



NEWS RELEASE

For Immediate Release

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Texas.gov Honored with International Award

Wins Silver Stevie® Award for Customer Service Department of the Year

AUSTIN, Texas – March 7, 2013. On February 25, Texas.gov received a [Silver Stevie® Award](#) for Customer Service Department of the Year in the Public Services & Education category. The [Texas.gov](#) team was honored for providing outstanding customer service and support to thousands of Texans and more than 240 state and local government partners.

Karen Robinson, Executive Director of the Texas Department of Information Resources and Chief Information Officer for the state of Texas, congratulates the Texas.gov Service Desk team for providing exceptional service to their customers. Robinson says, “As more Texas government business is conducted online, it is important to have a strong customer service team there when you need them.”

[The Stevie Awards for Sales & Customer Service](#) are the world’s top sales, contact center, and customer service awards. More than 1,100 entries from organizations of all sizes and in virtually every industry were submitted to this year’s competition.

“The Stevie is an international customer service award, and the Texas.gov team is very proud to receive this recognition.” said Erin Hutchins, General Manager for Texas.gov’s private partner, Texas NICUSA. “Our incredible customer service team is a vital component to the success of our portal. Winning this award is confirmation of our dedication to providing the best possible service to our customers.”

With a state population of 25 million, an average of 500,000+ monthly visits to the [Texas.gov](#) website, and over 68,000 financial transactions processed daily, the demands on the Texas.gov customer service team are significant. They provide 24/7/365 assistance via multiple channels, and strive to

provide each customer with a positive, successful experience. Each month, the team effectively manages over 23,000 telephone calls, 3,700 live chats, and 2,100 emails.

“From our perspective this was the most successful Stevie Awards for Sales & Customer Service yet,” said Michael Gallagher, president and founder of the Stevie Awards. “Not just because of the increase in the number and variety of entries, but in the extraordinary quality of the entries. Judges have told me how impressed they were with the success stories they reviewed this year. All of this year’s Stevie Award winners are truly deserving.”

About Texas.gov

[Texas.gov](http://www.texas.gov) is the official website of the state of Texas (<http://www.texas.gov>) and is a collaborative public/private partnership managed by the [Department of Information Resources \(DIR\)](#). Texas.gov helps state and local government entities Web-enable their services and operates without tax funds through a partnership between the state and [Texas NICUSA, LLC](#). Texas NICUSA builds, operates, maintains, and markets Texas.gov and is part of eGovernment firm [NIC](#)’s (NASDAQ: EGOV) family of companies. Since its launch in 2000, Texas.gov has securely processed more than 189 million financial transactions and collected more than \$27 billion on behalf of participating entities.

About NIC

[NIC Inc.](#) (NASDAQ: EGOV) is the nation’s leading provider of [official government websites](#), online services, and [secure payment processing solutions](#). The company’s innovative [eGovernment services](#) help reduce costs and increase efficiencies for government agencies, citizens, and businesses across the country. Our popular self-funded solution allows government to put in-demand services online without using taxpayer funds. The NIC family of companies currently provides cost-effective eGovernment solutions for more than 3,500 federal, state, and local agencies in the United States. Additional information is available at <http://www.egov.com>.