

## HiQ signs new framework agreement with the Swedish Public Employment Service

HiQ and the Swedish Public Employment Service has signed a framework agreement for IT services in the area of customer experience in digital channels.

"I'm so glad that we won this deal. And it's extra special that our expertise in digitalization will help the important public role of the Swedish Public Employment Service," says Lars Stugemo, President and CEO of HiQ.

The Swedish Public Employment Service is making improvements to its services, including a significant extension of its digital service offerings for clients. The goal of digitalisation is to simplify the client experience, improve operational efficiency and make it easier for external participants to stimulate the labor market.

The new framework agreement covers services and consulting support within web analysis in order to investigate client behaviour with the aim of improving the customer experience over digital channels. The agreement is valid for two years with the possibility of a two-year extension.

**For more information, please contact:**

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