

# Ian Dunlop joins ContactEngine as Chief Product Officer

Submitted by: ContactEngine

Wednesday, 7 November 2018

---

ContactEngine are pleased to announce the appointment of Ian Dunlop as Chief Product Officer. Dunlop joins ContactEngine to lead the company's product management, engineering, data science, AI and DevOps teams and will be responsible for further developing the company's SaaS-based services for omni-channel customer conversations.

Dunlop brings to ContactEngine more than 30 years of experience with global software companies such as IBM, Intel, MessageLabs, nCipher, McAfee and Novell. Most recently, Dunlop served as Vice President of Engineering for the Cloud Business Unit at McAfee, the device-to-cloud cyber-security company. Prior to his role at McAfee, Dunlop served as Vice President of Engineering at nCipher and Thales. Dunlop has also held senior positions in product development at MessageLabs, a leading email security company, Novell and Lotus/IBM. Dunlop holds a bachelor's degree in computer science from Trinity College, Dublin.

"ContactEngine has built a compelling platform supporting omni-channel conversations between clients and their customers, bringing dramatic increases to customer engagement and satisfaction," says Dunlop. "I look forward to helping ContactEngine execute on its vision of delivering comprehensive solutions for customer conversations to our clients, powered by the latest AI thinking and practices."

Dr Mark K. Smith, CEO of ContactEngine, commented: "It's a great pleasure to have Ian join our team. He brings to the role a variety of strong experience working in startup, scaleup and large corporate environments and we feel we are in safe hands with Ian leading our product team. He will be a great asset to us and to our clients."

Andy Ayers, CTO of ContactEngine, also added: "Ian brings world class technical leadership to ContactEngine to supercharge the evolution of our product to ensure it reaches its full potential and we maintain our position at the forefront of AI-driven customer engagement and digital transformation. I'm very much looking forward to working with Ian on this most exciting stage of the ContactEngine journey."

## 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 millions and making customers happier. For more information, visit: [www.contactengine.com](http://www.contactengine.com)

## Contact:

Maura Diamond

+44 (0) 7506 040120

[maura.diamond@contactengine.com](mailto:maura.diamond@contactengine.com)