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Sectra Rated #1 in Customer Satisfaction in the Industry



International medical imaging IT company [Sectra](#) has the highest customer satisfaction in the industry according to a new report from analytics company peer60. The report— *Ideal Imaging Configuration: The Tug-of-War Between Enterprise and Best of Breed* —shows that Sectra’s customers consistently express the highest satisfaction regardless of IT approach. It also shows that regardless of the customer preference for overall solution architecture, Sectra is the best partner.

“Sectra has impressed once again with a very high Net Promoter Score among its PACS customers. No one else seems to be engendering this much loyalty. The fact that Sectra can maintain high scores with both IT approaches is unique,” comments Chris Jensen, Executive Vice President of peer60.

The report is based on feedback from 276 top decision-makers among North American healthcare organizations. It sets out to investigate the extent to which the market has adopted a best of breed approach in imaging compared to an enterprise imaging approach (PACS, VNA and viewer from the same vendor), the reasons behind adopting each strategy, and the satisfaction among these care providers.

“At Sectra, we are passionate about supporting our customers in delivering the best possible care. Their level of satisfaction with us and our solutions is our single most important metric. Being rated number one by customers in this new report makes me incredibly proud,” says Torbjörn Kronander, president and CEO of Sectra.

For three consecutive years in the US and two consecutive years globally, Sectra PACS has also been awarded "Best in KLAS" for highest customer satisfaction according to “Best in KLAS: Software & Services Report” for 2015/2016, 2014 and 2013. This new report from analytics company peer60 confirms Sectra’s earlier successes.

Read the full report from peer60 “Ideal Imaging Configuration: The Tug-of-War Between Enterprise and Best of Breed”: <https://www.peer60.com/report/ideal-imaging-configuration-2016>

Sectra at RSNA 2016

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Sectra will show its enterprise imaging solutions for radiology, mammography and integrated diagnostics, as well as our offering for cross-enterprise image sharing at the RSNA trade show in Chicago, starting on November 27. Visit us at booth #6113 to experience Sectra's view of patient-centered cancer care, and find out how we support radiology in exceeding the expectations of referring physicians and their patients. [Read more about Sectra at RSNA](#)

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