|Acquiom LLC*, Denver, Colorado, USA

Andrea Daigle, *Marketing Director, HindmanSanchez*, Arvada, Colorado, USA

Bethany Demeter, *Sales Analyst, Inspirato*, Littleton, Colorado, USA

Russ DiBlasi, *Vice President, Operations & Customer Care*, Zions Bancorporation, Houston, Texas, USA

Vickie Friece, *Vice President, Operations & Customer Care*, Zions Bancorporation, Kanab, Utah, USA

Eric Head, *Senior Director of Sales, Foresee*, Ann Arbor, Michigan, USA

Adam Ihrig, *Business Analyst, Chase Customer Service Real Time Solutions-Card*, JPMorgan Chase, Heathrow, Florida, USA

Scott Kozak, *Founding Partner/CEO, KozakandAssociates*, Highlands Ranch, Colorado, USA

Jason Morris, *Release Manager, SRS|Acquiom LLC*, Denver, Colorado, USA

Joann Orefice, *Director-Human Resources, Ticketmaster*, Greenwood Village, Colorado, USA

Jacque Plair, *Director, Network & Corporate Services, IHG*, Atlanta, Georgia, USA

Tonya Plumer, *Sales Assistant, Strategic Benefit Services*, Rensselaer, New York, USA

Steven Puckett, *Vice President, Retirement Plans*, Strategic Benefit Services, Rensselaer, New York, USA

Soli Schwarz, *Business Analyst, JPMorgan Chase*, Heathrow, Florida, USA

Afton Semon, *Director Customer Service-Support Service*, Franklin Templeton, Rancho Cordova, Georgia, USA

Mike Twedt, *Director Finance, Miller Heiman*, Aurora, Colorado, USA

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

CUSTOMER SERVICE AND CONTACT CENTER TEAM CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Ben Herkenhoff, *Customer Interaction Center Manager* at Outsell, LLC in Minneapolis, Minnesota, USA

COMMITTEE:

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

Ken Amormino, *Director of Call Center Operations*, Time Warner Cable, Charlotte, North Carolina, USA

Dmitry Aristarkhov, *Executive Vice President*, National Association of Contact Centers, Moscow, Russia

Leah Bowes, *Senior Director, Customer Experience*, PaySimple, Denver, Colorado, USA

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

Peggy Heafey, *Director, Intermediary Partner Care*, Marriott Global Sales & Customer Care, Omaha, Nebraska, USA

Tunde Hubina, *Customer Care Director*, UPC DTH S.á r.l., Luxembourg

Molly Kapoor, *Head of Marketing*, Birla Sun Life Mutual Fund, Mumbai, Maharashtra, India

Meltem Karateke, *President*, IMI Conferences, Istanbul, Turkey

Raymond Lohr, *Customer Experience Program Manager*, Kabel Deutschland, Den Haag, The Netherlands

Steve Mackie, *Group Manager, Workforce Management*, Target Corporation, Minneapolis, Minnesota, USA

Mary Poynter, *Senior Director Managed Services*, Contact At Once!, Alpharetta, Georgia, USA

Randy Selleck, *Senior Director, EPS Call Center Operations*, Assurant Solutions, Atlanta, Georgia, USA

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



Final Judging Committees

SALES ACHIEVEMENT AND SALES INDIVIDUAL CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Becky Johns, *Vice President* at MarketBridge in Bethesda, Maryland, USA

COMMITTEE:

James Brodo, *Senior Vice President, Marketing*, Richardson, Philadelphia, Pennsylvania, USA

Nicky Brooker, *Vice President*, MasterCard, Purchase, New York, USA

Jason Brusa, *Director, Partnership Brand Marketing*, Capital One, Chicago, Illinois, USA

Jamie Clark, *National Sales Coach*, Forrest Performance Group, Fort Worth, Texas, USA

Dean Cowell, *Senior Vice President, Marketing Strategy*, Citi, Chicago, Illinois, USA

Fred Cremo, *National Practice Leader*, Humana, Tampa, Florida, USA

David deBuys, *Associate Director*, CEB, Arlington, Virginia, USA

Vincent DiCaro, *Vice President, Development & Communication*, National Fatherhood Initiative, Germantown, Maryland, USA

Christine Fludd, *Loyalty Marketing Manager*, Saks Fifth Avenue, New York, New York, USA

Kristi Kehr, *Area Catering Sales Manager*, Panera, LLC, York, Pennsylvania, USA

Howard Lewis, *President*, Family Heritage Life Insurance, Cleveland, Ohio, USA

Kore McBride, *Owner*, Miss Fit, Encinitas, California, USA

April Mock, *Manager, CEM & Loyalty*, Panera, LLC, Harrisburg, Pennsylvania, USA

Andrew Pyper, *Senior Business Leader, US Merchant Marketing*, MasterCard Worldwide, Purchase, New York, USA

Vicki Rollins, *Vice President, Sales Operations*, Angoss Software Corporation, Toronto, Ontario, Canada

Matthew Smith, *Program Manager*, Qualcomm, Encinitas, California, USA

Melissa Steward, *Vice President, Marketing*, National Fatherhood Initiative, Germantown, Maryland, USA

Jason Stroot, *Strategic Partner Lead*, Google Inc, New York, New York, USA

Cindy Wen, *Marketing Specialist-Credit & Gift Card Marketing*, Saks Fifth Avenue, New York, New York, USA

Jaffer Zaidi, *Head of Retail Partnerships*, Google Inc, New York, New York, USA

SALES TEAM AND SALES DEPARTMENT CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Mike Ortegon, *Director of Global Sales Operations* at HomeAway.com in Austin, Texas, USA

COMMITTEE:

Jeanne Conger, *Certified Forrest PG Instructor*, Forrest Performance Group, Fort Worth, Texas, USA

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

Daniel DiBona, *Sales Manager*, Elephant Insurance, Glen Allen, Virginia, USA

Robert Gillespie, *Executive Vice President, Corporate Director Employee Development & Training*, New York Community Bancorp, Inc., Cleveland, Ohio, USA

Linden Ingram, *Executive Vice President*, Imparta Inc., Austin, Texas, USA

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

Scott MacGregor, *Vice President of Sales and Marketing*, FloTech, Middletown, Connecticut, USA

Jason Mathias, *Vice President of Sales Operations*, Living Social, Fairfax, Virginia, USA

Rowena Maxwell, *Senior Principle-Customer Sales & Service*, Accenture, London, United Kingdom

Gene McNaughton, *President*, Elite Concepts, Inc., Ladera Ranch, California, USA

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

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Final Judging Committees

SOLUTION PROVIDER AND NEW PRODUCT AND SERVICE CATEGORIES FINAL JUDGING COMMITTEE



CHAIR:

Ansa Sekharan, *Senior Vice President*,
Global Customer Support at Informatica Corporation
in Redwood City, California, USA

COMMITTEE:

Jamal Ayyad, *Vice President-Service Delivery*, SurePayroll, Inc.,
Glenview, Illinois, USA

Deepak Chawla, *Senior Director Global Technical Services*, Nutanix,
San Jose, California, USA

Andrew Curtis, *Manager, Product Specialists*, iCIMS,
Hazlet, New Jersey, USA

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

David Fong, *Vice President, Marketing*, Accounting 4 Solutions, Inc,
Los Angeles, California, USA

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

Jimmy Griffith, *Director, Quality Assurance*, Assurant Solutions,
Forth Worth, Texas, USA

Julie Holmes, *Product Manager*, InsightSoftware.com,
Greenwood Village, Colorado, USA

Scott James, *Program Manager, Member Advisory Center*,
Arizona State Retirement System, Phoenix, Arizona, USA

Eric Johnson, *Senior Vice President & CIO*, Informatica, Global
Customer Support & Maintenance Renewals,
Redwood City, California, USA

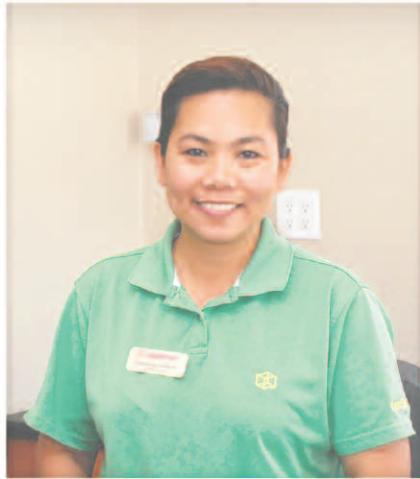
Jesintha Rajaratnam, *Managing Partner*, Joje India Consultants/
Finance & HR, Ras Al Khaimah, United Arab Emirates

Mark Repkin, *Chief Revenue Officer*, iPromo.com,
Chicago, Illinois, USA

Rahul Sheth, *Lead Strategy and Marketing*, CRMnext, Noida, India

David Vasquez, *Customer Care Executive*, Ally Bank,
Charlotte, North Carolina, USA

Carla Zachman, *Director, Talent Acquisition and Talent Management*,
Insight Software, Greenwood Village, Colorado, USA



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Preliminary Judges

The following professionals participated in preliminary-round judging of the 8th annual Stevie Awards for Sales & Customer Service from November 2013 to January 2014. 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.

