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## Spireon claims another honor for customer service



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By SubPrime Auto Finance News Staff

### **IRVINE, Calif. -**

Spireon gets to add another honor to its mantle.

The company recently received the prestigious Gold award for customer service in the 2017 Golden Bridge Awards; a program that encompasses the world's best in organizational performance, innovations, products and services.

The win marks the second award that Spireon has earned so far this year for exceptional customer service. In May, Spireon won the Silver Stevie Award for Customer Service Department of the Year in the 15th annual American Business Awards.

“Spireon is honored to receive a Golden Bridge award, which celebrates building bridges to connect companies with their customers. This is what we strive to do across all areas of our business, but particularly in customer service, where we pride ourselves on delivering an experience that has resulted in exceptionally high NPS scores and renewal rates from our customers,” Spireon chief executive officer Kevin Weiss said.

“I’m so pleased to see our dedicated and talented customer service team win gold — they earn it every day,” Weiss continued.

Recently, the company announced significant customer traction across all areas of the business in the first half of this year. Spireon added 3,200 new GoldStar dealers and finance companies, 25 new Kahu dealers and dealer groups, and 510 new FleetLocate customers.

The company attributed their success, in part, to a clear and demonstrable focus on customer service.

Spireon exited the first half of 2017 with an average net promoter score (NPS) of 55, the company’s highest to date, far exceeding the industry average for business-to-business technology companies.

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