# NTA
## National Technology Awards 2021

## WINNERS BROCHURE

## 29 SEPTEMBER 2021

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# NTA
## National Technology Awards 2021

## AND THE WINNERS ARE...

**Energy and Utilities Project of the Year**
WINNER: Water Kinetics

**Retail Tech of the Year**
WINNER: Red Ant

**Financial Tech of the Year**
WINNER: Lovat Compliance

**Telecoms Project of the Year**
WINNER: KCOM

**Manufacturing and Supply Chain Tech of the Year**
WINNER: Automedi

**Transport and Logistics Tech of the Year**
WINNER: Imagination Technologies

**Healthcare Tech of the Year**
WINNER: FundamentalVR

**Blockchain Innovation of the Year**
WINNER: Finboot

**Digital Transformation of the Year**
WINNER: Portsmouth Hospitals University NHS Trust

**Virtual or Augmented Reality Product of the Year**
WINNER: FundamentalVR

**Consumer Product of the Year**
WINNER: Freeze Debt

**Innovative Enterprise Product of the Year**
WINNER: Bamboo Systems Group

**Cloud Product of the Year**
WINNER: Platform.sh

**Cyber Security Solution of the Year**
WINNER: LogRhythm

**Artificial Intelligence Solution of the Year**
WINNER: NICE Enlighten AI

**Data-driven Product of the Year**
WINNER: Avvoka

**Outsourcing Company of the Year**
WINNER: ECSC Group

**Tech Deal of the Year**
WINNER: Agilitas IT Solutions

**Tech Company of the Year**
WINNER: Bamboo Systems Group

**Tech Team of the Year - sponsored by AvePoint**
WINNER: Coderus and INEOS Team UK

**Tech for Good Award - sponsored by UBDS**
WINNER: Vodafone

**Best Tech Place to Work**
WINNER: Virgin Atlantic Airways

**Tech Growth Business of the Year**
WINNER: Bulb Energy

**Startup Tech Company of the Year**
WINNER: Sm@rt Technology

**Best Enterprise Tech Project**
WINNER: The Leadership Network

**Best Public Sector Project**
WINNER: Swindon Borough Council & Methods

**Analytics Project of the Year**
WINNER: UK Power Networks

**RegTech Project of the Year**
WINNER: Vodafone

**Internet of Things Project of the Year**
WINNER: Avanade

**Mobile Innovation of the Year**
WINNER: BlackBerry and Greater Manchester Police
Highly commended: Zebra Technologies

**Security Innovation of the Year - sponsored by Infobip**
WINNER: Onfido

**Cloud Innovation of the Year**
WINNER: ThousandEyes

**Innovation of the Year - sponsored by Digital Identity Net**
WINNER: Ultraleap

## JUDGING PANEL

Nimisha Brahmbhatt
Founder and CEO
**Quantum Global Consultants**

Ben Clark
Director
**Future Worlds**

Sean Leach
Partner and UK & European Patent Attorney
**Mathys & Squire**

Professor Andy Pardoe
Founder and Group CEO
**Wisdom Works**

Damien McCloud
Associate Director
**Arup**

David Price
Principal
**Scala Advisors**

Milan Radia
Managing Director
**2020 re:think**

Ed Turner
Chief Information Officer
**Asendia UK**

# SHOWCASING TECHNOLOGY PIONEERS

It gives me great pleasure to welcome you to winners' brochure for the 2021 National Technology Awards.

In the last year, businesses have faced some of their toughest challenges yet, with the pandemic turning business models and consumer behaviours upside down.

From supply chain companies and retailers to healthcare, finance, IT and energy companies, no organisation has been left unaffected by the disruption of Coronavirus and the digital shockwaves it has generated.

But while digital transformation became a matter of survival for many, forward-looking organisations in the private and public sectors,many of which are represented in this brochure, have embraced the opportunities offered by new technologies to turn disruption into innovation.

The National Technology Awards are now in their 5th year, and I'm glad to say that we received a record number of entries for this event. The winning entries featured here are evidence that there are many talented people working tirelessly to make business and technology smarter and work better for end users.

I hope you enjoy this overview of this year's award-winning companies and I encourage you to take a closer look at some of the most innovative solutions our sector has to offer. Congratulations to the winners and I look forward to seeing you at next year's awards!

