

ContactEngine joins Microsoft ScaleUp Accelerator in London

Submitted by: ContactEngine

Friday, 11 May 2018

London, UK: ContactEngine (<https://www.contactengine.com/>), the market-leading provider of customer conversation technology, joined Microsoft ScaleUp (<https://startups.microsoft.com/en-us/scale-up/>) (previously known as Microsoft Accelerator) in London in February. The four-month programme enables select emerging businesses to scale to new markets working within Microsoft's co-sell programme.

ContactEngine is one of only twelve businesses to join the London cohort. Microsoft plans to co-sell ContactEngine's AI-powered conversation platform alongside Microsoft Dynamics 365, using the trusted Microsoft Azure cloud.

Traditional CRMs require human agents to engage customers. Integrated into Dynamics 365, ContactEngine automates outbound customer engagement and subsequent transactions. As a cloud hosted SaaS platform, ContactEngine allows for seamless integration, on-demand global scalability and offers best-in-class security through Azure.

Dr. Mark K Smith, CEO of ContactEngine, said: "We are delighted to be recognized by Microsoft's ScaleUp programme as a differentiated and leading customer conversation platform. This is a fantastic opportunity to bring intelligently automated conversations to Microsoft customers so they can optimise their business processes and substantially reduce the cost of their operations, while also improving the experience for their own customers."

Warwick Hill, Managing Director of Microsoft Accelerator London, said: "ContactEngine has joined our accelerator because we believe there is a strong synergy between Microsoft Dynamics 365 and ContactEngine's automated outbound customer engagement, and we are very pleased to be able to offer our clients all of ContactEngine's customer engagement benefits through our infinitely scalable Azure cloud."

About ContactEngine

ContactEngine is a customer-conversation management platform. Pro-active and omni-channel, ContactEngine leverages natural-language processing and machine-learning so that global brands can transform their customer journeys. ContactEngine disrupts traditional call-centres, being a fraction of the cost to deploy and run, but with three times the customer engagement rate of its manual call-centre predecessors. This means that as well as being lower cost, ContactEngine can drive corporate KPI's harder and faster, as well as improving the customer experience. For more information, visit: www.contactengine.com

About Microsoft ScaleUp

For more information, please visit: startups.microsoft.com/en-us/scale-up/

Contact:

Tom Jenkins

+44 (0) 771 421 8644

tom.jenkins@contactengine.com