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

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

Mohammad Alreeh, *Lt. Col.*, Ministry of the Interior, Dubai, United Arab Emirates

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

Dmitry Aristarkov, *Executive VP*, National Association of Contact Centers, Moscow, Russia

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

Sam Baddeley, *Senior Manager, Sales and Customer Service – Management Consulting*, Accenture, London, United Kingdom

Paul Bilodeou, *VP Sales and Marketing*, The Brooks Group, Greensboro, NC, USA

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

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

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

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

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

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

Peter Bush, *CEO*, New Swansea Bay, Port Talbot, Australia

Lucia Caron, *Manager, Customer Support, Enterprise Intelligence Solutions (EIS)*, Verint Systems Inc., Herndon, VA, USA

Ana Castellanos, *VP, Chief Human Resources Officer*, Oakwood Temporary Housing, Los Angeles, CA, USA

Patrick Cheeseman, *Head of Customer Support*, Hotel Tonight, San Francisco, CA, USA

Peter Chiarelli, *Sales Manager – Advertising Sales*, Cablevision, Woodbury, NY, USA

Jackie Coffey, *Director, Government and Consumer Markets*, Blue Cross Blue Shield Florida, Point Vendra Beach, FL, USA

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

Ruth Cox, *Client Support Manager*, One Call Now, Troy, OH, USA

John Cushman, *VP eSales & Service*, AT&T, Bedminster, NJ, USA

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

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

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

Jim Dickie, *Principal*, CSO Insights, Denver, CO, USA

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

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

LaVon Edwards, *Director of Sales*, Century Link, Salt Lake City, UT, USA

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

Ted Elliot, *CEO*, Job Science, San Francisco, CA, USA

Anita Ellis, *Director of Sales*, Calderon Textiles, Indianapolis, IN, USA

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

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

Laura Fischer, *Customer Service Coordinator*, Kohl's Department Stores, Oconomowoc, WI, USA

Simone Fojut, *Chief Editor*, SFO Medien GmbH, Wiesbaden, Germany

Dave Forsberg, *EVP Sales & Marketing*, Marketstar, Ogden, UT, USA

Heisha Freeman, *EVP Sales & Marketing*, The Move Management Center, Dallas, TX, USA

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

Michael Galante, *Speaker*, thesalescoach.com, Preston, MD, USA

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

Stephen Gill, *President – Consulting*, SGA, Derby, United Kingdom

Robert P. Gillespie, *Executive VP*, Cleveland, OH, USA

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

Robert Gregory, *VP of Customer Support*, Media Temple, Marina Del Ray, CA, USA

Jimmy Griffith, *Director, Solution Center Operations – Extended Protection Solutions*, Assurant Solutions, Fort Worth, TX, USA

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

Heidi Guzman, *MBA – Customer Service*, Consorcio Kairos, Villahermosa, Mexico

Gabriel Heijmer, *Innovation & Development Manager*, Swedavia AB, Stockholm, Sweden

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

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

Jennifer Hryczyszyn, *Vice President*, Greenough Communications, Boston, MA, USA

Tunde Hubina, *Customer Care Director*, UPC DTH S.à r.l., Howald, LA, Luxembourg

Linden Ingram, *EVP Sales*, Imparta Inc, Austin, TX, USA

Tyson Jacques, *Customer Support Manager*, Hoteltonight, Dover, NH, USA

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

Kala Jarugumilli, *Sr. Manager, Customer Success Operations*, NetApp, Sunnyvale, CA, USA

JP Jones, *Owner*, Collipsis Web Solutions, Tulsa, OK, USA

Meltem Karateke, *President*, IMI Conferences, Atasehir, Istanbul, Turkey

JoAnn Kay, *Customer Care Director*, Graduation Source, Port Chester, NY, USA

Chad Kestner, *Director, Client Sales & Service*, RCI, Carmel, IN, USA



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Preliminary Judges

James Koons, *Chief Privacy Officer*, Listrak, Lititz, PA, USA

Elzbieta Krawczynska, *Quality Specialist Trainer*,
Bank Zachodni WBK S.A., Poznan, Poland

Suresh Kuppahally, *SVP, Engineering, Operations and
Customer Success*, Replicon Inc, San Mateo, CA, USA

Yamini Kurup, *VP Customer Experience*, Aditya Birla Financial Services,
Mumbai, India

Michael LeBarron, *Lead Engineer*, Gemvara, Rockland, MA, USA

Verna Lee, *Marketing & Business Development Consultant*,
McTech Corp, Cleveland, OH, USA

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

Scott MacGregor, *Vice President of Sales & Marketing*, Flo-Tech,
Middletown, CT, USA

Jennifer Maldonado, *Sr. Program Manager, Global Client Experience*,
Cornerstone OnDemand, Los Angeles, CA, USA

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

Deb Matthews, *Director – Customer Experience*, nexVortex,
Herndon, VA, USA

Rowena Maxwell, *Senior Principle – Customer Service*, Accenture,
London, United Kingdom

Lauren McKenzie, *Customer Service Representative*, JumpSport Inc,
San Jose, CA, USA

Colin McKillip, *Chief Executive Officer*, Butcher Enterprises,
Windsor, ON, Canada

Curtis McLaughlin, *Customer Support Manager*, AllClear ID,
Austin, TX, USA

Chad O. Mills, *COO*, Carahsoft Technology Corp., Reston, VA, USA

Jay Mitchell, *President*, Mereo, LLC, Irving, TX, USA

John Monroe, *Director of Communications*, Stellar, Irving, TX, USA

Brian Moriarty, *Vice President North America Sales*, General Cable,
Highland Heights, KY, USA

Jane Mullins, *Sr. Support Manager / Director*,
Technical Support Management Professional, Hayward, CA, USA

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

Brock Omohundro, *Sr. Operations Manager – Training and Development*,
John Hancock, Portsmouth, NH, USA

Julius Orayo, *Regional Head – Customer Services*,
The Jubilee Insurance Company of Kenya Limited, Nairobi, Kenya

Jacque Plair, *Director – Americas Deployment & Corporate Services*,
IHG, Salt Lake City, UT, USA

Churchill Dass Prince, *Founder and CEO*, Sales Intellect Company,
Chennai, India

Jeanette Ramey, *National Customer Service Manager*, Empire Today,
Northlake, IL, USA

Bryan Rand, *Vice President, North American Sales*, SDL International,
Plano, TX, USA

Mark Repkin, *Chief Revenue Officer*, iPromo & Memory Suppliers,
Morton Grove, IL, USA

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

Charlie Riley, *CMO*, PLS 3rd Learning, Buffalo, NY, USA

Nick Robertson, *VP of Sales & Marketing*, kCura, Chicago, IL, USA

Elizaveta Rybinskaya, *Customer Care Director*, OTTO Group Russia,
Moscow, Russia

Megan Ritchie Saffitz, *Director of LEED Support*,
US Green Building Council, Seattle, WA, USA

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

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

Tibor Shanto, *President*, Renbor Sales Solutions,
Thornhill, Ontario, Canada

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

Gary Shumaker, *President*, C2 Solutions Group, Inc., Reston, VA, USA

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

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

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

Doug Storbeck, *Sr. Director of Operations*, KM, Plymouth, MA, USA

Fred Stickroot, *President*, HomeNet, New Port Richey, FL, USA

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

Jeff Tang, *Senior Manager, Technical Support*, The Active Network,
Vancouver, BC, Canada

Will Tarrant, *Co-Founder/Owner*, Service Metrics Group, Plano, TX, USA

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

Lucas Tennant, *SE Regional Vice President, Sales – Payroll Division*,
Benefitmall, Franklin, TN, USA

Christopher Tepas, *Chief Marketing Officer*, Emkay, Itasca, IL, USA

Bob Thomas, *Director of Business Development*, Prorizon Corporation,
Kennesaw, GA, USA

Corina Toader, *Senior Associate Operations*, WNS Global, Bucharest,
Romania

Ron Torten, *VP, WW Sales*, Inphi, Santa Clara, CA, USA

Cathy Townend, *Product Manager – CSA Travel Protection*,
Europ Assistance, San Diego, CA, USA

Tina Turnbow, *Regional Scheduling Manager*, Solis Women's Health,
Addison, TX, USA

Abdiel Urriola, *Sales & Marketing*, Puma Energy, Panama

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

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

Chris Vassan, *Communcations Lead*, Cisco Systems, Inc.,
Raleigh Triangle Park, NC, USA

David Vasquez, *Customer Care Executive*, Ally Bank,
Charlotte, NC United States

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

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

Laura Walter, *Corporate Marketing Manager*,
Enterprise Fleet Management, St. Louis, MO, USA

Jeremy Watkin, *Director of Customer Service*, Phone.com,
Poway, CA, USA

Tim Watson, *Vice President – Mobile Applications*, Parentlink,
Provo, UT, USA

Matt Weston, *Director, Client Services*, TradeKing, Charlotte, NC, USA

Floor Wijburg, *CEO*, W&I Consultants, Rotterdam, The Netherlands

Rusty Williams, *Co-Founder*, Align Sales, Wayland, MA, USA

Upcoming Stevie® Awards Deadlines

2014 Asia-Pacific Stevie® Awards



ASIA-PACIFIC
STEVIE® AWARDS

The newest Stevie Awards program will recognize achievement at organizations in the 22 nations of the Asia-Pacific region.

