

Aug 24, 2017 08:30 BST

Kongsberg Digital: NorthFace ScoreBoard Award(SM) Reflects High Satisfaction Among Kongsberg Digital Customers

Kongsberg Digital announced today that it has received the *NorthFace ScoreBoard AwardSM* from *Omega Management Group Corp* for excellence in customer service and support in 2016. Since 2000, the award has been presented annually to companies who, as rated solely by their customers, exceeded expectations in customer satisfaction during the prior calendar year.

"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president and CEO of Omega. "In 2016, more than 275 projects, many international in scope, were judged from scores of companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows that, despite the tough economy, implementing a CEM strategy is a reliable, proven way to achieve business success."

"Kongsberg Digital is honored and very proud to receive the NorthFace Scoreboard Award for exceptional customer service and support. We see the award as a recognition of the value of our focus on collaboration and communication on every level, with our customers as well as internally, across continents, time zones, and departments," said Hege Skryseth, Executive Vice President, KONGSBERG and President, Kongsberg Digital. "We take pride in understanding our customers' needs and pain points, and to this end, we focus on direct communication and interaction. Rather than just solving reported problems, we aim at helping our customers meet their

objectives and optimize their performance. We will keep aiming at going above and beyond what is traditionally expected from customer service.”

“At Kongsberg Digital, we are committed to building long lasting relationships with our customers. We view best in class support as essential to KONGSBERG’s growth and success,” said Marvin Mitchell, Vice President Customer Support, Kongsberg Digital. “We strive to bring the customer a support experience recognized as unique in our industry for its exceptional level of quality and expertise, and we use the NorthFace ScoreBoard program as a gauge of our delivery.”

Omega is an expert in customer experience management (CEM) strategy and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality. Omega's methodology measures customer satisfaction and loyalty levels on a five-point scale (or equivalent) four times during the year in such categories as technical support, field service, customer service, and account management. NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their customers, achieved a 4.0 or above out of a possible 5.0.

“Due to its unique 'customer-only vote' criteria, the NorthFace ScoreBoard Award has been viewed from its inception as the only objective benchmark for excellence in customer service,” Maraganis said. “Our research indicates that companies that consistently achieve a 4.0 rating or above, which we call the 'Loyalty Zone,' are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors.”

About Kongsberg Digital

Kongsberg Digital is a provider of next generation software and digital solutions to customers within maritime, oil and gas, and renewables and utilities. The Kongsberg Group has around 7700 employees located in around 70 offices in more than 25 countries around the world. Of these, approximately 500 are Kongsberg Digital employees – all highly skilled

employees, and most with leading competence within the Internet of Things, smart data, artificial intelligence, and automation and autonomous operations. In addition, Kongsberg Digital is the group wide center of digital expertise for KONGSBERG.

For more information, visit <https://www.kongsberg.com/en/kongsberg-digital/>.

All trademarks, service marks and company names are the property of their respective owners.
