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Proact receives top scores from customers in 2022 Giarte survey

Europe's leading data centre and cloud services provider Proact has once again been recognised with excellent results in multiple categories in the Giarte IT Xperience Monitor assessment.

The Giarte IT Xperience Monitor (ITX) is a survey that annually measures customer satisfaction with the services of Dutch IT companies. In addition to an above-average fan score of 96%, Proact was also recognised in the categories of Customer Focus, Backup and System Integration as well as Service Workplace Management and Workplace Support Services.

Proact's fan score, reflecting the percentage of customers who would recommend Proact as an IT managed services partner, increased by 10% compared to 2021. The company is also in the top 3 when it comes to customer focus within the rated group of large-sized IT companies. For Backup and System Integration service, Proact received the highest satisfaction scores of all organisations assessed. Finally, the IT service provider was granted the survey's highest score for Service Workplace Management and Workplace Support Services.

"This ITX survey is an important measuring tool for us, as it indicates where we are on the right track and where development is needed," says Bertus Doppenberg, Director of Service Operations at Proact Netherlands. "The independent nature of this survey also allows us to compare our performance with the market. We are of course happy with the positive scores of 2022, and we look forward to using the insights to improve our services even further."

"Obviously, I am very proud of the results of this year's Giarte survey. They stem from the enormous good work that is done daily by our employees. The appreciation from our customers is the most meaningful and important award we can get," adds Mark van Liempt, Business Unit Director, West. "This is what we do it all for!"

About ITX and Giarte

With ITX, Giarte has been mapping more than 40 IT companies in detail for almost 20 years. In addition, emerging players are listed based on their growth and market potential. The ITX benchmark is both quantitative (\pm 1,000 IT decision-maker evaluations) and qualitative (in-depth interviews) and is published every summer. The full study can be found here: <https://itx.giarte.com/>

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About Proact

Proact is Europe's leading specialist in data and information management with focus on cloud services and data centre solutions. We help our customers to store, connect, protect, secure and drive value through their data whilst increasing agility, productivity and efficiency.

We've completed thousands of successful projects around the world, have more than 4,000 customers and currently manage hundreds of petabytes of information in the cloud. We employ over 1,000 people in 13 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT). For further information about Proact's activities please visit us at www.proact.eu