Final Entry Deadline:

February 19, 2014

Last Day for Late Entries:

March 12, 2014

2014 American Business AwardsSM



THE AMERICAN
BUSINESS AWARDSSM

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

Entry Deadline:

March 26, 2014

Last Day for Late Entries:

April 23, 2014

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BUSINESS AWARDSSM

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

Entries Open:

January 2014

Early-bird Entry Deadline:

April 16, 2014

Final Entry Deadline:

May 14, 2014

Learn More and Enter at www.StevieAwards.com



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

Collective[*i*], New York, NY: Collective[*i*]
SAVO, Chicago, IL: SAVO's CRM Opportunity Pro
Thunderhead.com, London, United Kingdom:
Thunderhead.com – ONE Correspond for Salesforce

Business Intelligence Solution – New Version

Assurant Solutions, Atlanta, GA:
Data Transaction Manager (DTM)
InsightSquared, Cambridge, MA: InsightSquared 3.0
Zilliant, Austin, TX: Zilliant

Collaboration Solution – New

Biba Systems, Inc., San Francisco, CA: Biba
ClickSoftware, Burlington, MA: SHOUT! by ClickSoftware
EMKAY, Itasca, IL: EMKAY's Innovation Service Center Solution
John Hancock Signature Services, Boston, MA: Supporting Intermediary Business Partners – Pricing Improvements
Property Insight, Santa Ana, CA: Client Services – Collaborating with Sales to Increase Profits
Sales Intellect Company, Chennai, TN, India: Sales Intellect's Sales Intelligence™ Collaboration Solutions

Collaboration Solution – New Version

Clarizen, San Mateo, CA: Clarizen v6
iWowWe, Conroe, TX: iWowWe
John Hancock Signature Services, Boston, MA:
Collaborative effort to doing more with less
LeanLogistics, Holland, MI: New Version of LeanTMS
Lucernex Technologies, Plano, TX: Lucernex Lx Retail 9
TeamSupport, Dallas, TX: TeamSupport

Contact Center Solution – New

LiveOps, Redwood City, CA: LiveOps Engage

Contact Center Solution – New Version

Calabrio, Inc., Minneapolis, MN:
Calabrio ONE Workforce Optimization Suite
Expert Global Solutions, Plano, TX:
EGS Homecenters Solution
FedEx TechConnect, Memphis, TN: FedEx TechConnect's Contact Center Solution – New Version
Genesys, Daly City, CA: Genesys One
inContact, Salt Lake City, UT: inContact Cloud Software Enhances Personalized Service
LiveAnswer, Miami, FL: LiveAnswer – Customer service like no other
(mt) Media Temple, Culver City, CA:
Contact Center Solution – (mt) Media Temple

Incentive Management Solution – New

DHL Express Mexico, Mexico City, Mexico: Nuevo Esquema de Incentivos – Servicio a Clientes Mexico.
LevelEleven, Detroit, MI: Compete
VIZIO, Inc., Irvine, CA: VIZIO's Excellent Employee Program – VEEP
Xactly Corporation, San Jose, CA: Xactly Objectives

Incentive Management Solution – New Version

Xactly Corporation, San Jose, CA: Xactly Incent

IVR or Web Service Solution – New

Creative Virtual Ltd, London, United Kingdom:
Creative Virtual's V-Portal Solution
Garanti Bank, Istanbul, Turkey: Garanti Bank – Alo Garanti – Call Steering
LiveAnswer, Miami, FL: LiveAnswer
Viclone Corp, Barcelona, Spain: viCloning Intelligent Chat Version 3.0
Vodafone Turkey, Istanbul, Turkey: Vodafone Turkey's 'We'll Call You Back'
Warrantech, Bedford, TX: Warrantech Online Claims Portal

We're Wired for The Stevies™

General Cable recognizes that an investment in our wire and cable products, people, programs and service is an investment in our future. With this in mind, we are honored to be named as a finalist in four Stevie Awards categories, where our talented associates are being acknowledged for their know-how, expertise and contributions...wiring our company every day for success.

We congratulate all Stevie Award finalists and would like to extend a special thanks to our finalists for their service and innovation:

Field Sales Team of the Year:

General Cable's Eastern Region Sales Team

Senior Sales Executive of the Year:

Brian Roddy, General Cable

Demand Generation Program of the Year:

STABILOY® Brand Product Display Trailer Program

Marketing Solution – New:

GenClean™ Jacketing Technology New Product Launch



To learn more about General Cable, a Fortune 500 global leader in the manufacture, marketing, sales and distribution of aluminum, copper and fiber optic wire and cable, visit www.generalcable.com or call +1 859.572.8000.



NEW PRODUCT & SERVICE CATEGORIES – Continued

IVR or Web Service Solution – New Version

SmartAction, El Segundo, CA:

IVA: Intelligent Voice Automation

Turk Economy Bank, Istanbul, Turkey:

Interactive Voice Response Simplification

Wheels, Inc., Des Plaines, IL:

Wheels Driver Tax Compliance Service

Marketing Solution – New

DiscoverOrg, Vancouver, WA:

DiscoverOrg New SMB and Finance Datasets

EMKAY, Itasca, IL: EMKAY – ISC and the Refreshing and Rebranding of Canada

General Cable, Highland Heights, KY:

GenClean Jacketing Technology New Product Launch

Infinite Convergence Solutions, Arlington Heights, IL:

Enterprise Messaging Service

Lattice Engines, San Mateo, CA: Lattice Engines

Marketing Solution – New Version

ActiveCampaign, Chicago, IL:

ActiveCampaign's 2013 Update

John Hancock Signature Services, Boston, MA:

Consenting for E-Delivery

NetProspex.Waltham, MA: NetProspex Augments Workbench

Relationship Management Solution – New

Etiya, Istanbul, Turkey: Telaura CRM Suite

Infinite Convergence Solutions, Arlington Heights, IL:

Enterprise Messaging Service

John Hancock Signature Services, Boston, MA:

Intermediary Oversight – Identifying Risk through Scorecard Reporting

Relationship Management Solution – New Version

KANA Software, Inc., Sunnyvale, CA:

KANA Enterprise Customer Service Management Suite

Nimble.com, Santa Monica, CA: Nimble

Sales Automation Solution – New

CRMnext, Noida, India: Online Application Platform by CRMnext

HubSpot, Cambridge, MA: Signals

NetProspex.Waltham, MA: NetProspex's SalesProspex

Velocity, El Segundo, CA: Velocity for Salesforce

Sales Automation Solution – New Version

DiCentral, Houston, TX: DiSupply

InsideSales.com, Provo, UT: InsideSales.com PowerDialer for Salesforce 6.0

Lattice Engines, San Mateo, CA: Lattice Engines salesPRISM

OneSource, Concord, MA: OneSource iSell

Stripe, San Francisco, CA: Stripe Connect

Qvidian, Lowell, MA: Qvidian Sales Playbooks and Analytics

SOLUTION PROVIDER CATEGORIES

Sales Training Practice of the Year – Business Services Industries

Imparta Ltd, London, United Kingdom

iSpeak, Inc., Round Rock, TX:

iSpeak_GTECH Leadership Academy

MarketBridge, Bethesda, MD

Revenue Storm, Schaumburg, IL

Richardson, Philadelphia, PA

Sales Partnerships, Inc., Westminster, CO

The Brooks Group, Greensboro NC

Wilson Learning, Minneapolis, MN

Sales Training Practice of the Year – All Other Industries

DHL Express Panama, Costa del Este, Panama:
CS Training Team

ESAB Welding & Cutting, Florence, SC

Marsh U.S. Consumer, Urbandale, IA:

Marsh U.S. Consumer, Gina Moody & Eddie Lust

Men In Kilts, Vancouver, BC Canada

New York Community Bancorp, Inc., Westbury, NY

Parlant Technology, Provo, UT

Global Warranty Group Congratulates all the Finalists for the 2014 Stevie Awards.



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SOLUTION PROVIDER CATEGORIES – *Continued*

Sales Outsourcing Provider of the Year

Kopp Consulting, LLC, Bedminster, NJ

Revana, Tempe, AZ

Sales Partnerships, Inc., Westminster, CO

Incentive, Rewards, or Recognition Provider of the Year

Achievers, San Francisco, CA

Bluegreen Vacations, Indianapolis, IN

Customer Service or Call Center Consulting Practice of the Year

FedEx TechConnect, Memphis, TN:

FedEx TechConnect ECST Engineering Study

Stephen Gill Associates, Derby, Derbyshire, United Kingdom

Customer Service or Call Center Training Practice of the Year

FedEx TechConnect, Memphis, TN

OptumRx, Irvine, CA: OptumRx Leadership Academy

Ulysses Learning, New York, NY

Sales or Customer Service Solutions Technology Partner of the Year

Arkadin, Paris, France

Creative Virtual Ltd, London, United Kingdom

Etiya, Istanbul, Turkey

ForeSee, Ann Arbor, MI

FrontRange, Milpitas, CA

IntelliResponse Inc., Toronto, ON Canada

Nuance Communications, Burlington, MA

Salesforce, San Francisco, CA

Troppus Software, Superior, CO

SALES INDIVIDUAL CATEGORIES

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Senior Sales Executive of the Year

Actiontec Electronics, Sunnyvale, CA:

Brian Henrichs, Chief Business Development Officer

Blinds.com, Houston, TX:

Stephen M. Riddell, Chief Sales Officer

General Cable Corp., Highland Heights, KY:

Brian Roddy, Senior Sales Executive

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

Marketo, San Mateo, CA: Patrick Donnelly, VP of SMB Sales

Podcast One Sales, Beverly Hills, CA: Kit Gray, President

PrimePay, West Chester, PA:

Todd Quarfot, Chief Sales Officer

SalesStaff LLC, Houston, TX: David Balzen, CEO/CSO

Sitel, Nashville, TN: Donald B. Berryman,

EVP – Chief Commercial Officer

Wyndham Vacation Ownership, Orlando, FL: Chris Robertson,

Senior Vice President of Regional Sales & Marketing

Zions Bank, Salt Lake City, UT: Rob Jeppsen, Senior VP of

Commercial Sales

Worldwide Sales Executive of the Year

AMD, Sunnyvale, CA: David Kenyon, Vice President of

Worldwide Business Management

Hewlett-Packard, Palo Alto, CA:

Dave Ornelas, Senior VP, Sales Operations

TED, New York, NY: Ronda Carnegie,

Global Head of Partnerships

National Sales Executive of the Year

DHL Express Mexico, Mexico City, Mexico: Balam Camacho,

Sales for the Financial and Professional Services Division

Kerr Corporation, Orange, CA:

Steve Higgins, VP of North American Sales

Lennox Industries, Richardson, TX:

Mike Hart, VP of Sales – Lennox Residential

NCR Corporation, Duluth, GA: Douglas Henderson,

VP North America, Petroleum and Convenience Stores

SurePayroll, Inc., Glenview, IL:

Jason Copeland, Director of Retail and Channel Sales



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A network diagram background consisting of a central node connected to several other nodes, each represented by a person silhouette or a building icon, all set against a dark blue gradient.

