



The NorthFace Scoreboard Award has been presented annually since 2000

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## Kongsberg Digital receives prestigious customer support excellence award for the second year running

- *The NorthFace Scoreboard Award<sup>SM</sup> recognizes organizations with a deep commitment to continuously exceed their customers' expectations.*

**Asker, Norway, February 28, 2018**– For the second year in a row, Kongsberg Digital has received the NorthFace Scoreboard Award<sup>SM</sup> and certification from the Customer Relationship Management Institute (CRMI). The award is a

recognition of the dedicated customer support Kongsberg Digital's Support24 team has provided to customers throughout 2017.

The NorthFace Scoreboard Award has been presented annually since 2000 and recognizes organizations who offer exemplary service to their customers and center their existence on a deep commitment to continuously exceed their customers' expectations. The award reflects high satisfaction among Kongsberg Digital's customers.

*"The NorthFace ScoreBoard Award for exceptional customer service and support belongs to Kongsberg Digital's entire Support24 team for their relentless focus on full understanding of the needs and pain points of every customer. Direct communication and interaction on all levels are of immense importance in this work,"* said Hege Skryseth, Executive Vice President of KONGSBERG and President of Kongsberg Digital. *"We are incredibly honored and proud to receive this award for the second year in a row. At the same time, we are confident our brilliant team will maintain the same high level of customer support in future."*

*"At Kongsberg Digital, we are aware that consumer loyalty is no longer driven by products and services but by how convenient the interaction is. The NorthFace ScoreBoard Award tells us that our approach and focus on the shifting paradigm resonates with our customers,"* said Marvin Mitchell, Vice President Customer Support, Kongsberg Digital. *"Customer 5.0 expects convenience. This is exciting and changes the business dynamics in an opportunistic way that allows us to push the envelope in ways that exceeds customer expectations."*

To qualify for the NorthFace ScoreBoard Award a company must measure their customer satisfaction levels during the calendar year and achieve a 4.0 or above out of a possible 5.0 score (or equivalent rating system) in categories such as customer service, technical support, field service, and account management. The process of determining winners begins each calendar year in January and closes in late December.

*"Our research shows that companies that consistently achieve a 4.0 or above succeed in establishing customer loyalty,"* said Bill Moore, Chief Customer Officer of CRMI. *"Scores at this level lock in profitable long-term customer relationships and significantly raise the bar for competitors."*

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**For further information, please contact:**

Haley Zerwas, Marketing Manager

**Kongsberg Digital**

+4747673892

Haley.zerwas@kdi.kongsberg.com

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**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 company consists of more than 500 software experts with leading competence within the internet of things, smart data, artificial intelligence, maritime simulation, automation and autonomous operations. Kongsberg Digital is the group-wide center of digital expertise for KONGSBERG.

Since July 2016, Kongsberg Digital has become the parent organization for staff, products, and expertise of the former Kongsberg Oil & Gas Technologies organization and the maritime simulation department of Kongsberg Maritime. Kongsberg Digital is also the driving force behind the Kongsberg Information Management System (K-IMS), a future-looking open platform for vessel management and operation, offering full integration of sensors and systems for smart data and decision support. K-IMS is the bridge between offshore marine systems and onshore business enterprises.

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