



Gretchen Fri, APR
Public Relations Manager
(330) 670-5079
Gretchen.fri@infocision.com

Matthew Feltrup
Public Relations Coordinator
(330) 670-5089
Matthew.feltrup@infocision.com

For Immediate Release
December 7, 2009

InfoCision wins 2009 International Service Excellence Award

Partnership, innovation and respect are cornerstones of company's philosophy

Akron, Ohio, December 7, 2009 – [InfoCision Management Corporation](#) has been awarded the 2009 International Service Excellence Award in the medium-sized business category from the [Customer Service Institute of America](#) (CSIA).

CSIA Executive Director Christine Churchill will present InfoCision with the award at the company's annual Christmas Party in Akron, Ohio on December 23, 2009.

"Excellent customer service is about meeting customer needs and it all starts with a belief in partnership, innovation and respect - from the CEO through to the call centers. This award provides proof that our corporate philosophy is what makes InfoCision the best of the best." said Steve Brubaker, InfoCision senior vice president of corporate affairs.

Brett Whitford, secretary-general, [International Council of Customer Service Organizations](#) noted, "Our judges were exposed to some exceptional approaches to creating outstanding customer experiences and are always pleased to see the customer service profession receive the attention and accolades it deserves for contributing to the customer experience as well as an organization's bottom line."

The judging criteria for the International Service Excellence Award is based on the rigorous [International Customer Service Standard](#), which provides a comprehensive framework to assist organizations in delivering consistently high levels of service.

About InfoCision

Founded in 1982, InfoCision Management Corporation is the second largest privately held teleservice company and is a leader in customer care services, commercial sales and marketing for a variety of Fortune 100 companies and smaller businesses. InfoCision is also a leading provider of inbound and outbound marketing for nonprofit, religious and political organizations. Headquartered in Akron, Ohio, InfoCision operates 30 call centers at 12 locations in Ohio, Pennsylvania and West Virginia. InfoCision has been named one of the top ten best employers in Ohio by the state chamber of commerce. For more information on InfoCision please visit www.infocision.com.

About Customer Service Institute of America

The Customer Service Institute of America is the body delegated by International Council of Customer Service Organizations to manage the 2009 International Service Excellence Awards. These awards are the world's peak customer service awards with leading customer service organizations and individuals around the globe being nominated in a variety in categories to recognize their commitment to customer service excellence. For more information please visit www.serviceinstitute.com.