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SALES INDIVIDUAL CATEGORIES – *Continued*

Sales Director of the Year

RBS Citizens, Providence, RI: Daniel K. Fitzpatrick,
Mid-Atlantic Regional Executive

Sales Manager of the Year

Bell Canada, Montreal, QC, Canada: Kelly Houston,
Corporate Sales Manager, Southern Alberta

Hager Fox Heating & Air Conditioning Co., Lansing, MI:
Matthew D. Anderson, Sales & Marketing Manager

Sales Partnerships, Inc., Westminster, CO:
Mike Sosbe, Sales Team Lead

Sales Operations Professional of the Year

Marsh U.S. Consumer, Urbandale, IA:
Eddie Lust, Mercer Consumer

Parata Systems, Durham, NC:
Andrea Overfield, Director of Sales Operations

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

SalesStaff LLC, Houston, TX: Bryan Brorsen, President / COO

Wyndham Vacation Ownership, Orlando, FL:
Nichole Hegge, Manager, Administrative Operations

Sales Training or Education Professional of the Year

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

Sales Representative of the Year

En Pointe Technologies, Los Angeles, CA:
Jeremy Haskovec, Account Executive

Hager Fox Heating & Air Conditioning Co., Lansing, MI:
Joseph Kinney, Comfort Consultant

PJ Care Ltd, Milton Keynes, United Kingdom:
Angie Russell, Business Relationship Manager

SurePayroll, Inc., Glenview, IL:
Roger Zhang, Sales Representative

Trifecta Communications, Moore, OK:
Aleta Wheelbarger, Sales Representative

Wyndham Vacation Ownership, Orlando, FL:
Mason Gangel, Front Line Sales Representative

Wyndham Vacation Ownership, Orlando, FL:
Vicky Roberts, In-House Sales Representative

2014 ValueSelling Associates Award for Sales Transformation Excellence

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SALES TEAM CATEGORIES

Global Sales Team of the Year

Marriott Vacation Club, Orlando, FL

National Sales Team of the Year

Actiontec Electronics, Sunnyvale, CA

Extra Space Storage, Salt Lake City, UT:
Extra Space Storage National Sales Center Team

Lennox Industries, Richardson, TX:
Lennox Industries Residential Sales Team

Marriott Vacation Club, Orlando, FL

Ormco Corporation, Orange, CA

Sofica Group JSC, Sofia, Bulgaria

SoftPro, Raleigh, NC

Government Sales Team of the Year

Carahsoft Technology Corp., Reston, VA

Field Sales Team of the Year

General Cable Corp., Highland Heights, KY:
General Cable's Eastern Region Sales Team

RBS Citizens, Providence, RI:
Eastern Pennsylvania Commercial Banking Team

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

Wyndham Vacation Ownership, Orlando, FL:
Branson Super Team

Telesales Team of the Year

Akbank, Istanbul, Turkey

Blinds.com, Houston, TX

Revana, Tempe, AZ

Sofica Group JSC, Sofia, Bulgaria

SurePayroll, Inc., Glenview, IL

VerticalResponse, San Francisco, CA



Congratulations to all finalists and winners

We are delighted to be a finalist for:

- ▶ Field Sales Team of the Year
- ▶ Sales Director of the Year
- ▶ Inbound Marketing Program of the Year

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FOR HIGH ACHIEVERS**





SALES TEAM CATEGORIES – *Continued*

Online Sales Team of the Year

Comcast, Philadelphia, PA
Parlant Technology, Provo, UT
Revana, Tempe, AZ: Sales Team for Google
Sales Intellect Company, Chennai, India:
Sales Intellect's Sales Intelligence™ Online Sales Team

Sales Support Team of the Year

Delta Air Lines, Atlanta, GA: Delta Air Lines Sales Help Team
Family Heritage Life Insurance Company of America,
Broadview Heights, OH

Sales Operations Team of the Year

AMD, Sunnyvale, CA
Global Warranty Group, St. James, NY
Marriott Vacation Club, Orlando, FL
PrimePay, West Chester, PA:
PrimePay Sales Operations Team

Sales Management Team of the Year

PrimePay, West Chester, PA

SALES ACHIEVEMENT CATEGORIES

Sales Turnaround of the Year

Adobe Systems Incorporated, San Jose, CA:
Adobe Strategic Accounts, North America
DHL Express Mexico, Mexico City, Mexico:
International Logistics Solution for Bajio Mexico
DHL International Nigeria Limited. Lagos, Nigeria:
DHL Nigeria – From Good to Great
Marsh U.S. Consumer, Urbandale, IA:
Sales Department, Marsh Mercer Voluntary Benefits
SoftPro, Raleigh, NC: SoftPro Exceeds Sales Goals by 130%

Sales Growth Achievement of the Year

Actiontec Electronics, Sunnyvale, CA:
Actiontec, the David of Telecommunications
Extra Space Storage, Salt Lake City, UT:
Extra Space Storage's National Sales Center Growth

HUB International–Business Development Team, Westmont, IL:
HUB International–Business Development Team

Marsh U.S. Consumer, Urbandale, IA:
Sales Department, Marsh Mercer Voluntary Benefits

Parlant Technology, Provo, UT:
ParentLink makes a splash in 2013

PostNet, Denver, CO: 2013 Sales are 300% of 2011

PrimePay, West Chester, PA:
PrimePay Sales Productivity Growth

SoftPro, Raleigh, NC: SoftPro Exceeds Sales Goals by 130%

ZoomInfo, Waltham, MA: ZoomInfo grows sales through a
consultative approach

Best Use of Technology in Sales

CLEARLINK, Salt Lake City, UT: CLEARLINK Technology

Extreme Networks, Salem, NH: Extreme Networks Enhances
Sales Strategy with Social and Collaboration Technologies

Lennox Industries, Richardson, TX:
Lennox Industries – Salesforce.com

MaintenanceNet, Inc., Carlsbad, CA: MaintenanceNet
Campaign Management Technology Empowers Sales
Channel for Leading Global Distributor

Richardson, Philadelphia, PA: Richardson improves sales
operations using SAVO Sales Content Pro

Unilever Turkiye, Istanbul, Turkey: Magnum Pink & Black

Varsity Spirit, Memphis, TN: Varsity Spirit – Varsity Spirit
'Bringing It On' with Salesforce.com

Wyndham Vacation Ownership, Orlando, FL:
WVO's Mobile Technology Initiative

Demand Generation Program of the Year

General Cable Corp., Highland Heights, KY:
General Cable's Demand Generation Program

Marketo, San Mateo, CA: Marketo Delivers State of the Art
Virtual Events Powered by the Marketing Nation

Marsh U.S. Consumer, Urbandale, IA:
Free Kit Delivery Long-Term Care Mailing


Richardson, Philadelphia, PA: Selling with Insights

ZoomInfo, Waltham, MA: ZoomInfo uses its own tool to
improve trade show ROI.

