

Confirmit Announces 2015 Best Use of Feedback Solutions ACE Award Winners

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Organisations celebrated for outstanding use of feedback to drive positive business results

Confirmit, the leading global solutions provider for Customer Experience, Employee Engagement and Market Research, today announced the winners of the 2015 Confirmit ACE (Achievement in Customer Excellence) Awards for Best Use of Feedback Solutions.

The Best Use of Feedback Solutions Awards are presented in addition to the annual Confirmit ACE Awards. These awards recognise organisations that best use Confirmit's Voice of the Customer solutions to drive positive change, enhance processes and increase Return on Investment.

The following companies have been named Best Use of Feedback Solutions winners this year:

Philadelphia Insurance

Winner, Best Use of Feedback Solutions for Voice of the Customer, acknowledging the organisation that best uses its feedback solution to capture, analyse and respond to customer feedback to improve the customer experience.

Asurion

Winner, Best Use of Feedback Solutions for Voice of the Employee, acknowledging the organisation that best uses its feedback solution to capture, analyse and respond to employee feedback to improve the employee experience.

Pitney Bowes

Winner, Best Use of Innovation in Customer for Employee Engagement, acknowledging the organisation that has shown the greatest innovation in the application of its feedback solution to strengthen customer or employee engagement.

W5 with Gas Networks Ireland

Winner, Best Use of Insight through a Market Research Agency, acknowledging the Market Research agency that has delivered the best Voice of the Customer solution to a client to improve processes or drive business change.

The Hanover Insurance Group

Winner, Best Use of Feedback Solutions to Drive Overall Business Impact, acknowledging the organisation that best uses its feedback solution to listen, analyse and act upon feedback to achieve business results, improve business processes, or institute change.

21st Century Insurance

Winner, Best Use of Feedback Solutions in the Contact Centre, acknowledging the organisation that best uses its feedback solutions to listen, analyse and act upon feedback to improve contact centre operations and results.

“These companies demonstrated exceptional and continued dedication to improving customer experience across their organisations,” said Henning Hansen, President and CEO of Confirmit. “Not only are they committed to Voice of the Customer best practices, they use customer insights paired with additional data, such as the Voice of the Employee - to drive positive change and improvements to their business processes.”

Due to the strong applicant pool this year, Confirmit has also named honourable mentions in each of these categories:

Siemens Building Technologies & Infor

Best Use of Feedback Solutions for Voice of the Customer

ANYSYS and Belairdirect

Best Use of Innovation in Customer or Employee Engagement

RONIN Corporation and Survey Sampling Europe

Best Use of Insight through a Market Research Agency

Best Buy

Best Use of Feedback Solutions to Drive Overall Business Impact

BNSF

Best Use of Feedback Solutions in the Contact Centre

All companies recognised for Best Use of Feedback are also winners of 2015 Confirmit ACE Awards; the 2015 Confirmit ACE Award winners were announced on 13 May, 2015.