

# NEWS RELEASE

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NPS Communication 2023

## SPS rated with Outstanding Net Promoter Score

Zurich, Switzerland – SPS, the leading technology-driven business transformation company, is proud to announce an incredible achievement in customer satisfaction. In 2023, SPS has once again proven its commitment to excellence by achieving an outstanding Net Promoter Score (NPS) of 80 points, marking the fifth consecutive year of securing a coveted "World Class" ranking in the customer satisfaction survey.

"We are extremely proud to announce that SPS has been awarded a Net Promoter Score of 80 by our esteemed customers, reaffirming our 'World Class' status. At SPS, our customers are at the forefront of our priorities, inspiring us and our teams to consistently deliver exceptional work. We extend our sincere thanks to our customers and look forward to continuing to evolve and grow together, supporting them on their digitalization and business transformation journey," stated Joerg Vollmer, CEO of SPS.

The annual SPS customer satisfaction survey of more than 600 clients, representing 85% of our revenue base, is conducted by an independent third party. It assesses how willing customers are to recommend SPS, as well as other key markers of customer satisfaction. With a threshold of 70 points or above, customer satisfaction is regarded as World Class.

An impressive 62% response rate to the survey showcases the strong commitment of our customer base, underscoring the quality of our employees' relationships with customers.

In the category of innovation, our customers rated us highly, earning us a score of 81 out of 100 possible points. This reflects their satisfaction with our innovative solutions. Our cutting-edge technological advancements constantly push the boundaries of innovation, ensuring our customers receive the most advanced and efficient solutions in the market.

SPS would like to express gratitude to all stakeholders for their significant contributions to these exceptional results.

### For more information, contact:

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### About SPS

SPS is a leading technology-driven business transformation company. With our innovative Enterprise Workplace Solutions, we empower organizations to adopt hybrid work concepts to enhance productivity and flexibility. Our Technology Business Solutions bring together cutting-edge technology, deep vertical process expertise, and a diverse global workforce to support clients in their digital transformation journey and efficiently tackle their most complex challenges.

Headquartered in Zurich, Switzerland, SPS operates in more than 20 countries and focuses on clients in banking, insurance and health. SPS has more than 8,500 employees and is recognized with a world-class NPS by its global client base.

We act with precision, connect people to the right information, and turn data into insights for better outcomes.

Discover how our dedicated team at SPS makes an impact that matters by visiting [www.spsglobal.com](http://www.spsglobal.com).  
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