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**Finalist:
Customer Service
Team of the Year:
Recovery
Situation**



**Finalist:
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Team of
the Year**



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2009
2010
2012
2013

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**Inc.
5000**
PRIVATE COMPANIES
2009 2010 2011

**Best Places
to Work**
NJ
2012
2013

*Congratulations to all Stevie Award Finalists
www.sundancevacations.com*



SALES ACHIEVEMENT CATEGORIES – *Continued*

Outbound Marketing Program of the Year

Aditya Birla Minacs, Moncton, NB Canada: Multi-Channel Campaign Raises Funds for Pediatric Cancer Research

Bluebeam Software, Pasadena, CA:
Collaborate Anywhere with Bluebeam Revu

Discover Financial Services, Riverwoods, IL:
Discover Cashback CheckingSM launch

Marsh U.S. Consumer, Urbandale, IA:
Special Enrollment Opportunity

Outsell, LLC, Minneapolis, MN & Saatchi & Saatchi,
New York, NY: 2013 Toyota RAV4 Launch Campaign

Turk Ekonomi Bankasi, Istanbul, Turkey:
TEB Outbound Marketing Program

Wyndham Vacation Ownership, Orlando, FL:
Accelerate into the Fast Lane Sweepstakes

Inbound Marketing Program of the Year

Marsh U.S. Consumer, Urbandale, IA:
Replacement Coverage Campaign

Marsh U.S. Consumer, Urbandale, IA:
Term Life Decision Pending Package

RBS Citizens, Providence, RI: RBS Citizens M and A
Thought Leadership Pipeline Development Program

Turk Ekonomi Bankasi, Istanbul, Turkey:
TEB Inbound Marketing Program

Sales Process of the Year

Florida Blue, BlueDirect Sales Center, Jacksonville, FL:
BlueDirect Sales Center gears up to be our customer's
Health Solutions Provider

Gallagher Heath, London, United Kingdom: Gallagher Heath
Sales Process Focuses on Identifiable Outcomes

Lennox Industries, Richardson, TX:
Lennox Industries Sales Process

Sales Training or Coaching Program of the Year – Business Services Industries

Adobe Systems, San Jose, CA: Adobe Transitions Training
Programs from In-Person to Virtual

Forrest Performance Group, Fort Worth, TX:
Forrest PG's Sales Coaching Training Program

Gallagher Heath, London, United Kingdom:
Becoming a Sales-Oriented Culture

LocumTenens.com, Alpharetta, GA: LocumTenens.com
Sales Training Program Builds a Solid Foundation

PharMerica, Louisville, KY: Training Moves the Needle for
Organic Growth

Premier Care in Bathing, South Daytona, FL:
Consultative Direct Selling at Premier Care in Bathing

Strategy to Revenue, Buckinghamshire, United Kingdom:
DHL Global Forwarding – Quest for Sales Excellence

WellPoint, Indianapolis, IN: Reinforcing Foundational Selling
Skills in the Compass New Hire Program

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

Bluebeam Software, Pasadena, CA:
The Bluebeam Crash Course

Florida Blue, BlueDirect Sales Center, Jacksonville, FL:
BlueDirect Sales raised the bar to increase performance
with training improvements!

Marriott Vacation Club, Orlando, FL: Marriott Vacation Club –
Timeshare Sales – Ugh! How do you successfully train
timeshare sales executives?

SurePayroll, Inc., Glenview, IL:
SurePayroll Sales Training Program

Wyndham Vacation Ownership, Orlando, FL:
WVO's MTI Training

Sales Meeting of the Year

Foundation Financial Group, Jacksonville, FL:
Foundation Financial Group Maximizes Synergy via
Managing By Appreciation at Expo 2012

Hager Fox Heating & Air Conditioning Co., Lansing, MI:
Hager Fox Heating & Air Conditioning Co.'s Weekly
Sales Meetings

Toshiba America Business Solutions, Inc., Irvine, CA:
Toshiba's 2013 Sales Conference Draws
Record Attendance

Award for Innovation in Sales

Florida Blue, BlueDirect Sales Center, Jacksonville, FL
Legal Resources, Virginia Beach, VA

Shutterstock, Inc., New York, NY

Unilever Turkiye, Istanbul, Turkey: Magnum Pink & Black



SALES DEPARTMENT CATEGORIES

Sales Department of the Year – Computer Software

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

SoftPro, Raleigh, NC: SoftPro Exceeds Sales Goals by 130%

ZoomInfo, Waltham, MA: ZoomInfo sales team improves
numbers despite stormy obstacles

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

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

Sales Department of the Year – Telecommunications

Actiontec Electronics, Sunnyvale, CA:
Actiontec, the Surprise Leader in Telecommunications

Stage 2 Networks, New York, NY: Stage 2 Networks

Sales Department of the Year – All Other Industries

Elephant Insurance, Glen Allen, VA:
Elephant Insurance Achieves Greatness

Lennox Industries, Richardson, TX:
Lennox Industries Residential Sales Team

Marriott Vacation Club, Orlando, FL: Marriott Vacation Club –
How can a focused team of sales professionals survive the
yo-yo effect of the economy?

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

ProtectCell, Novi, MI: ProtectCELL Sales Department Put
Focus on Customers to Achieve Success

CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

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

MetLife Alico Life Insurance K.K., Osaka, Japan:
Shozo Shimizu, Consultant

TradeKing Group, Inc., Fort Lauderdale, FL:
A Handshake Delivered for Service Excellence

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

Advanced Solutions, Inc., Louisville, KY:
Tylor Zollman, Technical Support Specialist

dinCloud, Los Angeles, CA:
Kashif Rasheed, Operations Manager, Global Service Desk

Telogis Inc., Aliso Viejo, CA:
Andrew Johnson, Senior Technical Support Engineer

Telogis Inc., Aliso Viejo, CA:
Jayme Garrison, Technical Support Engineer

Verne Global, Falls Church, VA:
Jim Hathaway, Director of Customer Service

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

AllClear ID, Austin, TX: Aaron Moreno AllClear ID Investigator

Delta Air Lines, Atlanta, GA: Brent Starr, Salt Lake City
Customer Engagement Specialist

Delta Air Lines, Atlanta, GA: Char Roth, Iron Range Customer
Engagement Specialist

Delta Air Lines, Atlanta, GA: Nancy Rackley,
Cincinnati Customer Engagement Supervisor

Delta Air Lines, Atlanta, GA: Rachel Bible,
Dallas/Ft. Worth Customer Engagement Specialist

VIZIO, Inc., Irvine, CA: Troy Saunders

Back-Office Customer Service Professional of the Year

Delta Air Lines, Atlanta, GA:
Gwen Hugelen, MSP Automation Team

DHL Express, Beirut, Lebanon: Mazen Hammoud,
Customer Service Back-Office Professional

DHL Express Peru, Callao, Peru: Jose Bayona, CS Advisor

DHL Express, Tempe, AZ: Travis Pfeiff

FedEx TechConnect, Memphis, TN: Lolitha Noel

VIZIO, Inc., Irvine, CA: Leah Rebar Anderson

Wells Fargo Bank – Treasury Management Client Services,
El Monte, CA: Matthew Hix, Treasury Services Associate



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – Continued

Young Customer Service Professional of the Year

Advanced Solutions, Inc., Louisville, KY:
Tylor Zollman, Technical Support Specialist

AllClear ID, Austin, TX:
Candelario Herrera, AllClear ID Supervisor

FreshBooks, Toronto, ON, Canada:
Taylor Battista, Senior Support Specialist

IDentity Theft 911, Scottsdale, AZ:
Stephen Isaacs, Fraud Investigator

Listen Up Espanol, Portland, ME:
Julio Ortega, Agent of Quality

VIZIO, Inc., Irvine, CA: Lissa Maddy Hayes

Customer Service Manager of the Year

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

Bluegreen Vacations, Indianapolis, IN:
Alicia Sweatt, Director of Customer Care

DHL Express International (Thailand) Limited,
Bangkok, Thailand: Pimprapa Rawephatsopon,
Customer Service Manager

FreshBooks, Toronto, ON, Canada: Steve Bujouves,
Senior Manager of the FreshBooks Support Team

Paycor, Cincinnati, OH: Donna Iames, Senior Manager,
Client Service

Safelite AutoGlass, Columbus, OH: Bobby Jones, Manager

Search Influence, New Orleans, LA:
Paula Keller, Director of Account Management

SurePayroll, Inc., Glenview, IL:
Jamal Ayyad, VP-Service Delivery

VIZIO, Inc., Irvine, CA: Ryan Aspleaf

Customer Service Leader of the Year

Baptist Memorial Health Care Corporation, Memphis, TN:
Stephanie Clark, System Director – Customer Experience

DHL Express Saudi Arabia, Al Khobar, Kingdom of Saudi
Arabia: Ziad Ziadeh, National Customer Service Director

PrimePay, West Chester, PA: Kim Cushing, Director of
Client Onboarding

VIZIO, Inc., Irvine, CA: RJ Riemer, Director of Training and
Process Improvement

Contact Center Professional of the Year – Business Services Industries

Sales Intellect Company, Chennai, India:
Jacob Samson, Director, Sales and Customer Service

Sitel, Nashville, TN: Amber Benzee, RGA/New Account
Setup Specialist

Contact Center Professional of the Year – Computer Services Industry

iWowWe, Conroe, TX: Brigitta Malics, Sales & Service Agent

iWowWe, Conroe, TX: Marcus Dangerfield

Parlant Technology, Provo, UT: Philip Muth, Regional Manager

Contact Center Professional of the Year – Transportation Industry

Delta Air Lines, Atlanta, GA: Trevor Palmer, Sales Associate

DHL Express Mexico, Mexico City, Mexico: Daniel Guillermo
López, Key Account Desk Advisor (Government Division)

FedEx TechConnect, Memphis, TN:
Lolitha Noel, Administrator, Managed Email Service

LeanLogistics, Holland, MI: Joycelin Denstone,
Customer Support Manager

Contact Center Professional of the Year – All Other Industries

Best Western International, Phoenix, AZ: Sheryl Klarer

MasterCard WorldWide, O'Fallon, MO: Sean Williams,
Senior Specialist, Customer Operations Support

Men In Kilts, Vancouver, BC Canada:
Amy Wasney, Contact Centre Manager

USANA Health Sciences, Salt Lake City, UT:
Annette Frehner, VIP Team Member

VIZIO, Inc., Irvine, CA: Larry Cale

Wyndham Vacation Ownership, Orlando, FL:
Melanie Dillenburg, Contact Center Representative

Contact Center Manager of the Year

Delta Air Lines, Atlanta, GA: Cathy Boyd, Manager,
Sales Support Center Training and Communications Team

