

# PGBA Earns Best-in-Class Customer Service Certification

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Florence, S.C. - PGBA, LLC has earned a Center of Excellence certification, one of the most prestigious achievements in the customer service and support industry, by BenchmarkPortal.

Contact centers achieve the distinction based on best-practice metrics drawn from the world's largest database of objective and quantitative data that is audited and validated by researchers.

"This certification attests that we successfully balance efficiency and effectiveness in our operations," said PGBA President and Chief Operating Officer Mike Skarupa. "It is a wonderful testimony to our frontline employees, the management team and senior leadership who support and encourage excellence in serving our customers."

A contact center that has been certified as a Center of Excellence has met or surpassed rigorous standards of efficiency and effectiveness. The BenchmarkPortal team audits and verifies the center's key performance indicators and compares that data to data from peer organizations.

"The certification of PGBA is a direct result of its leadership's commitment to balancing cost-effective service solutions with best-in-class service performance," said BenchmarkPortal CEO Bruce Belfiore. "It is an achievement of distinction."

## About PGBA

Headquartered in Florence, S.C., PGBA, LLC's ([www.PGBA.com](http://www.PGBA.com)) principal business is processing medical claims and providing customer service for the U.S. Department of Defense's TRICARE program. PGBA employs approximately 2,000 people and has offices in Columbia, Florence, Camden and Surfside Beach, S.C. In addition to TRICARE, PGBA processes claims for other government programs and private insurers.

## About BenchmarkPortal

From its origins in 1995, BenchmarkPortal has become a global leader in the contact center industry, providing benchmarking, certification, training and consulting and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its innovative approach to best practices for the contact center industry. BenchmarkPortal hosts the world's largest database of contact center metrics, which is constantly being refreshed with new data. BenchmarkPortal's mission is to provide contact center managers with the tools and information that will help them optimize their efficiency and effectiveness in their customer communications. For more information on BenchmarkPortal, please call 800-214-8929, or visit [www.BenchmarkPortal.com](http://www.BenchmarkPortal.com)