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## **Proact reports impressive scores in annual Garte Outsourcing Performance survey**

Data centre and cloud service provider Proact has achieved high scores for the fourth consecutive year in research agency Garte's annual Outsourcing Performance survey.

Proact scored 86 (on a scale between 0 and 100) on the Garte Trust Score, a measurement of the trust a customer has in its service provider. This was well above the average Trust Score (77) across all service providers in the survey.

Proact also recorded a Satisfaction Score of 8.7, the same figure as last year. This score is determined by asking customers to assess the services they receive with a mark between 1 and 10.

In addition, Proact scored high at 89 in the Fan Score area (average being 69). The Fan Score is determined by asking respondents if they would recommend their service provider to others. 39 per cent of respondents who recommended Proact fell into the 'Superfan' category.

Garte's Outsourcing Performance survey is a Dutch benchmark study created with qualitative and quantitative research. The respondents – almost 1,000 – all work in a customer setting and are closely involved in IT outsourcing. The job titles of participants include CEOs, CIOs, CTOs, CPOs, COOs, CFOs, outsourcing VPs and procurement and vendor managers. They answered questions on their experiences with 47 IT service providers.

In its latest report, Garte points out that the traditional way of outsourcing with a 'we against them' mantra and one-sided management and SLAs, no longer works. "Iterative collaboration is needed to create value. This is increasingly realised through ecosystems with different parties that each create a part of the value within the bigger picture," says Garte. According to the research agency, 'connection' is key in 2019 to ensure sustainable collaboration.

"We are very happy that we perform consistently well in Garte's annual research," says Sander Dekker, Business Unit Director Europe West at Proact.

"The results show that we grow together with our clients and continue to offer high quality service levels. We clearly follow the trends that Garte observes. For us, close collaboration with our customers is key. With our knowledge and expertise, we want to add value and help customers strengthen their operations by putting partnership and people in the middle of their IT models."

### **Read more about the results (Dutch):**

<https://outsourcingperformance.nl/provider/proact/>

### **For more information:**

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### **About Proact**

Proact is Europe's leading independent data centre and cloud services provider. By delivering flexible, accessible and secure IT solutions and services, we help companies and authorities reduce risk and costs, whilst increasing agility, productivity and efficiency.



We've completed over 5,000 successful projects around the world, have more than 3,500 customers and currently manage in excess of 100 petabytes of information in the cloud. We employ over 800 people in 14 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), listed on Nasdaq Stockholm in 1999 (under the symbol PACT). For further information about Proact's activities please visit us at [www.proact.eu](http://www.proact.eu)