

CCC Named Customer Service Department of the Year Winner by Best in Biz Awards 2025 International

December 9, 2025 - Danvers, Mass. – [CCC](#) (Copyright Clearance Center), a pioneer in voluntary collective licensing, announced today it has been named a winner for [Customer Service Department of the Year](#) in the 13th annual [Best in Biz Awards 2025 International](#).

The Best in Biz Awards International is the only independent global business awards program judged solely by members of the press and industry analysts. It honors companies like CCC from around the world that demonstrate exceptional performance, creativity, and innovation in their industries.

“We see the commitment of our global workforce in prioritizing a customer-first approach, and this is reflected in how CCC engages with clients, partners, and internal collaborators,” said Tracey Armstrong, President and CEO, CCC. “This prestigious award is recognition of the best-in-class customer experience we strive to deliver across every facet of our business and the customer-centric culture that our team members reinforce with their outstanding service mindset.”

CCC has been honored as a four-time winner of the [Customer Service Department of the Year](#) award from Best in Biz International, most recently in 2024. CCC won a [Stevie Award Winner for Customer Service Department of the Year](#) in the 2024 American Business Awards. CCC’s Director of Client Engagement and Solutions, [Tom Ogier](#), was named Customer Service Executive of the Year in the 2020 Best in Biz Awards.

CCC advocates for copyright worldwide by engaging governments, stakeholders, and individuals with [educational programming](#), [thought leadership resources](#), and through its online hub, [AI, Copyright & Licensing](#). Since 1978, CCC has supported content users by providing efficient licensing solutions for their content use. CCC’s non-exclusive voluntary collective rights licensing solutions include [ACL for Business](#), [Multinational Copyright License \(MCL\) for Business](#), [ACL for Higher Education](#), and [ACL for Student Assessments](#). In addition to licensing solutions, CCC provides software solutions with integrated one-stop access for users to request, receive, and pay for full-text content and permissions to re-use content.

To learn more about CCC and to view available job openings, visit <https://www.copyright.com/company-careers/>.

About CCC (Copyright Clearance Center)

A pioneer in voluntary collective licensing, [CCC](#) has been dedicated to advancing copyright, accelerating knowledge, and powering innovation since its inception in 1978. Today, CCC supports a thriving knowledge economy as a trusted intermediary, providing licensing solutions

that make copyright work, including collective licensing solutions for the use of copyrighted materials with AI systems. CCC also offers a portfolio of innovative and complementary software solutions, as well as high-quality content, data, and information services.

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