

PRESS RELEASE

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SPS North America recognized for Leadership Excellence by the American Business Awards

New York, NY – [SPS North America](#), a leading outsourcing provider for Workplace Solutions and Business Process Services, has announced that it has been named the winner of a Bronze Stevie® Award in the category of Achievement in Management – Business & Professional Services as part of the 21st Annual American Business Awards®.

The American Business Awards (“ABAs”) are the USA’s premier business awards program. All organizations operating in the USA – large and small, public and private, for-profit and non-profit – are eligible to submit nominations to the ABAs in a wide range of categories. More than 3,700 nominations were considered in the judging process this year by more than 240 professionals worldwide, whose average scores determined the winners.

In the category of Achievement in Management – Business & Professional Services, SPS North America was recognized for:

- **Strong, profitable growth despite the economic pressures of the marketplace:** In 2021, SPS North America revenue grew by more than 25%, with an additional 15% growth in 2022. Growth was tied to new clients in both the Workplace Solutions division and the Business Process Services division as well as significant expansion with existing clients.
- **HR initiatives to drive employee satisfaction:** Training programs were elevated SPS employees at all levels. Over 28,000 training hours were completed by SPS NA employees in 2022 up from 20,000 the year prior. In addition, SPS fostered inclusive employee engagement via internal communications platform through such programs as SPS’ DE&I initiatives and the Employee Wellness program, which focuses on the five dimensions of wellness: Physical, Emotional, Financial, Environmental and Social. The programs led to an exponential year-over-year increase in employee engagement.
- **Deployment of corporate purpose statement and designed beliefs:** Building on SPS’ core values (Clients First, Delivering Excellence, Innovative Thinking), the SPS North American team developed and deployed a new purpose statement as well as defined beliefs to help internal teams stay focused on delivering innovative solutions and excellent service. This established a purpose-driven approach and further defined how the diverse Executive Leadership Team would lead the organization.
- **Rollout of the Client Value Framework (CVF):** The CVF is a unique differentiator for SPS comprised of multiple processes that are continually being deployed, tested and refined to ensure value is continually provided to clients during the length of their partnership with SPS.

In response to this recognition, Dan Moscatiello, Chief Executive Officer of SPS North America, stated, “At SPS, we believe that by doing what we do best, we help our clients be their best. We partner with our clients to continually transform their business processes and elevate value for



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their organizations. Every business unit within our company plays a key role in delivering excellence and creating ongoing value for our clients, and I am very proud of our teams for their accomplishments during the past year. We thank the American Business Awards for this recognition.”

“American organizations have had to pivot in the face of COVID-19, remote and hybrid work, and other challenges,” said Stevie Awards President Maggie Miller. “This year’s Stevie-winning nominations in The American Business Awards are testament to the commitment, passion, adaptability, and creativity of American professionals. We look forward to celebrating Stevie winners on June 13 in New York City.”

Details about the American Business Awards and the list of 2023 winners are available at <https://stevieawards.com/ABA>.

About SPS

SPS is a leading outsourcing provider of innovative services in business processing and data management. Building on our Swiss foundations and global footprint, we are the trusted partner for process optimization and intelligent automation. With transformative end-to-end solutions, we create new possibilities for our clients. Headquartered in Zurich, Switzerland, SPS operates in more than 20 countries and focuses on clients in banking, insurance, health and legal. SPS has more than 8,500 employees and is recognized with a world-class NPS by its global client base.

Learn more how SPS’s people make an impact that matters at www.spsglobal.com.

About the Stevie Awards

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>.

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