

# ***PRESS RELEASE***



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**For Release:** Immediately

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## **DTCC Receives Florida Governor's Sterling Award**

*Southern Business Center Honored with Florida's Highest Award for Business Excellence*

*Tampa, Fla., May 9, 2011* – The Depository Trust & Clearing Corporation (DTCC) announced today that its Southern Business Center (SBC), located in Tampa, Fla., was awarded the Florida Governor's Sterling Award. This award is the highest recognition a Florida organization can receive for managerial and operational excellence. The award is presented annually by the Florida Sterling Council and is supported by the Executive Office of the Governor.

"I am honored to recognize this year's Sterling Award recipients," said Governor Rick Scott. "The winners are shining examples of how organizations can achieve great savings and deliver outstanding services to Floridians by focusing on efficiency, innovation and excellence."

"This outstanding achievement reflects DTCC's world-class performance capabilities and underscores our commitment to quality and business excellence," said John Colangelo, DTCC managing director, Operations, Business Reengineering/Client Services.

"On behalf of DTCC and our Tampa-based employees, we are proud to be recognized as a role-model organization and receive this prestigious award," said Eric Miller, DTCC managing director and head of SBC. "This marks an important milestone for the organization, and our focus on continuous improvement remains steadfast."

The Florida Sterling Council's standards are based on the National Malcolm Baldrige Criteria for Performance Excellence within the U.S. Department of Commerce's National Institute of Standards and Technology.

Miller added, "The Florida Sterling Council standards will complement the existing process improvement initiatives and methodologies we use at DTCC, further strengthening our organizational performance and accelerating our ability to become a center of excellence."

The Florida Sterling Council specifically recognized DTCC's SBC for its advanced work related to business continuity, overall customer satisfaction scores and its use of performance measurement improvement systems such as SixSigma; Capability Maturity Model Integration (CMMI), a software development process improvement methodology; and a corporate-wide Balanced Business Scorecard (BBS), a performance-management tool used at many Fortune 500 companies to drive and measure organizational performance.

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During an extensive evaluation process, a team of Sterling Award examiners interviewed more than 300 employees at the site, representing all levels of the organization. In addition, the Council evaluated the facility based on seven criteria including leadership; strategic planning; customer and market focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

Since 1993, the Florida Sterling Council has presented the Governor's Sterling Award to 66 organizations, representing the public and private sectors, across the State of Florida.

Past award recipients include Merrill Lynch Credit Corporation, AT&T Universal Card Services, Honeywell Space Systems Division, The Ritz Carlton Hotels, Boeing Special Operations Forces Aerospace and the City of Jacksonville.

#### **About DTCC's Southern Business Center (SBC)**

DTCC's SBC is a key component of a larger business continuity strategy the company put in place after September 11, 2001, to decentralize the processing functions and operations support that DTCC provides the global financial services industry. DTCC's Tampa facility is part of the company's critical network of operating centers in the United States and overseas. For security purposes, DTCC's multiple operating centers are located separate from its backup data centers, which are located thousands of miles apart. This gives the company the technological flexibility to ensure resiliency and operational risk control to protect the U.S. capital markets.

In the six years DTCC has been in Tampa, the company has grown from 300 employees in 2005 to more than 530 today. In keeping with DTCC's strong commitment to diversity in its workforce, 66 percent of the SBC employees represent minority groups and nearly 40 percent are women. Positions at SBC cover all main DTCC functions such as Clearance, Settlement, Asset Servicing, Operations and Technology. Represented staff functions include Finance, Legal, Human Resources, Audit, and Corporate Communications and Public Affairs, among others.

DTCC is owned by its member firms and operates on an at-cost basis. Its philanthropy takes the form of tangible community support and employee contributions to non-profit organizations. Each year, hundreds of SBC employees volunteer across more than 10 different community events and donate more than \$100,000 to the United Way of Tampa Bay, making it one of the top-10 financial companies contributing to the region.

#### **About DTCC**

DTCC, through its subsidiaries, provides clearance, settlement and information services for equities, corporate and municipal bonds, government and mortgage-backed securities, money market instruments and over-the-counter derivatives. In addition, DTCC is a leading processor of mutual funds and insurance transactions, linking funds and carriers with their distribution networks. DTCC's depository provides custody and asset servicing for more than 3.6 million securities issues from the United States and 121 other countries and territories, valued at US\$36.5 trillion. In 2010, DTCC settled nearly US\$1.66 quadrillion in securities transactions. DTCC has operating facilities and data centers in multiple locations in the United States and overseas. For more information, please visit [www.dtcc.com](http://www.dtcc.com).

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**About the Florida Sterling Council**

Established in 1992, the Florida Sterling Council is a public/private not-for-profit corporation supported by the Executive Office of the Governor. Sterling's Annual Conference is exclusively designed to teach participants how to elevate performance and increase productivity. Nearly 500 executives and professionals gather at this event for a one-stop source for education, information and inspiration. The conference concludes with the recognition of best practices, the Team Showcase Champion and the presentation of the Governor's Sterling Awards. The Governor's Sterling Award process is comprehensive and rigorous, and is the highest award an organization can receive for performance excellence in Florida. For more information on the Florida Sterling Council, contact Chairman John Pieno at (850) 922-5316. For other information, visit the website at [www.floridasterling.com](http://www.floridasterling.com).

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