

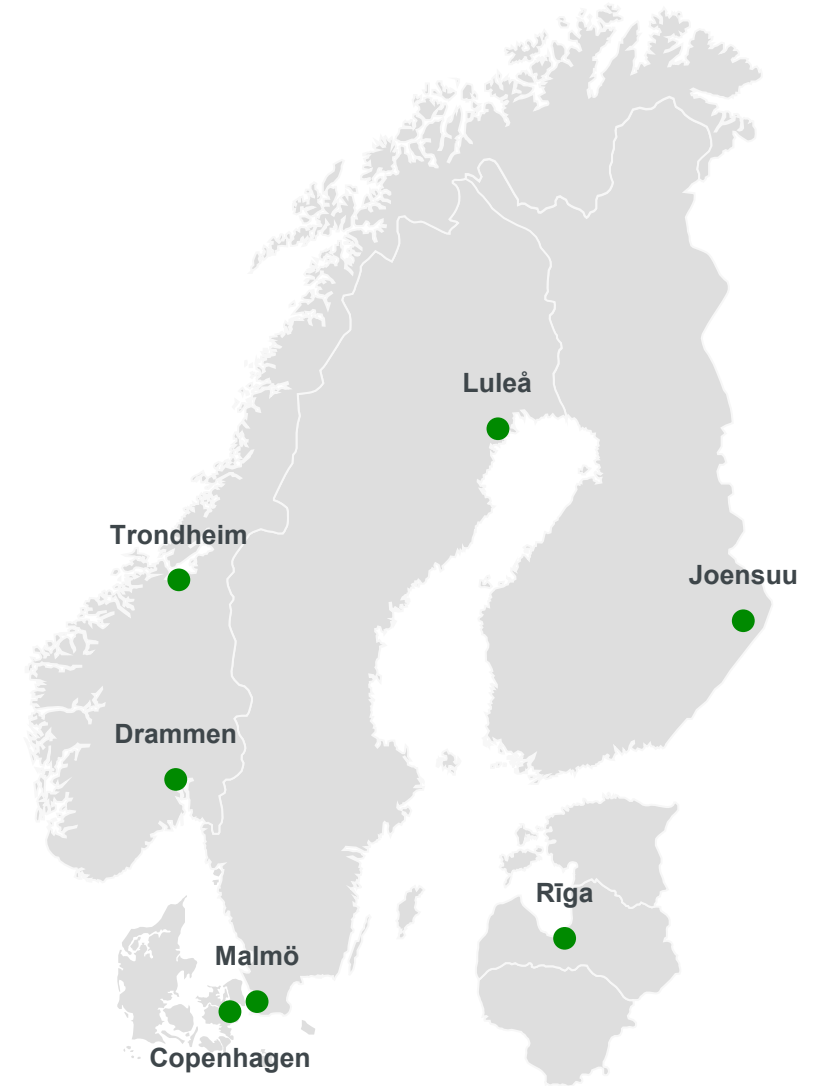
KISS 2025



Atea Service Desk

Sweet spot between local availability and global production

Atea Service Desk units operate in the Nordics and Baltics, with a strong focus on quality, native language support, and cultural fit. We seamlessly distribute the workload across borders. This approach ensures we remain local, and highly flexible, while delivering exceptional service.



