



Copyright Clearance Center Wins 2019 Best in Biz Award for Customer Service Department of the Year

December 18, 2019 – Danvers, Mass. – [Copyright Clearance Center, Inc.](#) (CCC), a leader in advancing copyright, accelerating knowledge, and powering innovation, announced it has been named a Silver winner in the Customer Service Department of the Year category for the 2019 [Best in Biz Awards](#).

Since 2011, winners in Best in Biz Awards have been 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 and reporters represented, Best in Biz Awards judging panels were uniquely able to determine the best of the best from among 700 competitive entries. The 2019 judging panel included, among others, writers from Accounting Today, AdWeek, Associated Press, Barron's, Consumer Affairs, eWeek, Healthcare Innovation News, Inc., Investment Advisor Magazine, USA Today and Wired.

"It seems to get harder each year to select the best of the best in Best in Biz Awards," said Mark Huffman, Consumer Affairs, returning to judge Best in Biz Awards for the sixth year. "As a consumer reporter, it is particularly gratifying to me to see so many businesses striving to enhance the customer experience."

"At CCC, delivering outstanding customer service is a critical part of the overall customer experience," said Tracey Armstrong, President and CEO, CCC. "We recognize that each interaction throughout the entire customer journey is important, so we encourage every member of our staff to go above and beyond."

CCC recently won a [Stevie® Award for Contact Center of the Year](#) and was named [Organization of the Year in the Excellence in Customer Service Awards](#) presented by Business Intelligence Group.

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 maintained its premier status as 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, from Associated Press to the Wall Street Journal. From Aflac to YMCA, past winners in Best in Biz Awards span the spectrum, from blue-chip companies that form the bedrock of the world economy to Shark Tank participants, mom-and-pop shops, and some of the most innovative start-ups. Each year, Best in Biz Awards honors are conferred in two separate programs: North America and International, and in 80 categories, including company, team, executive, product, and CSR, media, PR and other categories. Entries in the 8th annual Best in Biz Awards International are now being accepted until the final deadline on April 24, 2020. For more information, see: <https://www.bestinbizawards.com>.

For more information, please contact:

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