

Announcing the 2021 International Service Excellence Award Winners

The 2021 International Service Excellence Awards celebrate organizations and individuals for their commitment to service excellence

CHICAGO, IL, USA, January 24, 2022 /EINPresswire.com/ -- Global leaders in customer experience are celebrated with the International Service Excellence Awards (ISEA).



Personalized service and technology are coming together in new and exciting ways and we are looking forward to seeing how this advances even more in the years to come."

Christine Churchill, CEO of CSIA

The [Customer Service Institute of America \(CSIA\)](#) is the body delegated by the International Council of Customer Service Organizations (ICCSO) to manage the International Service Excellence Awards. These awards are recognized as the premier service awards around the globe. Organizations and individuals that excel and lead in service excellence compete in a variety of categories to earn recognition for their unwavering focus on delivering exceptional service experiences.

"There was an overarching passion demonstrated by this year's award winners around customer experience focus through automation and data-driven decisions as they relate to future experience enhancements," notes International Awards Judge, Maria Martinez.

Christine Churchill, Founder, and CEO of [CSIA](#) shares, "We found that while many organizations still struggled to adapt in 2021, our award winners thrived. The common theme for success is their unwavering consistency in their daily efforts driven by a customer-centric culture. Personalized service and technology are coming together in new and exciting ways and we are looking forward to seeing how this advances even more in the years to come."

Judging Criteria

The judging criteria for the International Service Excellence Awards are aligned with the International Customer Service Standard 2020:2025 (ICSS), which provides a comprehensive and practical framework to assist and assess, organizations in delivering consistently high levels of service. This standard, based on the balanced scorecard methodology, reviews organizations to determine if the customer is the focus of the business and how that is supported through

culture, processes, procedures, training, hiring practices, and daily actions.

International Service Excellence Award Winners:

2021 Company Awards:

Large Business: FIS

Medium Business: Seismic

Small Business: FedStar

Division of a Medium Business: Embrace Pet Insurance Service Center

Division of a Large Business: Nasdaq

Governance Solutions

Service Center (large): Noom

Service Center (small): Hendrick Autoguard

Customer Care

Customer Focused Innovations: ISN Software Corporation

Visionary Award: DraftKings

Customer Service Project of the Year – Customer Impact: Ryan, LLC (for tax.com)

Customer Service Project of the Year – Service Innovation: Optus

Customer Service Team of the Year: Evestnet MoneyGuide

Customer Service Project of the Year – Service Transformation: Diversey North America Technical Operations and Customer Service Team

Employee Engagement Award: The Academy at Bank of America

Customer Culture Award: FIS Client Engagement

2021 Service Champions:

Organizations are awarded the Service Champion designation when their total points awarded are within 0.5 points of the winning organization in that category.

Large Business: Cebuana Lhuillier

Division of a Large Business: Diversey Technical Services Team

Employee Engagement: Pershing, LLC

Customer Service Team of the Year: DraftKings Customer Experience Team

Small Business: AH

2021 Individual Awards:

Customer Service Executive of the Year: Brian O'Neill (FIS Client Engagement)

If you would like to nominate your organization or a colleague for an International Service



Excellence Award in 2022 please contact us at the number below or International Service Excellence Awards.

About Customer Service Institute of America:

The Customer Service Institute of America (CSIA) is to be the professional body of choice for customer service leaders across the US. The Institute has the exclusive North American rights to distribute the [International Customer Service Standard \(ICSS\)](#) and certify organizations to the Standard.

Christine Churchill

CSIA

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