

May 20, 2010  
FOR IMMEDIATE RELEASE

SAN ANTONIO, TX. - The Professional Teleservice Management Association (PTMA) announced the winners of the 2010 PTMA Excellence Awards at a luncheon held in Northwest San Antonio May 19, 2010. "The event was a huge success and recognized the best of the best in member customer contact and service centers in South Texas" according to Clif Smiley, PTMA President.

Awards were presented to:

**KCI** – Best Use of Technology

**SWBC** – Best Work Environment

**Nationwide Insurance**

- Best Use of the Voice of the Customer
- Best Employee Engagement Practices
- 2010 Contact Center of the Year.

The competition took place over a three month period. Finalists completed a rigorous application followed with onsite visits and presentations before a panel of judges recognized as experts in the field of customer contact.

The keynote speaker was Mario Hernandez, President of the San Antonio Economic Development Foundation. Mr. Hernandez shared the economic impact of contact and service centers on the San Antonio community.

The award winners will be featured as panelists at the June 16, 2010 PTMA luncheon meeting and the 2010 Austin Contact Center Alliance Symposium September 8 – 9, 2010 at the University of Texas in Austin. Employers will learn from the award winners how best practices in each category can be applied within their companies while serving customers and employees.

PTMA is a professional dues-based, not for profit organization whose membership is comprised of customer contact organizations, community alliances and the suppliers who support them. PTMA serves the San Antonio community and its' members crossing broad industry lines. For more information on how an organization can become a member of the Professional Teleservice Management Association, visit their web site at [www.ptmasa.org](http://www.ptmasa.org).

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