

## **CCC Honored as Gold Winner in Customer Service Department of the Year Category From the Best in Biz Awards 2022 International**

**August 30, 2022 – Danvers, Mass.** – [CCC](#), a leader in advancing copyright, accelerating knowledge, and powering innovation, has been named a [Gold winner in the Customer Service Department of the Year category](#) in the [Best in Biz Awards 2022 International](#).

Winners in the 10th annual program were determined based on scoring from an independent panel of judges hailing from a wide spectrum of top-tier publications and media outlets from 15 countries. Each year, only editors, writers and contributors to business, consumer, financial, trade and technology publications, as well as broadcast outlets and analyst firms, serve as judges in Best in Biz Awards. The program’s uniqueness stems, in part, from this distinct composition of its judging panels, enabling it to best leverage the judges’ objectivity, experience and expertise to determine award winners.

This year’s judging panel included writers and contributors to such publications as Data Breach Today, HTMAG (Israel), Huffington Post, NDR (Germany), Panorama Magazine (United Arab Emirates), Small Business IT (Canada), TechRadar (UK), and other outlets from Australia, Brazil, Canada, India Indonesia, New Zealand, Nigeria, United Kingdom, and more.

“Customer experience goes beyond support at CCC – it’s a company-wide commitment,” said Tracey Armstrong, President and CEO, CCC. “Every member of our team has a customer first mindset and takes this approach with colleagues, clients, and partners. This prestigious award reflects that.”

Last year, CCC won a silver Stevie® Award for Customer Service Department of the Year in the 15<sup>th</sup> annual [Stevie Awards for Sales & Customer Service](#) and Tom Ogier, CCC’s Director of Client Engagement and Solutions, was named a silver winner for Customer Service Executive of the Year in the 2020 [Best in Biz Awards](#).

### **About CCC**

A pioneer in voluntary collective licensing, [CCC](#) (Copyright Clearance Center) helps organizations integrate, access, and share information through licensing, content, software, and professional services. With expertise in copyright and information management, CCC and its subsidiary [RightsDirect](#) collaborate with stakeholders to design and deliver innovative information solutions that power decision-making by helping people integrate and navigate data sources and content assets.

### **About Best in Biz Awards**

Since 2011, Best in Biz Awards has made its mark as the only independent business awards program judged each year by a who’s who of prominent reporters and editors from top-tier publications from North America and around the world. Best in Biz Awards honors are

conferred in two separate programs: North America and International, and in more than 100 categories, including company, team, executive, product, and CSR, media, PR, and other categories. For more information about the program, see: <http://intl.bestinbizawards.com>.

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