DHL Express, Tempe, AZ:
Esteban Garcia, Call Center Manager

Sitel, Nashville, TN: Lavell Williams, Operations Manager

VIZIO, Inc., Irvine, CA:
JB Pettiecord, Contact Center Operations Manager

Vodafone Turkey, Istanbul, Turkey: Hakan Celik,
Customer Services and Online Services Director



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Contact Center Leader of the Year

Assurant Solutions, Atlanta, GA:
Jimmy Griffith, Director of Contact Center Operations

Avea İletişim Hizmetleri A.S., Istanbul, Turkey:
Orçun Onat, Chief Customer Officer

CGS, New York, NY: Tom Walsh, Executive Director

CSS Corp, Chennai, India:
Purnima Menon, Chief Marketing Officer

Pacific Life, Newport Beach, CA:
Frank Boynton, AVP of Operations Service Solutions

Sitel, Nashville, TN: Linda Chambliss, Site Director

VIZIO, Inc., Irvine, CA: Scott Patten, Vice President

Wyndham Vacation Ownership, Orlando, FL: Mark Johnson,
Senior Vice President, Wyndham Consumer Finance

CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

Customer Service Team of the Year – Recovery Situation

Code42, Minneapolis, MN: Code42 Customer Champion Service Team – Recovery Situation

Delta Air Lines, Atlanta, GA: Delta Air Lines Customer Care – Ascension Island

DHL Express, Cairo, Egypt: DHL Express Egypt Customer Service Team

John Hancock Signature Services, Boston, MA: Support Staff

Marsh U.S. Consumer, Urbandale, IA:
Marsh U.S. Consumer Life & Health Call Center

Property Insight, Santa Ana, CA: Client Services Team

Sundance Vacations, Wilkes-Barre, PA:
Sundance Vacations Client Resolution Team

Wheels, Inc., Des Plaines, IL:
Wheels Executive Security Council

Customer Service Complaints Team of the Year – Banking, Financial Services & Insurance Industries

Akbank, Istanbul, Turkey:
Akbank Customer Complaints Management Division

Experian, Costa Mesa, CA:
CRG – Customer Service Complaints Team

Trupanion, Seattle, WA: Trupanion's Retention Team

Customer Service Complaints Team of the Year – Hospitality, Leisure & Transportation Industries

Bluegreen Vacations, Indianapolis, IN:
Bluegreen Vacations, Complaints Customer Service Team

Delta Air Lines, Atlanta, GA: Delta Customer Care

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

Sundance Vacations, Wilkes-Barre, PA:
Sundance Vacations New Client Services Team

Customer Service Complaints Team of the Year – All Other Industries

Acquia, Andover, MA: Acquia's Customer Service Team

Broadview Networks, Rye Brook, NY:
Broadview Networks' Repair Team

Cars.com, Chicago, IL: Cars.com Customer Service Fraud Prevention Team

Competence Call Center, Vienna, Austria:
Samsung & CCC Team

Dubai Municipality, Dubai, United Arab Emirates:
Dubai Municipality Customer Service Complaints Team

Vivint, Inc., Provo, UT:
Vivint Customer Service Complaints Team

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

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

Background Investigation Bureau, Huntersville, NC

Cars.com, Chicago, IL:
Cars.com Customer Service Account Management Team

FreshBooks, Toronto, ON, Canada:
FreshBooks' Frontline Support Team

InfoCision Management Corporation, Akron, OH:
InfoCision Brand Ambassadors



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

Akbank, Istanbul, Turkey: Akbank Affluent Remote Center
John Hancock Financial Services, Boston, MA:
John Hancock Personal Financial Services
Legal Resources, Virginia Beach, VA:
Legal Resources Member Services Department
MasterCard WorldWide, O'Fallon, MO:
MasterCard SecureCode Team
Mercury Payment Systems, Durango, CO:
Mercury Payment System's Front-Line Customer
Service Team

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

Access One Inc, Chicago, IL: Customer Care Team
Dogus Planet, Istanbul, Turkey: Dogus Planet's n-11
Front Line Customer Service Team
EMKAY, Itasca, IL: EMKAY's Front-Line Team
Flipkart Internet Private Limited, Bangalore, India
PetRays Veterinary Telemedicine Consultants,
The Woodlands, TX: PetRays Front Line
Customer Service Team
SpareFoot, Austin, TX:
SpareFoot's Amazing Customer Experience Team
United States Equestrian Federation, Lexington, KY:
USEF's Customer Care Team
Wyndham Vacation Ownership, Orlando, FL:
Wyndham Vacation Ownership's Owner Care Team

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

DataCore Software, Fort Lauderdale, FL:
DataCore Technical Support
Jobvite, Burlingame, CA: Jobvite's Customer Success Team
MediaRadar, Inc., New York, NY:
MediaRadar's Hands-On Customer Support Team
nFocus Solutions, Austin, TX: nFocus Client Support Team
Offerpop, New York, NY: Offerpop Support Team

Rapid7, Boston, MA: Rapid7 Support Team
Replicon, Redwood City, CA: Replicon Support Team
SoftPro, Raleigh, NC:
SoftPro's Customer Service and Support Team

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

Achievers, San Francisco, CA: Achievers Services Team
Box, Inc. Los Altos, CA: Box Technical Support Team
Optimizely, San Francisco, CA:
Optimizely's Customer Success Team
Telogis Inc., Aliso Viejo, CA: Telogis Support Team
Zendesk, San Francisco, CA: Customer Support Team

Front-Line Customer Service Team of the Year – Technology Industries – Computer Hardware & Services, Internet/New Media, and Telecommunications

60K Ltd., Sofia, Bulgaria: 60k/Sky Broadband Team
Broadview Networks, Rye Brook, NY:
Broadview Networks' Service Delivery Team
Flowroute LLC, Seattle, WA:
Flowroute Front-line Support Team
IntelePeer, San Mateo, CA:
IntelePeer's Customer Service Team
PLS 3rd Learning, Buffalo, NY:
PLS 3rd Learning Support Team
QLess, Pasadena, CA: QLess Customer Support Team

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

CSA Travel Protection, San Diego, CA:
CSA Travel Protection-Front-Line Customer Service Team
DHL Express El Salvador, San Salvador, El Salvador:
Venta en Call Center
DHL Express Mexico, Mexico City, Mexico:
DHL Express Leads Generation
EMKAY, Itasca, IL: EMKAY Front-Line Support Team
Monitronics International, Dallas, TX:
Monitronics International Alarm Response Center
MSA, Pittsburgh, PA: MSA's Customer Service Center
U.S. Green Building Council, Washington, DC:
USGBC's LEED Support Team
VIZIO, Inc., Irvine, CA:
VIZIO Front-Line Customer Service Team



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

Accenture BPO Services of BC, Vancouver, BC, Canada:
Accenture's Back-Office Team

The Remi Group, Charlotte, NC:
The Remi Group's Claims Department

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

John Hancock Financial Services, Boston, MA: Reclaim Team

John Hancock Financial Services, Boston, MA:
Shared Services Returned Mail Processing
Operations Team

John Hancock Signature Services, Boston, MA:
Dealer Service Transition Team

John Hancock Signature Services, Boston, MA:
Intermediary Business Partners Support Team

Pacific Life, Newport Beach, CA: Back Office Service Team

Wells Fargo Bank – Treasury Management Client Services,
El Monte, CA: Research and Resolution Team,
TMCS Wells Fargo Bank

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

Bluegreen Vacations, Indianapolis, IN:
Bluegreen Vacations, Back-Office Customer Service

Cars.com, Chicago, IL: Cars.com Operations Integration Team

DHL Express Chile, Santiago, Chile:
DHL Express Chile's Trade Express Team

DHL Express Ecuador, Quito, Ecuador: Ecuador DHL Express

DHL Express Mexico, Mexico City, Mexico:
DHL Express International Assistance Bureau (IAB)

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

VIZIO, Inc., Irvine, CA: VIZIO Back-Office
Customer Service Team – VIZIO Project Team

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

Barton Publishing, Brandon, SD:
Barton Publishing's Contact Center

DHL Express International (Thailand) Limited,
Bangkok, Thailand: DHL Express Thailand Call Center

Extreme Networks, Salem, NH:
Extreme Networks Contact Center

The Remi Group, Charlotte, NC:
The Remi Group's Contact Service Center

USANA Health Sciences, Salt Lake City, UT:
USANA Contact Center

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

InsureMyTrip, Warwick, RI:
InsureMyTrip's Rhode Island Customer Care Center

Pacific Life, Newport Beach, CA:
Retirement Solutions Division Call Center

Philadelphia Insurance Companies, Bala Cynwyd, PA:
Philadelphia Insurance Companies Contact Center

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

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

5LINX, Rochester, NY: 5LINX Contact Center

(mt) Media Temple, Culver City, CA:
(mt) Media Temple Contact Center

NIC Technologies, Arlington, VA:
NIC Technologies' Call Center

SoftPro, Raleigh, NC: SoftPro's Contact Center Team

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

AllClear ID, Austin, TX: AllClear ID Contact Center

CubeSmart, Malvern, PA: CubeSmart Contact Center

DHL Express Ecuador, Quito, Pichincha, Ecuador:
DHL Express Ecuador Contact Center

Monitronics International, Dallas, TX: Alarm Response Center

MSA, Pittsburgh, PA: MSA's Customer Service Center



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

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

Corporate Call Center-Highmark, Blue Bell, PA:
Highmark Corporate Call Center

LiveAnswer, Miami, FL: LiveAnswer Contact Center

Marriott International, Inc., Bethesda, MD:
Marriott Reservation Sales Contact Centers

