

Survey: Customers will stay with and recommend Worldsensing

Barcelona, Spain, March 2022



Poll reveals high levels of loyalty as customers praise the Worldsensing solution for range and longevity

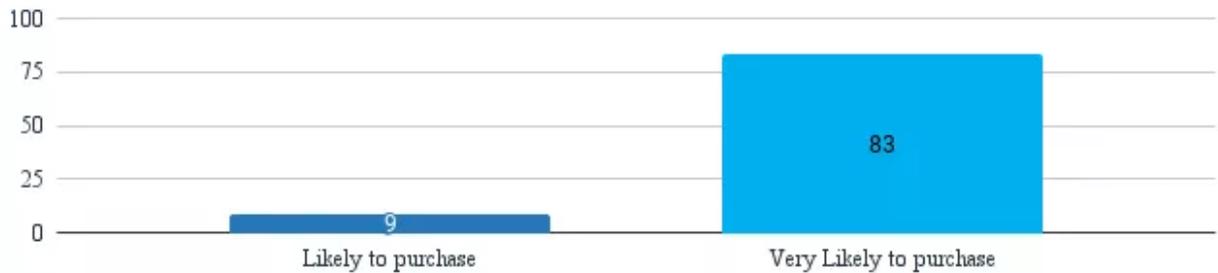
Research shows, 100% of customers have said they will stay loyal to and recommend the Worldsensing brand for IoT-based, geotechnical monitoring.

The figures from Worldsensing's annual satisfaction survey show overwhelming support for the brand, with 79% of respondents rating Worldsensing above competing solution vendors for IoT remote monitoring.

With the technology being used in over 70 countries, more than half of the participants from across the globe said they have been using Worldsensing products and solutions for more than two years.

While more than 91% of respondents agreed that the Worldsensing portfolio matched their needs, customers are especially satisfied with the team's knowledge and responsiveness. On a scale of zero to 10, the satisfaction rate with the team amounts to 8.9 overall.

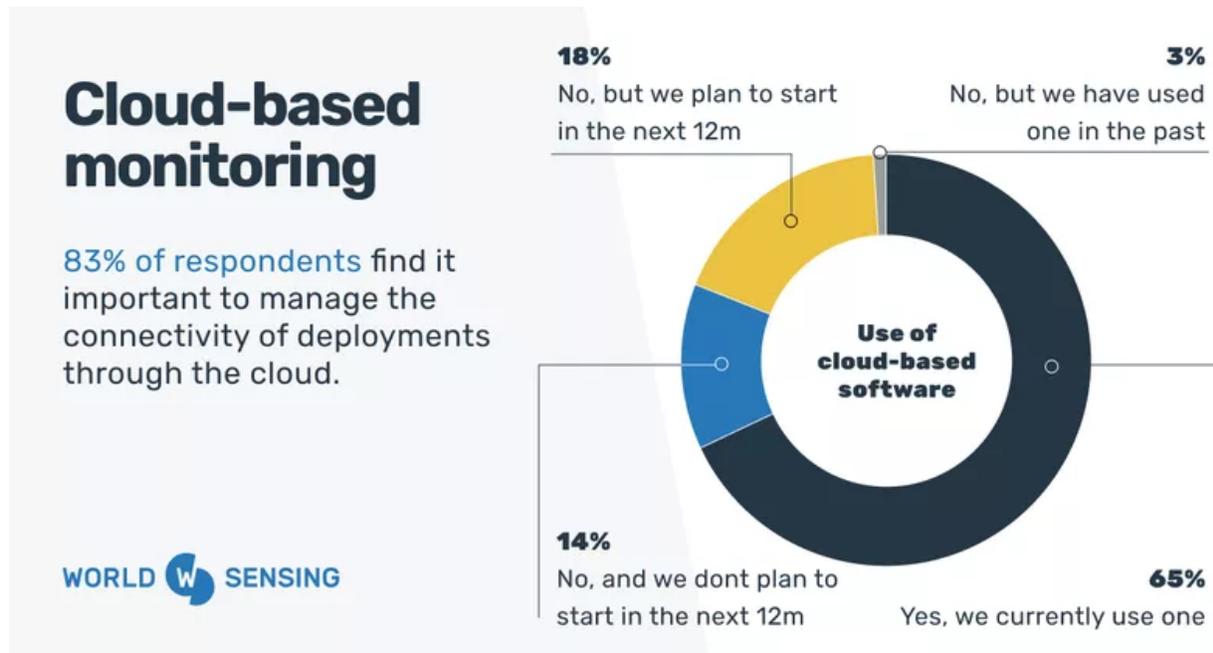
How likely is it that you will continue working with Worldsensing in 2022?



100% of the respondents state they are very likely or likely to choose Worldsensing for wireless monitoring in 2021.

Key reasons for choosing the Worldsensing monitoring solution include its long-range, low-power LoRa radio communications and the option to use the technology for up to 10 years based on the battery-powered, wireless data loggers. Having an end-to-end solution, from node configuration to data access, is considered another bonus.

Managing their deployments, devices and data through the cloud is an important feature for 83% of respondents, with 65% already using cloud-based software and 18% expecting to do so within the next 12 months.



“We are naturally delighted by this massive vote of confidence, but we won’t be resting on our laurels,” said Worldsensing’s Chief Product and Marketing Officer Andrew Frost. “We are continuing to improve our portfolio in line with what we hear from our customers.”

A key annual survey

Worldsensing’s satisfaction survey is issued every year and goes to customers and partners that have bought Worldsensing products and services within the previous 12 months. The latest survey was carried out between October and December 2021.

The survey results are collected and processed by an independent market research firm. The poll went out to Worldsensing customers mostly in construction, rail, mining and infrastructure monitoring.

94% of respondents praised the team’s excellent and fast service. “Our annual insights survey is a key part of our efforts to lead the industry in terms of service excellence,” said Frost.

“At the same time, though, we are keen to get feedback at any point in time. We want our customers and partners to know they can come to us anytime with questions, suggestions and concerns.”

About Worldsensing

Worldsensing is a global IoT pioneer. Founded in 2008, the infrastructure monitoring expert serves customers in more than 70 countries, with a network of global partners to jointly drive safety in mining, construction, rail and structural health.

Worldsensing is headquartered in Barcelona and has a local presence in the UK, North and South America, Singapore, Australia and Poland. Investors include Cisco Systems, Mitsui & Co, McRock Capital, ETF, Kibo Ventures and JME Ventures.

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