



Copyright Clearance Center's Tom Ogier Wins 2020 Best in Biz Award for Customer Service Executive of the Year

DANVERS, Mass. – January 5, 2021 – [Copyright Clearance Center, Inc.](#) (CCC), a leader in advancing copyright, accelerating knowledge, and powering innovation, announces that Tom Ogier, Director of Client Engagement and Solutions, has been named a Silver Award winner for Customer Service Executive of the Year in the 2020 [Best in Biz Awards](#).

Ogier began directing the Customer Service team at CCC 11 years ago. Since then, his group has expanded into six new countries. In addition, Ogier helped launch alternative customer support channels such as live chat and the CCC KnowledgeBase and co-led the development of a sophisticated analytics suite to enable data-driven decisions to improve capacity and address customer needs. Ogier also skillfully managed his team's transition to work-from-home to ensure continuity of service during the pandemic. By thoughtfully investing in innovative technology and scalable solutions, he's streamlined processes to improve and simplify the CCC customer experience.

"At CCC, putting the customer experience first is a long-held corporate value and a long-term commitment essential for customer satisfaction," said Tracey Armstrong, President and CEO, CCC. "Tom's unwavering focus on our customers is what makes him a great leader, and it's why he's played such an important role in our 'Customer Experience First' (CX1) initiative. We're so pleased his work and dedication are again being recognized by the industry."

"2020 marked the 10th annual Best in Biz Awards and – with a continuing global pandemic – was also a year like no other in the program's history," said Julia Zamorska, Founder and CEO of Best in Biz Awards. "Once again, this year's winners are an inspiration, showcasing agility, resilience, innovation, growth and the drive to help others no matter what."

Best in Biz Awards winners are determined based on scoring from independent judging panels assembled from some of the most respected newspapers, TV and radio outlets, and business, consumer, technology and trade publications in North America. Combining top editors' and reporters' unparalleled expertise and experience with the objectivity inherent in the journalistic ethos and further enhanced by the breadth and variety of outlets represented on the panel, Best in Biz Awards is uniquely able to determine the best of the best from among hundreds of entries. The 2020 judging panel included, among others, writers from Barron's, USA Today, Consumer Affairs, Healthcare Innovation News and Wired.

Earlier this year, CCC won a Bronze award for [Customer Service Department of the Year](#) in the Stevie Awards for Sales & Customer Service. CCC was also recognized as a Silver winner in the [Customer Service Department of the Year](#) category in the 2019 Best in Biz Awards.

About Copyright Clearance Center

[Copyright Clearance Center \(CCC\)](#) builds unique solutions that connect content and rights in contextually relevant ways through software and professional services. CCC helps people navigate vast amounts of data to discover actionable insights, enabling them to innovate and make informed decisions. CCC, with its subsidiary RightsDirect, collaborates with customers to advance how data and information is integrated, accessed, and shared while setting the standard for effective copyright solutions that accelerate knowledge and power innovation. CCC is headquartered in Danvers, Mass. with offices across North America, Europe and Asia. To learn more about CCC, visit www.copyright.com.

About Best in Biz Awards

Since 2011, Best in Biz Awards has been the only independent business awards program judged by a who's who of prominent reporters and editors from top-tier publications from North America and around the world. Over the years, judges in the premier awards program have ranged from Associated Press to the Wall Street Journal and winners have spanned the spectrum, from blue-chip companies that form the bedrock of the global economy to some of the world's most innovative start-ups and nimble local companies. Each year, Best in Biz Awards honors are conferred in two separate programs: North America and International, and in 90 categories, including company, team, executive, product, and CSR, media, PR and other categories. Entries in the 9th annual Best in Biz Awards International are now being accepted until the final deadline on April 23, 2021. For more information, visit: <http://www.bestinbizawards.com>.

For more information, please contact:

Craig Sender
Senior Director, Public & Analyst Relations
csender@copyright.com
917-626-7152