

Press Release

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Delta Dental Named North America's Top Call Center ***Benefit Center beats out 500-plus centers for honor***

STEVENS POINT, Wis., April 30, 2013 – For five consecutive years, the Benefit Center at Delta Dental of Wisconsin earned the prestigious Certified Center of Excellence designation from Purdue University. In its sixth year, Delta Dental's Benefit Center took it to the next level.

Purdue's BenchmarkPortal named the center North America's top small (fewer than 100 agents) call center – an honor announced to employees at a surprise presentation Tuesday morning.

Delta Dental's Benefit Center beat out more than 500 centers in the United States and Canada to win the honor, the first in company history.

“To get the No. 1 ranking out of the entire country is just phenomenal,” Den Brown, Delta Dental president and CEO, told Benefit Center employees at a presentation Tuesday morning. “I can't tell you how proud I am of each and every one of you.”

“In the marketplace, the face of Delta Dental is all of you,” added Dennis Peterson, DDWI executive vice president. “You really are the secret to our success.”

In recognition of their accomplishment, Benefit Center employees received gift cards, balloon bouquets, and a picnic-style lunch with all the trimmings.

The BenchmarkPortal competition compares the performance of contact centers throughout North America by evaluating key metrics against industry peers. Entries are crosschecked, validated, and approved by certified call-center experts, and submissions are scored on quality and cost efficiency.

The contest grouped submissions into three categories according to size. Each center was compared with its own industry and assigned numerical ratings. After all ratings were tabulated, Delta Dental’s Benefit Center topped the list.

“This award is really all about our Benefit Advisors,” said Pam Gartmann, DDWI vice president, administration. “They have earned this recognition through their hard work, their dedication, and their willingness to provide service to our customers each day with enthusiasm and professionalism.”

About Delta Dental

Delta Dental of Wisconsin is a not-for-profit dental service corporation offering benefit services, claims processing, and plan administration to employers throughout Wisconsin since 1962. The company is headquartered in Stevens Point, with sales offices in Milwaukee and Madison, and provides benefits and services to more than 1.4 million subscribers and their family members. Delta Dental administers dental benefits for more Wisconsin companies than any other insurance carrier.

As a member of the nationwide Delta Dental Plans Association, the company is able to offer employees of Wisconsin-based companies the same dental benefits to wherever they are located in the United States. The Delta Dental Plans Association is the largest dental-benefits system in the nation. Its member companies provide benefits to more than 59 million people in 97,000 groups across the United States.

Photo Cutline

Employees of Delta Dental of Wisconsin's Benefit Center surround the banner commemorating DDWI's recent designation as North America's No. 1 call center. Delta Dental beat out more than 500 small (fewer than 100 agents) call centers for the honor. (Photograph courtesy Delta Dental of Wisconsin.)