

Whitelane Research: Cognizant continues to increase customer satisfaction



Cognizant Nordics takes the top spot for customer satisfaction on annual contracts greater than €5 million, according to the latest Whitelane study.

Cognizant in the Nordics has been ranked as the number one IT sourcing provider for customer satisfaction on annual contracts greater than €5 million. The top spot was also awarded to Cognizant for general customer satisfaction in the financial services sector and in Denmark overall. The study also outlines a steady increase in customer satisfaction since 2021, with Cognizant scoring 71% in 2021 and 77% in 2023. Based on client feedback, [the report](#) is conducted by Whitelane Research, an independent organization uniquely focused on IT sourcing across Europe, in collaboration with PA Consulting.

The IT sourcing study surveyed CIOs from the largest IT spending organizations across the Nordics and dives into key performance indicators, such as service delivery, account management, price level, transformative innovation, and general satisfaction of service providers. IT domains such as application services and infrastructure hosting are also analyzed. Service providers, such as Cognizant and some of

its main competitors, are assessed against market averages and compared to the previous year's results.

In the Nordics region, Cognizant performed strongly in the following categories:

- Ranking #1 in the Nordics for general satisfaction on annual contracts > €5 million
- Ranking #1 in Denmark for general satisfaction
- Ranking #2 in Norway for general satisfaction
- Ranking in the top five across the Nordics region for general satisfaction
- Ranking #1 for general satisfaction in the financial services sectors (#1 together with TCS)
- Exceptional Performer in Infrastructure Hosting (#1 together with Accenture)
- Exceptional Performer in Workplace Services (#1 together with TCS)
- Strong Performer in Application Services

"I'm incredibly proud of Cognizant's performance in the latest Whitelane sourcing study," said Anne-Sofie Risåsen, Head of Nordics and Baltics at Cognizant. "The results show our commitment to our clients across the Nordics region and are a result of every employee's focus and demand for excellence."

To learn more about the report click [here](#)

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