

Questback Group releases Q3 interim report, showing positive growth in new customer sales and net retention rate vs same period last year

Oslo, Stockholm, 2021-11-30

Questback offers the leading Software-as-a-Solution in the Nordics for collecting, reporting, and acting on customer and employee feedback. Our goal is to make companies and organizations smarter by providing the insights they need for better decision making to increase their revenue and to reduce their costs.

Q3 key highlights include:

- New customer sales growth by 26 % vs same period last year
- Net Retention Rate increased by 9 % vs same period last year
- Y/Y positive growth in total Annual Recurring Revenue (ARR) from core business, i.e., excluding resellers and brokerage agreements, for the first time since 2014
- Organization significantly strengthened by recruitments of 15 new great talents
- Expansion outside the Nordics, by local recruitments, and early customer wins, in DACH, UK and the Netherlands
- Strong EBITDA, despite investments in growth, of 47 %

Questback CEO, Saeid Mirzaie comments;

"Our work towards growth in our core business developed according to plan and the quarter has shown early signs of the strength of the plan we are now executing towards. I'm thoroughly impressed by our team and how our launched initiatives are already bearing fruit in the market as can be seen in our annual recurring revenue (ARR) development.

With the new focus on growth, which started back in August 2020, we have worked to slow down the overall decline in our ARR. And, by the end of Q3, we finally achieved Y/Y growth in our core ARR, for the first time since year 2014.”

The full report is available at <https://www.questback.com/ir/>

Questback is a leading provider of SaaS solutions for employee and customer feedback. The company was founded in 2000 and was listed in August on the Euronext Growth exchange in Oslo. Find out more about Questback at [Questback.com](https://www.questback.com).

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