News

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Moody's Analytics Wins at Asia-Pacific Stevie® Awards

HONG KONG, May 8, 2019 – Moody's Analytics, a global provider of financial intelligence, has won in the 2019 Asia-Pacific Stevie Awards. Our Customer Service team took Silver in the "Innovative Use of Technology in Customer Service" category for firms in the financial services industry.

We earned this award for the impact made by **D**igital **A**ssistant **I**ntelligently **S**upporting **Y**ou ("DAISY"), an AI-powered tool implemented in early 2018. By scanning incoming emails from clients and automatically routing them to the correct team member, DAISY allows us to manage our inquiries more efficiently—and respond to clients quicker. DAISY even suggests appropriate email responses. Feedback from our clients in the region since we introduced DAISY has been extremely positive.

Implementing DAISY has also reduced the Customer Service team's low-value activities. Automated product picklists make logging case details much easier, while the AI-driven email responses save the team from having to manually respond, for example, to the high volume of password reset requests.

"We're delighted to earn an Asia-Pacific Stevie Award," said Sheena Sweeney, Managing Director at Moody's Analytics. "Our mission is to deliver superior client service through innovations in technology. DAISY exemplifies those innovations and brings significant benefits to our staff and our customers."

The Moody's Analytics Customer Service team has staff in 14 locations including London, Paris, Hong Kong, Tokyo, New York, and San Francisco.

This win in the Asia-Pacific Stevie Awards adds to our growing list of awards and industry accolades.

About Moody's Analytics

Moody's Analytics provides financial intelligence and analytical tools to help business leaders make better, faster decisions. Our deep risk expertise, expansive information resources, and innovative application of technology help our clients confidently navigate an evolving marketplace. We are known for our industry-leading and award-winning solutions, made up

of research, data, software, and professional services, assembled to deliver a seamless customer experience. We create confidence in thousands of organizations worldwide, with our commitment to excellence, open mindset approach, and focus on meeting customer needs. For more information about Moody's Analytics, visit our website or connect with us on Twitter and LinkedIn.

Moody's Analytics, Inc. is a subsidiary of Moody's Corporation (NYSE: MCO). Moody's Corporation reported revenue of $4.4 billion in 2018, employs approximately 13,200 people worldwide and maintains a presence in 42 countries.

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