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

SolarCity, San Mateo, CA: SolarCity Las Vegas Call Center

Stellar, Irving, TX: Stellar Customer Service

Sundance Vacations, Wilkes-Barre, PA:
Sundance Vacations Call Center Team

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

Akbank, Istanbul, Turkey: Akbank Call Center

All Web Leads, Austin, TX:
All Web Leads Virtual Call Center Success

Experian, Costa Mesa, CA:
freecreditscore.com's Contact Center

John Hancock Financial Services, Boston, MA:
Shared Services Call Center

Trupanion, Seattle, WA: Trupanion's Seattle Contact Center

Turk Economy Bank, Istanbul, Turkey: TEB Contact Center

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

Avea İletişim Hizmetleri A.S., Istanbul, Turkey:
Avea Customer Care

ExactTarget, Indianapolis, IN: ExactTarget Global Support

GoDaddy.com, Scottsdale, AZ: GoDaddy Contact Center

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

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

DHL Express, Tempe, AZ DHL Express Customer
Contact Department

Enterprise Fleet Management, St. Louis, MO:
National Service Department

Fab, New York, NY: Fab Customer Service

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

Moen, Incorporated, North Olmsted, OH:
Moen's Consumer Services Center (CSC)

SolarCity, San Mateo, CA: SolarCity Las Vegas Call Center

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

Customer Service Management Team of the Year – Financial Services & Insurance

Cross Country Home Services, Fort Lauderdale, FL

Experian, Costa Mesa, CA: ECS Leadership Team

John Hancock Signature Services, Boston, MA

Merchant Warehouse, Boston, MAe

Customer Service Management Team of the Year – All Other Industries

Best Western International, Phoenix, AZ:
Best Western Rewards Leadership Team

Cars.com, Chicago, IL: Cars.com Account Management
Group Management Team

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

FreshBooks, Toronto, ON, Canada:
FreshBooks Management Team

(mt) Media Temple, Culver City, CA: (mt) Media Temple,
Customer Service Management Team

Property Insight, Santa Ana, CA: Client Services Team

VIZIO, Inc., Irvine, CA: VIZIO Customer Service
Management Team – Dakota Dunes Leadership Team



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Customer Service Training Team of the Year – Automotive, Transport Equipment & Transportation

ARI, Mount Laurel, NJ: ARI Call Center Training Team

DHL Express SSA (Sub Saharan Africa),
Cape Town, South Africa: SSA Training Team

EMKAY, Itasca, IL: EMKAY's PASSPORT To A New You

EMKAY, Itasca, IL: EMKAY COMPASS

Customer Service Training Team of the Year – Financial Services & Insurance

Ally Financial, Detroit, MI: Ally Bank 2013 Customer Service
or Call Center Training Practice

Cross Country Home Services, Fort Lauderdale, FL:
CCHS gets training in G.E.A.R with innovative
on the job learning

CSA Travel Protection, San Diego, CA: CSA Travel
Protection-Claims and Customer Service Training Team

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

Customer Service Training Team of the Year – All Other Industries

Bluegreen Vacations, Indianapolis, IN:
Customer Service Training Team

Cars.com, Chicago, IL:
Cars.com Customer Service Training Team

CubeSmart, Malvern, PA: CubeSmart:
Learning, Living, and Leading Our WOW! Culture

Extreme Networks, Salem, NH: Taking Customer Service
to the Next Level with the Extreme Networks
University Program

FreshBooks, Toronto, ON, Canada:
FreshBooks' Fantastic Training Team of One

GetResponse, Wilmington, DE: GetResponse Training Team

OptumRx, Irvine, CA:
OptumRx Learning Services Training Team

VIZIO, Inc., Irvine, CA: VIZIO Customer Service Training Team

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

e-Commerce Customer Service Award

1-800-Flowers.com Inc., Carle Place, NY: 1-800-Flowers.com
100% Smile Guarantee Customer Service Ideology

Delta Air Lines, Atlanta, GA: Delta Air Lines, Inc. Reservations
Twitter (Social Media) Team

Dogus Planet, Istanbul, Turkey: Dogus Planet's n-11
e-Commerce Customer Service Wows Turkey

John Hancock Signature Services, Boston, MA:
Do it Yourself Password Reset

LiveAnswer, Miami, FL:
LiveAnswer – Customer service like no other

Vivint, Inc., Provo, UT: Vivint Customer Service

VIZIO, Inc., Irvine, CA: VIZIO e-Commerce
Customer Service – support.vizio.com

Vodafone Turkey, Istanbul, Turkey: 'Vodafone Forum'

Best Use of Technology in Customer Service – Banking

Ally Financial, Detroit, MI:
Ally Bank 2013 Security Enhancements

Garanti Bank, Istanbul, Turkey Garanti Bank – Alo Garanti –
Call Steering

Turkish Economy Bank, Istanbul, Turkey
Best Use of Technology in Customer Service

Turkish Economy Bank, Istanbul, Turkey
Gold & Diamond Debit System

Turkish Economy Bank, Istanbul, Turkey TEB SME TV

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

Cactus Communications, Mumbai, India: Cactus' intuitive
customer feedback collection and management systems

GetResponse, Wilmington, DE:
GetResponse Customer Success Team –
Video Tutorials For GetResponse Customers

LiveAnswer, Miami, FL:
LiveAnswer – Customer service like no other

LiveWatch Security LLC, St. Mary's, KS:
LiveWatch Security is 50% More Efficient in 2013

Marcaria.com International Inc, Miami, FL: Marcaria.com

Sales Intellect Company, Chennai, TN India:
Sales Intellect Company's Sales Intelligence™ using
Big Data for Customer Service



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Technology in Customer Service – Computer Services

- Collipsis Web Solutions, Broken Arrow, OK:
Instant Customer Service One Click Away!
- GoDaddy.com, Scottsdale, AZ:
GoDaddy: Best Use of Technology in Customer Service
- iWowWe, Conroe, TX: Via technology iWowWe's support center is truly delivering "Wow"
- Nextdoor, San Francisco, CA:
Nextdoor – The Social 'Nextdoor' Neighbor
- Nuance Communications, Burlington, MA:
Coca-Cola and Nuance's Nina
- Parlant Technology, Provo, UT:
A solution for any time any where
- Rackspace Hosting, San Antonio, TX: Rackspace Community Forum Provides Support that Reaches Beyond Customers

Best Use of Technology in Customer Service – Computer Software

- Achievers, San Francisco, CA: Achievers Member Experience Team Committed to Member Happiness
- Fleetmatics, Boston, MA: Integrating Two Major Customer Service Organizations – Handling 20,000+ customers with CARE
- FreshBooks, Toronto, ON, Canada: Activity Tracker – Delving into the unknown (dun dun dun!)
- Guidebook, San Francisco, CA: Guidebook Customer Success: Technology Means Happiness
- Informatica Corporation, Redwood City, CA:
Making Self-Service and Consumption of Non-Linear Technical Knowledge Easier for Customers
- Mozy Corporation, Seattle, WA: Legendary Mozy Support
- Silkroad, Chicago, IL: Silkroad's Knowledge Base: Bringing 24/7 Self-Service to Customer Service

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

- Consumer Priority Service, Brooklyn, NY:
Consumer Priority Service – Innovating the Warranty Industry
- John Hancock Signature Services, Boston, MA:
Consenting for E-Delivery
- John Hancock Signature Services, Boston, MA:
Transition to paperless
- PaySimple, Denver, CO:
PaySimple – Technology Makes Life Easier
- Putnam Investments, Boston, MA: Putnam Investment's Use of Technology in Customer Service
- Vestmark, Wakefield, MA: Vestmark's Cloud-Based Workflow and Collaboration Solution

Best Use of Technology in Customer Service – Telecommunications

- Aspect Software, Phoenix, AZ: Red Roof Empowers Agents and Revamps Its Contact Centers with Aspect
- B2X Care Solutions, Munich, Germany:
B2X Technology in Customer Service
- Globe Telecom, Taguig City, Philippines:
Talk2Globe: Innovating Social Customer Care
- Oi, Rio de Janeiro, Rio de Janeiro, Brazil:
IVR Inteligente – Reduzindo custo de call center aumentando a satisfação do cliente
- TTNET, Istanbul, Turkey: TTNET Medyanet System
- TTNET, Istanbul, Turkey:
TTNET Service Excellence Program (SEP)
- Vodafone Turkey, Istanbul, Turkey:
Vodafone Turkey's Customer Service – 'Agile and Able'



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Technology in Customer Service – All Other Industries

- Bluegreen Vacations, Indianapolis, IN: Bluegreen Vacations
- Board of Certification/Accreditation, Intl, Owings Mills, MD:
Customers Come First at BOC
- Buildium, Boston, MA: Buildium: Call Center Tech Managed!
- Cars.com, Chicago, IL:
Cars.com Quality Assurance & CRM Team
- Europ Assistance USA, Bethesda, MD:
Intelligent Call Routing
- Moen, Incorporated, North Olmsted, OH:
Moen's Consumer Services Center (CSC)
- NorthStar EMS, Tuscaloosa, AL:
Saving Lives – The Ultimate Customer Service Experience
- Property Insight, Santa Ana, CA:
Technology – Changing The Way We Reach Clients
- Terminix, Memphis, TN: Terminix Safeguards Commercial
Customers with Bug Free Solutions from Salesforce

