

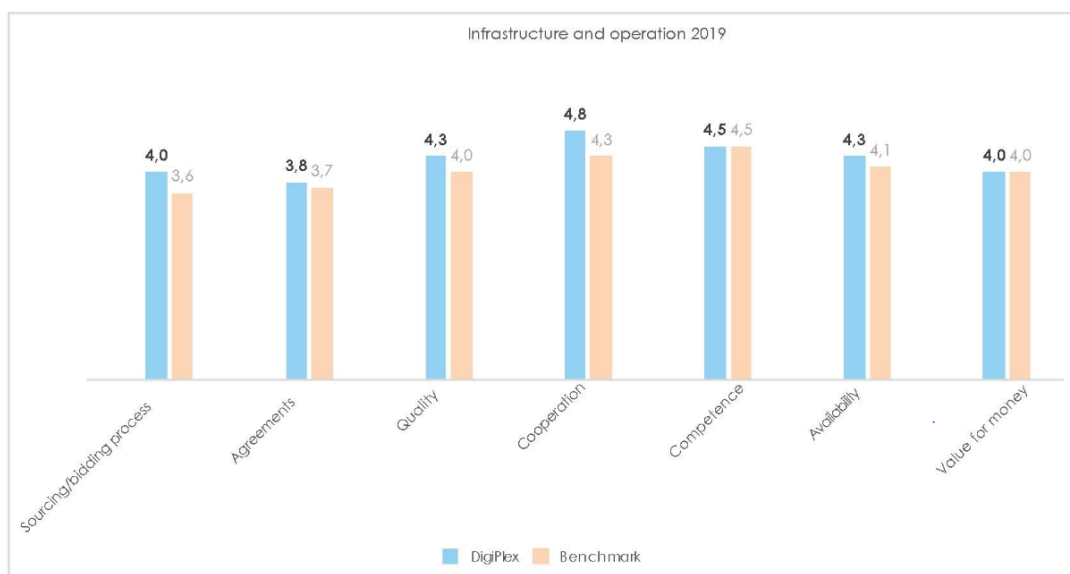
## DigiPlex receives exceptionally high customer satisfaction rating

Stockholm, 17 December 2019 – **DigiPlex** customers have ranked it above industry benchmarks in five key categories of customer service in a survey conducted by Radar, the analysis company.

DigiPlex is rated 4.8 on a scale of 1-5 for customer satisfaction with infrastructure and operations, based on how likely the respondents would be to recommend DigiPlex to others. This is 0.6 higher than the benchmark of 4.2 achieved by similar businesses in the sector.

*"We are extremely happy and at the same time humble that our customers have given us such high marks for overall customer satisfaction," says Halvor Bjerke, Chief Operating Officer for DigiPlex. "Our customers also ranked us above or at the benchmark for all criteria which is particularly gratifying, and a nice proof that our employees are delivering the value that our customers are looking for and appreciate. Our fantastic employees are crucial to our continued success and our leading position in the Nordic countries."*

The overall high level of satisfaction is achieved through high marks in seven specific service areas under Infrastructure and Operation: sourcing/tender process, agreements, quality, cooperation, accessibility, skills and affordability. In five of these areas DigiPlex scores above the benchmark including its highest rating of 4.8 for cooperation with customers. This is 0.5 higher than the industry benchmark. In the remaining two areas, skills and affordability, DigiPlex scores are at the benchmark for the industry (4.5 and 4.0 respectively).



*"We will now increase our focus further to continue to meet, and if possible, outperform, our customers' high expectations," continues Halvor Bjerke. "The fact that our customers ranked us extra highly on the category of collaboration is a good indication of a valuable partnership. We continue to look forward to proactively working to further optimize and develop our customers' IT delivery, business processes and potential opportunities."*

More news from DigiPlex  
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**About the survey:**

The customer satisfaction measurement covered issues in infrastructure and operation and was conducted in autumn 2019 by RADAR on behalf of DigiPlex. The survey, which was web-based, was sent to all DigiPlex customers in the Nordic region. The response rate was 15%. The reference value was calculated in relation to five other data center operators in Sweden, Norway and Denmark. Customers scored the provider on a scale (Customer Satisfaction Index, KNI) between 1 and 5, where one (1) score equals the lowest rating and five (5) points equal the highest rating.

**About radar customer satisfaction measurement:**

<https://radareco.se/radars-erbjudande-for-it-leverantorer/radar-kundnojdhetmatning/>

**About Radar**

Radar r is the leading fact-based provider of insight for the Nordic IT industry and its decision makers. Through gathering real-time information from thousands of individuals with different positions within the IT-ecosystem Radar is able to build a unique local data that flows through the company's different analytical tools and reports. Radar merges thousands of data points into insights and recommendations with pinpoint accuracy in all sectors. <https://radareco.com/>

**About DigiPlex**

DigiPlex is the Nordic region's best recognized, data center provider. The privately-owned company designs, builds and operates sustainable and secure data centers across the Nordics, including Edge locations in Oslo, Stockholm and Copenhagen. Offering best-in-class services with the highest possible availability, DigiPlex is an ideal partner for international businesses looking to access the compound regional advantages of the Nordics: low cost of power, a naturally cool climate, stable political landscape and some of the world's best technology, expertise and infrastructure.

DigiPlex is carrier-neutral and offers connectivity to all major Cloud and Network Service Providers, granting comprehensive access to the complete Nordic digital eco-system. With significant space for expansion across the Nordic region, DigiPlex is a trusted partner for businesses of all sizes, including those with mission-critical applications. All five of DigiPlex's data centers are powered by electricity produced from 100% sustainable sources and the company has won several awards for its many energy efficient innovations and sustainability initiatives. [www.digiplex.com](http://www.digiplex.com)