



Copyright Clearance Center Wins Silver Stevie® Award for Customer Service Department of the Year

CCC Recognized by World's Top Honors for Customer Service for Third Year in a Row

March 2, 2021 – Danvers, Mass. – [Copyright Clearance Center, Inc.](#) (CCC), a leader in advancing copyright, accelerating knowledge, and powering innovation, won a Silver Stevie® Award for Customer Service Department of the Year in the 15th annual [Stevie Awards for Sales & Customer Service](#).

The Stevie Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development and sales professionals. Winners will be recognized during a virtual awards ceremony on April 14. More than 2,300 nominations from organizations of all sizes and in virtually every industry, in 51 nations, were considered in this year's competition. Winners were determined by the average scores of more than 160 professionals worldwide on nine specialized judging committees. Entries were considered in more than 90 categories for customer service and contact center achievements.

"In the toughest working environment in memory for most organizations, 2021 Stevie Award winners still found ways to innovate, grow sales, please their customers, and secure new business," said Maggie Gallagher, Stevie Awards President. "The judges have recognized and rewarded this, and we join them in applauding this year's winners for their continued success. We look forward to recognizing them on April 14."

"Our customer needs are continuously evolving, particularly during the past year," said Tracey Armstrong, President and CEO, CCC. "I'm proud of the excellent service our team has been able to offer, all while adapting to new ways of working and collaborating. We have been, and continue to be, 100% committed to providing outstanding service to deliver the best customer experience."

Here's what the judges had to say about CCC:

"You have shown a culture of sustained excellence and the importance of investing in people to get the best customer experience."

"[your strategic customer experience] program is a great idea. Good customer testimonials."

"Great company...well-focused on customer base."

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 THE STEVIE AWARDS

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>.

For more information, please contact:

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