Confirmit ACE AWARDS 2018

Achievement in Customer Excellence

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Kongsberg Digital wins ACE Award for maritime and energy industry customer service

- *Norway-headquartered digital solutions specialist receives 2018 Confirmit ACE (Achievement in Customer Excellence) Award*

Asker, Norway, May 16, 2018 – Kongsberg Digital has received a 2018 Confirmit ACE (Achievement in Customer Excellence) Award in the Overall Business Impact category. Announced today, this years ACE Awards winners have been selected for demonstrating unwavering commitment to listening to the Voice of the Customer and driving customer-focused change

throughout their organizations.

Established in 2005 to highlight dedication and contribution to achieving universal customer excellence, Confirmit's ACE Awards program is a well-respected cross-industry, international initiative. Kongsberg Digital's service and support for companies in its core maritime and energy industry markets was recognized by the Awards judging panel to deliver a customer-first experience at all key touch-points from initial contact to sales, delivery, product quality and technical support.

Kongsberg Digital has already been recognized this year by two other key awards initiatives for its customer service and support strategy: Certified Support Professional certification from the Technology Services Industry Association (TSIA) in April, and in February for the second year running,the NorthFace Scoreboard Award^{SM} and certification from the Customer Relationship Management Institute (CRMI).

"Customer service is what keeps the heart of any business beating, and Kongsberg Digital is no exception. Every day we strive to create value for, and together with our customers. I am extremely proud to see that the effort is appreciated outside the organization. This award proves that we are doing something right, at the same time as it serves as a reminder to continue to grow and develop our customer experiences," said Hege Skryseth, Executive Vice President, KONGSBERG and President, Kongsberg Digital.

"At Kongsberg Digital, we strive to have a customer-centric culture at ALL levels of the business. The insights we get from listening directly to our customers are invaluable. As we build our digital platform and ecosystem, Kognifai, we connect with our customers

more often and in a genuine way. In the process, we acquire richer insights into how we are performing and, most importantly, where we are falling short. We are humbled by this recognition and will use it as a compass for our customer experience ambitions," said Marvin Mitchell, Vice President Customer Support, Kongsberg Digital.

*"We are delighted to honor Kongsberg Digital with a 2018 Confirmit ACE Award as they have proven time and again their prowess in the Customer Experience field,"*said Ken Østreng, President and CEO of Confirmit. *"Their exemplary customer program demonstrates an innovative approach to understanding their*

audience, as well as a profound commitment to improving their business based on what they have heard from their clientele."

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For further information, please contact:

Haley Zerwas

Kongsberg Digital

Tel: +47 476 73 892

Haley.Zerwas@kdi.kongsberg.com

Saul Trewern

Saltwater Stone

Tel: +44 (0)1202 669244

s.trewern@saltwater-stone.com

About Confirmit ACE Awards

The ACE (Achievement in Customer Excellence) Awards program was established in 2005 to recognize outstanding achievement in customer excellence. Receiving a Confirmit ACE Award is a distinct honor that demonstrates both rigorous application of customer experience processes and outstanding performance as measured by those processes. All Confirmit customers are eligible for Confirmit ACE Awards for their company, business units, or segments of a business. To be eligible for a 2018 Confirmit ACE Award, organizations must have conducted one or more Voice of the Customer surveys between January 1 and December 31, 2017.Qualifying

performance is determined by a combination of customer satisfaction mean scores and top-box rating percentages maintained during at least a 6-month period during the eligibility period. For more information on awards criteria, visit www.confirmit.com/ace-awards.

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 one of three business areas of KONGSBERG, an international, knowledge-based group delivering high technology systems and solutions to clients within the oil and gas industry, merchant marine, defence and aerospace, renewable energy and the utility industry. KONGSBERG has 7 000 employees located in more than 25 countries and total revenues of NOK 14.5 billion in 2017. Follow us on Twitter: @kongsbergasa.

www.kongsberg.com/en/kongsberg-digital/

www.kongsberg.com

About Confirmit

Confirmit is the world's leading SaaS vendor for multi-channel Customer Experience, Employee Engagement, and Market Research solutions. The company has offices in Oslo (headquarters), Grimstad, London, Moscow, New York, San Francisco, Sydney, Vancouver, and Yaroslavl. Confirmit's software is also distributed through partner resellers in Madrid, Milan, Salvador, and Tokyo.

Confirmit powers Global 5000 companies and Market Research agencies worldwide with a wide range of software products for feedback / data collection, panel management, data processing, analysis, and reporting. Customers include Aurora, British Airways, British Standards Institution, Cross-Tab, Dow Chemical, GfK, GlaxoSmithKline, GMO Research, KeepFactor,

Morehead Associates, Nielsen, Research Now, RS Components, QRS, SSI, Sony Mobile Communications, and Swisscom. Visit www.confirmit.com for more information.