



Three in a row: Openlink wins Stevie Award for outstanding customer service

LAS VEGAS and NEW YORK – 27 Feb 2019 - ION, the largest global provider of trading, analytics and risk management solutions for commodities and treasury management, is proud to announce that Openlink has won the 2019 Silver Stevie® Award for Sales & Customer Service for the third consecutive year.

The awards were established in 2002 to recognize the outstanding achievements of customer service, contact center, business development, and sales professionals.

“Service is crucial to our DNA,” said Michael Cronin, Openlink’s Vice President of Support and Maintenance Operations. “It’s exciting to be recognized for our ongoing commitment to providing superior customer experiences, from software implementations to upgrades. We remain dedicated to our partnerships with our clients.”

In 2018, Openlink made major investments focused on streamlining and enhancing the client experience. This includes the launch of the Openlink 360° Customer Portal. A secure gateway accessible from any mobile device, it lets users submit and track requests, review the latest information on new product releases, while providing access to an online community for knowledge-sharing.

The feedback received on our new customer portal has been extremely positive,” said Openlink CEO Rich Grossi. “We are extremely proud to win this award for the third year in a row, and will continue to look for new ways to leverage technology to support our user community around the world.”

ION will showcase its customer success stories at ConnectION – a client community event series to be held in five cities around the world, beginning in May 2019. [Visit](#) our event website for more information.

About ION

ION provides mission-critical trading and workflow automation software solutions to financial institutions, central banks, governments and corporates. For more information, visit www.iongroup.com.