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PublicSchoolWORKS Wins Bronze for Customer Support and Retention in the 2014 Stevie® Awards

Customer Service Department of the Year Recognition marks the 4th Stevie honor for PublicSchoolWORKS

Cincinnati, OH – February 28, 2014 – [PublicSchoolWORKS](http://PublicSchoolWORKS.com), the signature safety compliance solution for K-12 schools, was selected as the Bronze [Stevie® Award for Sales & Customer ServiceSM](#) honoree for Customer Service Department of the Year – Public Services & Education. WORKS has been selected as a final Stevie honoree each of the four times WORKS submitted for a Stevie Award.

The 12-year customer renewal rate for PublicSchoolWORKS is an impressive 99.99 percent, attributable to its results-oriented customer support and the ongoing focus to help districts implement a comprehensive safety compliance program. When a customer calls the WORKS client services team — available 24/7 — 97 percent of issues are resolved on the initial call, with the remainder typically within 48 hours.

“This Stevie honor further validates our commitment to customers to making schools safer with less of their staff time involved,” said Strasburger. “Most companies that sell safe-school products offer software that just meets compliance with limited or no customer training included, or ongoing compliance and technical support. We are about delivering comprehensive programs that meet the intent of the law — not just the letter of the law — and that manage safety and compliance requirements to completion with automation — the way school districts need it to work — so their staff can focus on the business of teaching.”



WORKS has dedicated in-house teams focusing on Research, Development and Programming to ensure that all content is compliant with ever-changing federal, state and local regulations, so that administrators truly experience peace of mind.

“WORKS ‘we’ve got you covered’ mentality means all team members are dedicated to working to increase customer experience and safety compliance effectiveness,” said Tom Strasburger, vice president of PublicSchoolWORKS. “In concert with our in-house R & D teams who constantly monitor legislation and develop compliance tools, Client Services proactively works with customers to ensure their schools are compliant with changing and new mandates without any extra time or effort. Our district customers have the luxury of not worrying about it knowing we got ‘em covered!”

More than 1,500 nominations were evaluated this year, from public, private and non-profit organizations of all sizes and representing virtually every industry. There were 36 percent more submissions competing this year over 2013. Judges were selected to a 129-member panel representing small, growing companies to Fortune 100 conglomerates and governmental organizations across the globe. This panel formed seven specialized judging committees to evaluate and select the final 2014 Stevie Award honorees.

“Entries to the Stevie Awards for Sales & Customer Service awards have almost doubled over the past few years,” said Michael Gallagher, president and founder of the Stevie Awards. “Not only have we seen a dramatic increase in the number of entries; but the judges have also seen a remarkable rise in the quality of the nominations submitted overall.”

Entries were considered in 43 categories for customer service and contact center achievements, 43 categories for sales and business development achievements, and additional categories to recognize new products, services and solution providers. Details about all Stevie winners are available at www.StevieAwards.com/sales.

About The Stevie Awards

Stevie Awards are conferred in five programs: the Asia-Pacific Stevie Awards, The American Business Awards, The International Business Awards, the Stevie Awards for Women in Business and the Stevie Awards for Sales & Customer Service. Honoring organizations of all types and sizes, and the people

behind them, the Stevie Awards recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com.

About PublicSchoolWORKS

PublicSchoolWORKS (www.publicschoolworks.com) is committed to providing top-quality, practical and cost-effective solutions to the constantly changing environmental, health and safety requirements affecting the nation's educational systems. The company has earned an exemplary reputation for the innovation and technical superiority of its comprehensive and integrated systems, which combine administrative software tools and automated management resources to dramatically reduce the time and cost required to develop, implement and sustain district-wide safety compliance programs. For more information on how PublicSchoolWORKS can improve districts' safety programs, contact **1-877-779-6757** or sales@publicschoolworks.com.

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