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Kongsberg Digital: Industry best practice certification awarded to Kongsberg Digital's customer support operations

Asker, Norway, April 25, 2018 – Kongsberg Digital has received Certified Support Professional certification from the Technology Services Industry Association (TSIA). The certification is based on Kongsberg Digital's Support24 team's use of TSIA-validated industry best practices across its operational support services for customers in the maritime and energy industries.

TSIA is a research and advisory organization established to enable technology

companies in optimizing every service touchpoint across the engagement lifecycle. Its certification schemes were established to highlight companies that show dedication to operational excellence and their customers. In recent years, leading technology firms such as Adobe, Dell EMC, Salesforce and SAP have taken part in TSIA Strategic Certification, Support Staff Excellence, or STAR Awards programs.

"At Kongsberg Digital we are well aware that customer churn is not mainly attributed to price but actually more so due to the overall poor quality of customer service. The latest product or lowest price will not provide the lasting advantage needed in such a competitive landscape so programs such as the TSIA Certified Support Professional help us tremendously in fulfilling our Customer Experience ambitions," said Marvin Mitchell, VP of Customer Support, Kongsberg Digital.

"Cutting-edge cloud-based solutions like the Kognifai digital ecosystem enable industrial digital transformation. However, continuous communication and support is vital if we are going to show our customers how to leverage the maximum potential of the technology

*while adapting new ways of working. Placing emphasis on our customer support operations is therefore vital to our success and the success of our customers, so we are delighted to receive recognition through the TSIA certification,"*said Hege Skryseth, Executive Vice President of KONGSBERG and President of Kongsberg Digital.

Also recognizing Kongsberg Digital's commitment to customer support, in February this year, Kongsberg Digital received the NorthFace Scoreboard AwardSM and certification from the Customer Relationship Management Institute (CRMI), for the second year in a row. The award is a recognition of the dedicated customer support Kongsberg Digital's Support24 team provided to customers throughout 2017.

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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.

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