500+

Customers

1,5M

Tickets

>90

Resolution rate

4.6_{/5}

CAST

69

NPS Score

10+

Tools & Capabilities

24/7_{/365}

Availability

450+

Employees

10+

Languages

7

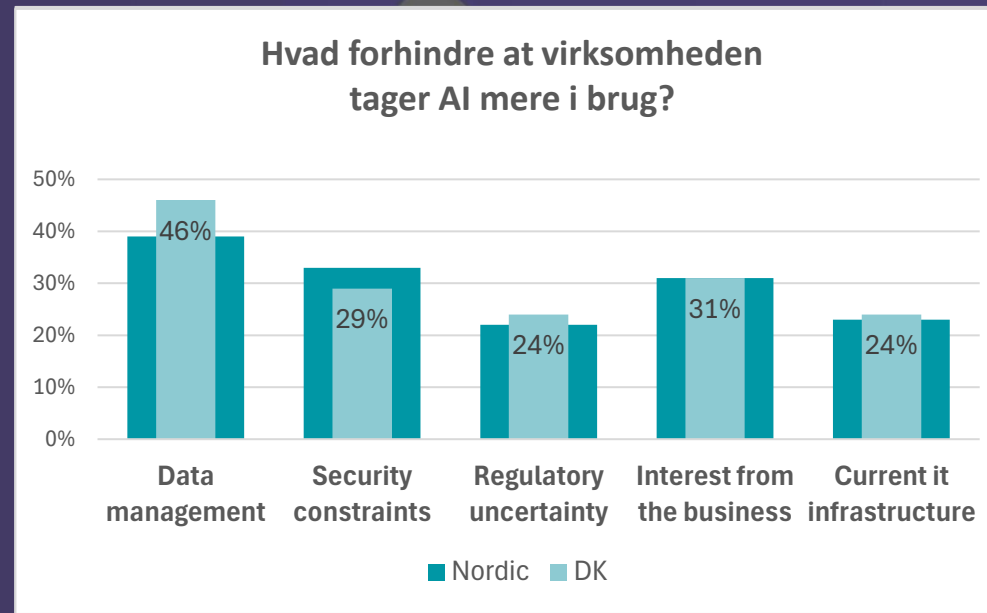
Locations



CIO ANALYTICS

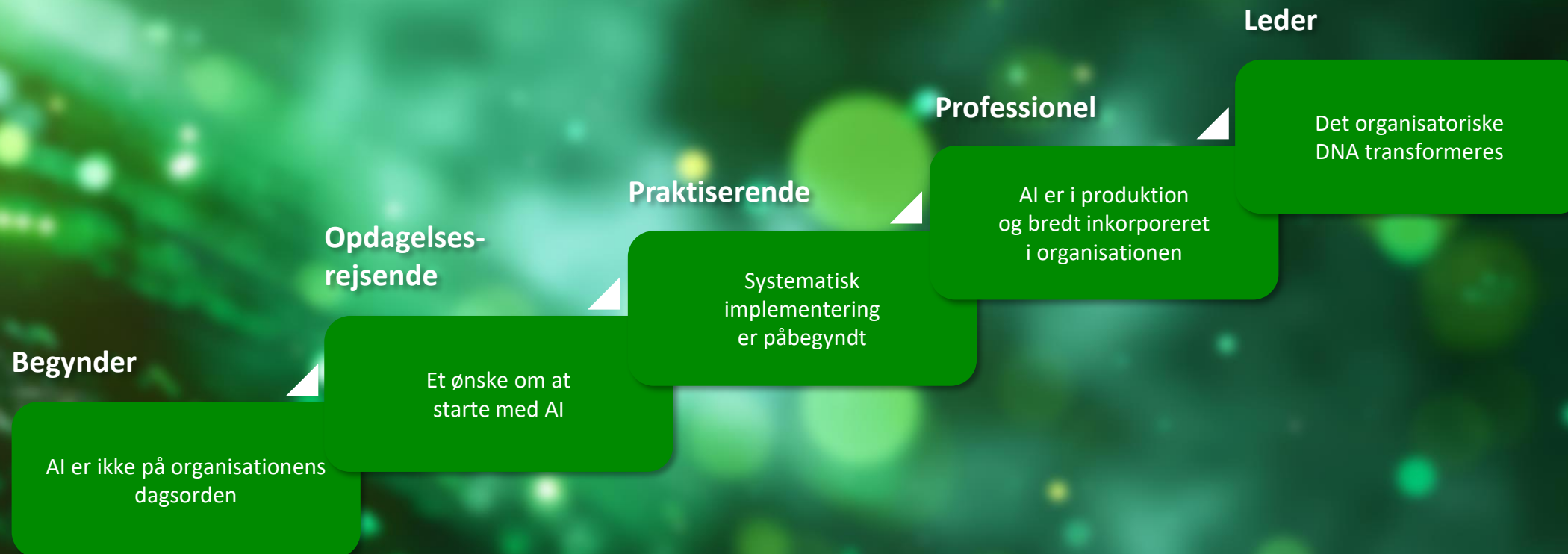
2025

CIO Analytics 2025 – Brugen af Kunstig intelligens (AI)





AI-modenhedstrappen*



*) Model udviklet af AppliedAI og adapteret af Atea i Sverige via AI Sweden



Ateas "Best Practice"



