

Security Company Ranked Top 5 Call Center

Protection 1, Romeoville, Ill., the second-largest electronic security company in the United States, was ranked in the top five of the Best in Class Call Center — Over 200 Staff category at the 2011 Call Center Excellence Awards held at the Planet Hollywood Casino, Las Vegas, in June.

The Call Center Excellence Awards honor, recognize and promote the most innovative call center solutions and individuals from the past year. With awards given in eight categories, they are dedicated to recognizing superior thinking, creativity and execution across the full spectrum of call center functions. Com-

peting against international corporations, Protection 1 placed among well-known brands such as Discover, CIGNA Corp, ING Direct USA and Puget Sound Energy.

“This acknowledgement means a great deal to us,” said Protection 1 President and chief executive officer Timothy Whall. “Customer service is the cornerstone of our culture. Our focus has been to provide each and every customer with nothing short of extraordinary service at every turn. To be recognized alongside the companies that we were tells us that we’re on the right track to accomplishing that goal.” ■

