

PRESS RELEASE

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Nordlo Sweden ranked highest in customer satisfaction for the 13th consecutive year

IT buyers in Sweden appreciate stable delivery, transparency and high basic quality. This is shown by this year's major supplier quality review from the analysis company Radar. Nordlo ranks at the top in two of six categories.

“In an uncertain world, a secure and reliable IT partner is something we see customers demanding. They appreciate our close collaboration, where Nordlo takes responsibility for ensuring that operations never stand still and continue to develop,” says Fredrik Almén, CEO of Nordlo.

Every year, Radar conducts a major supplier quality review, Sweden's largest quantitative survey of IT decision-makers on delivered customer satisfaction and customer value. A total of six different categories are assessed, with over 1,300 Swedish businesses participating this year.

Radar considers the companies that rank among the top five in each category to be significantly above average in terms of their ability to create customer value and high customer satisfaction. Nordlo has been ranked at the top for the 13th year in a row, in Radar Supplier Quality 2026 in the categories *Infrastructure & Operations* and *User-Centered IT*.

“This year's results show that proactivity, continuity and transparency are highly valued. These are values that Nordlo actively works with and is proud that its customers appreciate.”



Fredrik Almén, CEO of Nordlo.

Customer satisfaction is one of the key indicators Nordlo uses to evaluate its operations. Nordlo sees clear links between satisfied customers and good profitability, which is also reflected in the company's own customer satisfaction survey conducted in October 2025.

“Satisfied customers and employees are a direct contributing factor to our year-on-year growth. It is gratifying to once again receive such good ratings in Radar's survey,” says Fredrik Almén, CEO of Nordlo.

This year, Radar conducted its first survey in Norway, in which over 700 Norwegian companies participated. The companies are divided into two categories, where Nordlo ranks at the top in *Managed Services*.

About Radar

Radar is the Nordic region's leading supplier of local and independent data-driven insights for the IT industry. The company delivers insights, advice, strategy, development, various digital services and events to over 14,000 members.

For more information:

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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