

# ContactEngine wins “Best Use of IP” Award at The Sunday Times Hiscox Tech Track 100 Awards Dinner

Submitted by: ContactEngine

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London, 7 November 2019: ContactEngine (<https://www.contactengine.com/>), the conversational AI technology used by large corporations across industries to automate customer communications, was presented with the “Best Use of IP” award at the 19th annual Sunday Times Hiscox Tech Track 100 national awards dinner held in London this week.

Following their recent ranking in the acclaimed annual Tech Track 100 league table of Britain’s fastest growing private technology companies, ContactEngine was nominated for a number of awards which were celebrated at the prestigious awards dinner. Over 300 guests including founders and senior directors from the leading tech companies attended, with Boris Johnson (<https://vimeo.com/371358377/badf94028b>), Prime Minister, congratulating the guests on their success via video.

The “Best Use of IP” award was sponsored by N+1 Singer and was presented to ContactEngine co-founders Dr Mark K. Smith (CEO) and Andy Ayers (CTO) to recognise the company’s achievements in artificial intelligence and to applaud the benefits the technology provides for businesses and customers.

ContactEngine’s proprietary machine learning algorithms are devised by a team of linguists, behavioural scientists and mathematicians to perform automated human-like conversations. The company has also attracted leading scientists like former government chief scientific officer Professor Nick Jennings to their advisory board.

Dr Mark K. Smith, ContactEngine CEO, commented: “We were honoured to be ranked in the Tech Track 100 and are very proud to receive this additional accolade amongst so many technology leaders in the field. We look forward to continuing our AI journey and discovering more ways in which technology can enhance business and customer experience.”

Professor Nick Jennings, Vice Provost of Research and Enterprise and Professor of AI at Imperial College London, added: “I’m delighted to see ContactEngine recognised in this way. Their conversational AI technology is a great example of how AI systems can work in close partnership with humans to deliver real benefits to customers.”

The 19th annual Sunday Times Hiscox Tech Track 100 national awards dinner was held on 5 November 2019 at The Brewery in London.

ContactEngine is deployed by top UK, European and North American brands in telecommunications, utilities, financial services, auto and retail, including British Gas, DHL, Sky, TELUS, Verizon, Virgin Media, and Whirlpool.

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About ContactEngine

ContactEngine is the next generation Customer Engagement Hub technology that enables brands to

proactively engage customers in AI-driven conversations to fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier. For more information about ContactEngine, please visit [contactengine.com](https://www.contactengine.com) (<https://www.contactengine.com/>)

#### About The Sunday Times Hiscox Tech Track 100

The Sunday Times Hiscox Tech Track 100 league table ranks Britain's 100 private tech (TMT) companies with the fastest-growing sales over their latest three years. It is compiled by Fast Track and published in The Sunday Times each September, with an awards dinner in November, and alumni dinners during the year.

#### Press enquiries:

For further information please contact [kevin.callus@dawbell.com](mailto:kevin.callus@dawbell.com) / +44 (0) 203 327 7186 or [ushma.chhipa@dawbell.com](mailto:ushma.chhipa@dawbell.com) / +44 (0) 0203 327 7160