Award for Innovation in Customer Service – Computer Industries

- Experian Data Breach Resolution, Costa Mesa, CA:
Experian's Data Breach Resolution Call Center –
Customer Service Innovations
- GetResponse, Wilmington, DE:
GetResponse Customer Success Team –
Video Tutorials For GetResponse Customers
- Informatica Corporation, Redwood City, CA:
Slashing "Average Days to Problem Resolution" by
25 Percent... in One Swoop

Award for Innovation in Customer Service – Financial Services Industries

- Ally Financial, Detroit, MI:
Ally Bank Straight Talk Product Guides
- CFS2, Tulsa, OK: Innovation – Client Services
- Garanti Bank, Istanbul, Turkey:
Garanti Bank – Alo Garanti – Call Steering
- Nuance Communications, Burlington, MA:
Barclays and Nuance Voice Biometrics
- Nuance Communications, Burlington, MA:
USAA and Nuance's Nina
- Putnam Investments, Boston, MA:
Putnam Investment's Customer Service Innovations
- TradeKing Group, Inc., Fort Lauderdale, FL:
A Merger Is No Time for Your Customer Service Team to
Be Socially Awkward
- Turkish Economy Bank, Istanbul, Turkey: New Golden Age
- Turkish Economy Bank, Istanbul, Turkey: TEB Family Academy
- Turkish Economy Bank, Istanbul, Turkey: TEB Start-up
Business Banking

Award for Innovation in Customer Service – Other Service Industries

- DHL Global Forwarding, Miami, FL: DHL Global Forwarding
U.S. Customer Complaint Handling Initiative
- Extreme Networks, Salem, NH: Extreme Networks Transforms
the Customer Service Experience
- FedEx TechConnect, Memphis, TN:
FedEx TechConnect's Customer Service Innovations
- Safelite AutoGlass, Columbus, OH:
Safelite AutoGlass Mobile Resource Management
- Sparkcentral, San Francisco, CA:
Sparkcentral Reinventing the Customer Service Industry
- Vitacost.com, Boca Raton, FL:
Vitacost.com Innovations in Customer Service
- Wyndham Vacation Ownership, Orlando, FL:
Wyndham Vacation Ownership's Directors'
Rotation Program



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Customer Service – Telecommunications Industries

B2X Care Solutions, Munich, Germany:
B2X Innovation in Customer Service

Comcast, Philadelphia, PA: Comcast.com's Evolution of the
My Account Experience

Globe Telecom, Philippines: Talk2Globe Social Ecosystem for
Efficient and Personalized Service

TTNET, Istanbul, Turkey: TTNET Medyanet System

TTNET, Istanbul, Turkey:
TTNET Service Excellence Program (SEP)

Vodafone Turkey, Istanbul, Turkey:
Vodafone Turkey's 'FB Self-Service'

Award for Innovation in Customer Service – All Other Industries

AllClear ID, Austin, TX: AllClear ID Guarantee

Baptist Memorial Health Care Corporation, Memphis, TN:
Customer Service Innovations

DHL Express SSA (Sub Saharan Africa), Cape Town,
South Africa: ISPN

DHL Express SSA (Sub Saharan Africa), Cape Town,
South Africa: STTT Program

Dr. Ing. h.c. F. Porsche AG, Stuttgart, Germany:
Revitalizing the Passion for Performance:
Porsche's Keep in Touch Program

LiveAnswer, Miami, FL: LiveAnswer – Customer service
like no other

Office Depot, Inc., Boca Raton, FL:
Satisfying Customers through Improved Customer Service
Representative Quality

Opet, Istanbul, Turkey: Opet's 'Perfection Calls'

Purchasing Power, Atlanta, GA: Increasing Customer
Satisfaction One Order At A Time

Stellar, Irving, TX: Stellar – Providing 3-D, life-sized,
face-to-face call center services.

VIZIO, Inc., Irvine, CA: Operation May Day

PEOPLE'S CHOICE STEVIE AWARDS FOR FAVORITE CUSTOMER SERVICE

**Presentation to the winners of the 2014 People's
Choice Stevie Awards for Favorite Customer
Service, as determined by a worldwide public vote.**

CUSTOMER SERVICE DEPARTMENT CATEGORIES

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COMPETENCE CALL CENTER

**Competence Call Center will present the
Customer Service Department of the Year awards.**

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

Bombardier Aerospace, Toronto, ON, Canada:
Customer Services and Support, Bombardier
Commercial Aircraft

Delta Air Lines, Atlanta, GA

DHL Express Brazil LTDA, São Paulo, Brazil

DHL Express Colombia Ltda, Bogota, Columbia

EMKAY, Itasca, IL

Enterprise Fleet Management, St. Louis, MO

G-Force Shipping, Norwell, MA

LeanLogistics, Holland, MI

TATA Motors Ltd, Mumbai, Maharashtra, India

Customer Service Department of the Year – Computer Hardware & Computer Services

AppRiver, Gulf Breeze, FL

Black Box Network Services, Lawrence, PA

Constant Contact, Waltham, MA

Datapipe, Jersey City, NJ

Logicworks, New York, NY

LoGO Indiana, Indianapolis, IN: LoGO Indiana/IndyBiz

(mt) Media Temple, Culver City, CA

Network Alliance, Reston, VA



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

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

Alloy Software, Nutley, NJ
AVRS, Petaluma, CA
Buildium, Boston, MA
CardioVet, Spring, TX
Central Desktop, Pasadena, CA
CSI Enterprises/globalVCard, Bonita Springs, FL
eMaint Enterprises, Marlton, NJ
eZCom Software Inc., Englewood, NJ
FastSpring, Santa Barbara, CA
Guidebook, San Francisco, CA
Haiku Learning, Tucson, AZ
Kepware Technologies, Portland, ME
LawLogix Group, Inc., Phoenix, AZ
OmniUpdate, Camarillo, CA
PetRays Veterinary Telemedicine Consultants, The Woodlands, TX
Photodex, Austin, TX
ShopKeep POS, New York, NY
Telogis Inc., Aliso Viejo, CA

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

Bronto Software, Durham, NC
Cvent Inc., McLean, VA
iCIMS, Matawan, NJ
Jobvite, Burlingame, CA
Kaspersky Lab, Woburn, MA
Lyris, Emeryville, CA
Reputation.com, Redwood City, CA
Salesforce, San Francisco, CA: Desk.com: WOW Team
Silkroad, Chicago, IL

SoftPro, Raleigh, NC
SYSPRO, Costa Mesa, CA
Thismoment, San Francisco, CA
Zuora, Inc, Foster City CA

Customer Service Department of the Year – Financial Services

CFS2, Tulsa, OK
CSI Enterprises/globalVCard, Bonita Springs, FL
Family Heritage Life Insurance Company of America, Broadview Heights, OH
Jack Henry & Associates, Inc., Monett, MO
John Hancock Signature Services, Boston, MA: Contact Center Customer Service Team
John Hancock Signature Services, Boston, MA: JHSS
NYCM Insurance, Edmeston, NY
Paycor, Cincinnati, OH

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

Doctors.net.uk, Didcot, Oxfordshire, United Kingdom
I-Flow, LLC, Lake Forest, CA
PetRays Veterinary Telemedicine Consultants, The Woodlands, TX
SecurityMetrics, Orem, UT: SecurityMetrics' HIPAA Compliance Helpers

Customer Service Department of the Year – Leisure & Tourism

60K Ltd., Sofia, Bulgaria: 60K/Thomas Cook
ACIS Educational Tours, Boston, MA
Great Wolf Resorts Customer Contact Center, Madison, WI
HotelTonight, San Francisco, CA
Marriott International, Inc., Bethesda, MD: Marriott Intermediary Partner Care
Marriott Vacation Club International, Orlando, FL

Customer Service Department of the Year – Public Services & Education

PublicSchoolWORKS, Inc. Cincinnati, OH
Safe2Drive, Jamul, CA
Salt Lake County Government, Salt Lake City, UT



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

Customer Service Department of the Year – Retail

Blinds.com, Houston, TX

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

SquareTrade, San Francisco, CA

Customer Service Department of the Year – Telecommunications

Alteva, Philadelphia, PA

Automated Systems Design, Inc. (ASD), Roswell, GA

Broadview Networks, Rye Brook, NY

Locus Telecommunications, Inc., Fort Lee, NJ

Masergy Communications, Inc., Plano, TX

Phone.com, Newark, NJ

Single Digits, Inc., Manchester, NH

Stage 2 Networks, New York, NY

Virtela, Greenwood Village, CO

Vodafone Turkey, Istanbul, Turkey

Vonage, Holmdel, NJ

Customer Service Department of the Year – All Other Industries

AllClear ID, Austin, TX

CardioVet, Spring, TX

CSA Travel Protection, San Diego, CA

CubeSmart, Malvern, PA

EMKAY, Itasca, IL

Marcaria.com International Inc, Miami, FL

MSA, Pittsburgh, PA

Netchex, Mandeville, LA

Opet, Istanbul, Turkey

Property Insight, Santa Ana, CA

Shell & Turcas Petrol AS, Istanbul, Turkey: Shell Turkey

SoftPro, Raleigh, NC

Stubhub, San Francisco, CA

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

Vivint, Inc., Provo, UT

VIZIO, Inc., Irvine, CA



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703.547.8389 • Fax: 703.991.2397 • help@stevieawards.com
www.stevieawards.com