Calabrio Celebrates Employee and Customer Engagement with the ONE Awards

*Company announces winners at annual customer conference, applauds innovative and impactful use of Calabrio ONE*

**Minneapolis, MN — October 4, 2017 —** [Calabrio](http://calabrio.com/), a leading provider of customer engagement and analytics software, announced the winners of the inaugural [ONE Awards](http://www.calabriocustomerconnect.com/awards/) during Tuesday’s general session at its global user conference, [Calabrio Customer Connect (C3)](http://www.calabriocustomerconnect.com/) in Las Vegas.

The ONE Awards recognize high-achieving companies driving innovation in the contact center and beyond. Spanning eight categories, awards were given to Calabrio customers who are leveraging the power of Calabrio ONE to evolve their contact centers to meet new customer and workforce demands, improve employee engagement and satisfaction, and deliver exceptional customer experiences.

“The Calabrio ONE Award winners demonstrate an unwavering commitment to their teams and their customers,” said Tom Goodmanson, president and CEO of Calabrio. “Not only have these companies excelled in providing top-notch experiences, they’ve in turn driven real business results. These awards reflect the hard work they do every day to better engage employees and customers and we’re thrilled to celebrate their success.”

The winners of the ONE Awards include:

**THE OPTIMIZER – Sun Country Airlines**

As a leader in the aviation industry, Sun Country Airlines needed a solution that would enable the company to provide support for customers at times it was needed most. After implementing Calabrio ONE, Sun Country Airlines could more accurately forecast peak hours and staff agents accordingly, which led to greater efficiencies and increased employee and customer satisfaction.

**THE GLOBETROTTER – Maersk**

Maersk implemented Calabrio ONE across 100 different locations globally in just six months. This allowed Maersk to standardize global procedures and still account for the cultural needs of each market. Now, when customers interact with Maersk representatives, they get a consistent, high-quality experience tailored to fit regional norms.

**THE CONVERTER – Parkview Health**

Parkview Health used a competing solution for more than ten years. In order to grow its contact center and improve the customer experience, the company turned to Calabrio for help. Now, after a successful system conversion, Parkview Health has gained the flexibility needed to exceed goals and better serve customers.

**THE TRAILBLAZER – Radial**

Radial was using an on-premises contact center solution because as a business process outsourcer (BPO) serving many contact center customers, moving to the cloud seemed impossible. However, after learning about Calabrio, Radial chose to deploy Calabrio ONE in the cloud and has quickly achieved previously unreachable efficiencies across its business. Now, Radial can quickly adapt to meet the immediate needs of its call center customers.

**THE ENGAGER – Superior Propane**

Superior Propane had a complex manual process for managing its contact center, which took focus away from improving the customer experience. After implementing Calabrio ONE, Superior Propane streamlined operations, freeing up time and resources to deliver better customer service. With access to new data, Superior Propane is confidently making changes in the contact center and seeing real results.

**THE LEADER – Grand Canyon University**

For Grand Canyon University, creating a rewarding work environment is a top priority. To continue that mission, the university needed the right tool to allow it to keep its customer care teams engaged and motivated. With Calabrio, Grand Canyon University employees now have greater performance transparency, empowering them to take control of their own success which has driven increased employee and customer satisfaction.

**THE ANALYZER – Erie Insurance**

Erie Insurance needed to understand the impact broader business decisions would have on customer loyalty and retention. Leveraging Calabrio technology, Erie Insurance was able to listen to the voice of the customer and adjust strategies as necessary. Calabrio provided the tools needed to make data-driven decisions that ultimately benefit the company’s bottom line.

**THE CHAMPION – Daniel Acosta (Houston Methodist Hospital)**

Having worked with Calabrio solutions for more than seven years, Daniel Acosta is recognized for consistently championing the Calabrio ONE platform both internally and externally. From a call center agent to management positions, Daniel has gained a deep level of knowledge and experience with Calabrio, and has played a critical role in providing feedback to drive improvements to the Calabrio ONE product suite.

**About Calabrio Customer Connect**

Calabrio’s annual user conference, Calabrio Customer Connect, is two and a half days of in-depth learning and networking. Through dozens of breakout sessions and roundtable discussions, attendees will learn from experts spanning industries. Share best practices and lessons learned with your peers. Speak with Calabrio executives and technical experts to get more value from your investment in Calabrio solutions and to provide feedback for future products. Visit [www.calabriocustomerconnect.com](http://www.calabriocustomerconnect.com).

**About Calabrio**

[Calabrio](http://calabrio.com/) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE](http://calabrio.com/products/calabrio-one/)® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity. Find more at <http://calabrio.com/> and follow [@Calabrio](https://twitter.com/Calabrio) on Twitter.

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**Media Contact:**

Kelsey Quickstad

415-820-4494

CalabrioUS@hotwirepr.com