PRESS RELEASE
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Nordlo achieves its highest customer satisfaction score to date

Customer satisfaction with Nordlo has increased for the third consecutive year, according to the Net Promoter Score (NPS) measurement method. In the 2026 survey, 96 per cent of customers gave positive feedback on their interactions with their customer teams.

– This progress is the result of a deliberate effort to combine employee satisfaction with proactive business acumen, says Fredrik Almén, CEO of Nordlo.

Nordlo conducts an annual customer survey. This year, 564 people from 527 customer organisations in Sweden and Norway took part. Customer satisfaction, measured using Net Promoter Score (NPS), increased from 31 to 42 between 2024 and 2026. The main reason is that the proportion of customers classified as very satisfied or satisfied has risen from 85 to 91 per cent.



Fredrik Almén, CEO of Nordlo.

– For many years, we have worked on the principle that satisfied employees are essential to satisfied customers. But that alone is not enough. Business acumen is another important part of our approach.

This means that employees should not only deliver technical solutions but also understand customers' businesses, identify their needs and provide advice and recommendations for improvement.

– We describe this as working closely with our customers. It is about building a culture and a way of working that evolves over time. We want our employees to enjoy their work and feel a clear sense of responsibility for our customers' success, says Fredrik Almén.

The effectiveness of this approach is reflected in the fact that 96 per cent of customers give positive feedback on their collaboration with their customer teams. Availability and range of services also receive very high ratings, with 94 per cent positive responses.

– Customers are also looking for proactive support to prevent IT issues, optimise existing solutions, reduce costs and make the most of the opportunities offered by new technology.

– For us, business acumen also means being willing to challenge customers and offer advice that is in their best interests, even if it means we do not sell additional services. Our customers should feel that we are one step ahead and helping them make the right decisions. This is an important part of our ongoing efforts to improve the customer experience, says Fredrik Almén.

About the survey

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 2.5 billion and approximately 1000 employees at locations throughout Sweden and large parts of Norway. nordlo.com/en

Nordlo's 2026 customer relationship survey received 564 responses from 527 customer organisations in Sweden and Norway. The response rate was 45 per cent. The survey measures customer satisfaction, collaboration, availability, range of services and proactivity, among other factors. Customer satisfaction is measured using Net Promoter Score (NPS), a global standard for measuring customer loyalty. NPS ranges from -100 to 100, with a positive score indicating that a brand has more promoters than detractors.

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