

## PRESS RELEASE

### Thomas L. Cardella & Associates Recognized for Excellence at IQPC Call Center Week

**CEDAR RAPIDS, IOWA, June 21, 2011** – Thomas L. Cardella & Associates was honored for the third year in a row at the IQPC Call Center Excellence Awards ceremony, held last week at the annual Call Center Week conference.

Thomas L. Cardella & Associates received the First Runner-up Award in the Best Outsourced Provider category. Last year the company was also recognized as a Best Outsourced Provider. Thomas Cardella, President received his second award in the Call Center Leader of the Year category.

Established by Call Center IQPC, the Excellence Awards are designed to recognize superior thinking, creativity and execution across the full spectrum of call center functions. An advisory panel of judges, consisting of industry leaders, reviewed entries from Fortune 100 and Fortune 500 organizations from all over the world.



*Best Outsourced Provider, 1<sup>st</sup> Runner-Up, 2011*  
*Call Center Leader of the Year Awards, 2009 & 2011*  
*Top 5 Best Outsourced Provider, 2010*  
*Best in Class Call Center, 2009*

Tom Cardella, made the following remarks regarding the awards, "The company is thrilled to be recognized once again by IQPC with these two prestigious awards. We are extremely proud of what we have accomplished over the past year, and we are very pleased to be recognized by our industry peers. It highlights our ability to deliver excellent results that meet and exceed client expectations while providing quality customer care and delivering solid ROI back to our clients."

Founded in April of 2007, Thomas L. Cardella & Associates has received recognitions for quality and excellence every year since its doors opened and most recently was named a finalist for the Ernst & Young Entrepreneur of the Year 2011 Central Midwest Award. In just over four years, the company has grown to four locations in the state of Iowa: Cedar Rapids, Coralville, Keokuk, and Marshalltown, and one location in El Paso, Texas, with more than 900 employees. For more information about Thomas L. Cardella & Associates, please visit [www.tlcassociates.com](http://www.tlcassociates.com).

**Thomas L. Cardella**  
A S S O C I A T E S

*Contact Center Specialists*

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