

PRESS RELEASE

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Nordlo increases customer satisfaction: “Goes hand in hand with strong profitability”

Customers increasingly appreciate Nordlo's delivery, according to the 2025 customer survey. At the same time, employee satisfaction is also increasing.

“We see a direct link between committed employees, satisfied customers and strong profitability,” says Fredrik Almén, CEO of Nordlo.

The survey covers Nordlo's entire operations in Sweden and Norway and is measured using the global standard Net Promoter Score (NPS). The measure assesses customer loyalty and how likely customers are to recommend Nordlo as a company, its products or services to others.

A positive result means that the brand has more ambassadors than critics. The survey is conducted once a year, and Nordlo has increased by 8 points this year, from 31 to 39 NPS. Customers particularly praise Nordlo's close cooperation and high level of professionalism.

“Proactivity and understanding of our customers' businesses are what we are most proud of. Nordlo consists of many units throughout Sweden and large parts of Norway, which gives us a unique and close relationship.”

“Happy employees make for satisfied customers”

An employee survey has also been conducted, showing an increase of 13 points, from 29 to 42 NPS.

“We see a clear pattern. Units with high customer satisfaction also have high employee engagement. In our business, where many employees are directly involved in customer relations, this is crucial.”

This is also reflected in the results, according to Fredrik. Nordlo has grown annually since its formation in 2018, and 2025 looks set to be a new record year.

“The customer survey is one of Nordlo's most important tools for evaluating and following up on our business. Satisfied customers and employees are a major contributing factor to our year-on-year growth,” says Fredrik Almén, CEO of Nordlo.



Fredrik Almén, CEO of Nordlo.

About Net Promoter Score

Nordlo is one of the leading providers of cloud and infrastructure services in the Nordic region. The company offer scalable operational solutions, managed services and full outsourcing of IT and digitalisation services to companies and public sector organisations. Through close cooperation and sustainable choices of innovative technology, Nordlo help customers strengthen their competitiveness and drive digitalisation forward. Nordlo has a turnover of SEK 2.4 billion and approximately 1000 employees at locations throughout Sweden and large parts of Norway. nordlo.com/en

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Net Promoter Score, NPS, is a global standard for measuring customer loyalty and employee satisfaction. NPS varies between -100 and 100, where a positive result means that the brand has more ambassadors than critics.

For more information:

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