Hannah McGrath,
Editor, National
Technology News

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# KCOM



"Once again this part of the UK leads the rest of the country in comms technology."
Judges' comments.

Many regions of the UK still suffer from poor connectivity. Consecutive governments have highlighted the importance of implementing full fibre broadband to realising the economic potential of the UK as a whole and increasing the value of the services which different regions can provide.

In 2019, KCOM completed the rollout of its full fibre network to 200,000 properties across Hull and East Yorkshire, transforming Hull into the UK's first full fibre city. Innovation Observatory estimated the cumulative impact on the local economy at over £469 million between 2012 and 2018, adding more than £127 million every year since.

In January 2020, KCOM announced a further £100 million programme to expand its fibre to the premises (FTTP) network into more areas of East Yorkshire, North Yorkshire, and North Lincolnshire.

When complete next year, the initial expansion programme will cover a further 100,000 properties across a wide range of rural and urban topographies. This includes remote rural villages such as Hilbaldstow and Bishop Burton, market towns like Kirton in Lindsey, Pocklington, and Driffield and coastal resorts including Bridlington.

KCOM's programme demonstrated a wide range of civil engineering expertise by dealing with both urban and rural landscapes, minimising disruption, and liaising with regional, local, and parish level authorities.

Using innovative civil engineering techniques and equipment KCOM engineers can cover much more ground than before. Whereas before, an engineering team could cover around 300m a week using traditional excavation methods, KCOM engineers are now able to excavate 3km of precise, less disruptive channels in the space of a week using the new methods.

KCOM's footprint has now expanded from 200,000 properties to approximately 250,000 with homes and businesses in its expansion areas now able to benefit from the same average download speeds that Hull enjoys - 137.1 megabits per second (Mbps) according to ThinkBroadband.

Since the beginning of KCOM's expansion rollout in January 2020, its civil engineering teams have laid over 1,100km of fibre cable – equivalent to



91,270 London busses parked end-to-end.

The improved connectivity brought on by the project helped support the surge in online traffic caused by the pandemic, which rose from 16.5 million gigabytes of daily data usage on the day before lockdown to more than 22.5 million gigabytes. This is equivalent to more than two billion one-minute YouTube videos or 20 billion average emails with a standard attachment.

For this project that has massively improved the connectivity of several regions, leading one of the judges to comment 'once again this part of the UK leads the rest of the country in comms technology', the judges awarded KCOM Telecom Project of the Year.

# NTA
National Technology **Awards 2021**
**WINNER**  Telecoms Project of the Year

# Q&A KCOM

### How has KCOM's full-fibre roll-out benefitted businesses in the North of England so far?

KCOM's rollout of its full fibre broadband network across Hull, East Yorkshire and North Lincolnshire has had a huge impact on the region's economy. By delivering ultrafast, reliable broadband to businesses it has enabled them to work faster and more efficiently. Gone are the days when a decent broadband connection was an optional extra, it's now an essential utility that many businesses rely on for their daily work – whether that's uploading large documents or tenders or just replying to customers quickly and effectively.

### What type of customer needs drove KCOM to build on its initial full-fibre roll out in Hull and East Yorkshire?

Everyone needs a fast and reliable broadband connection. Whether that's people at home using their broadband to stream the latest box sets on Netflix, colleagues communicating online, or businesses using their website to attract new customers – a quality broadband service has been increasingly important in recent years.

KCOM's decision to invest in a Fibre To The Premises technology, which delivers the broadband signal right to a customer's doorstep, was driven by a desire to give customers the best possible service. This foresighted decision put Hull and East Yorkshire years ahead of other parts of the UK and became the benchmark for how to roll out a full fibre network successfully. Our expanding network now gives customers some of the fastest broadband speeds in the UK and has opened up a world of opportunities for people at home and at work.

### The pandemic caused a rapid surge in online traffic, how did KCOM help fulfil this increased demand for connectivity?

In 2020, online traffic across KCOM's network surged by more than a third on the first day of lockdown and continued to be high as more people worked and isolated at home in a bid to beat Coronavirus.

The fact our expanding network was able to cope with the surge in traffic, with no noticeable slowdown for customers, showed the importance of our ongoing project to build and invest in more full fibre infrastructure. Our key worker engineers carried on building new infrastructure throughout the pandemic – providing new capacity for people across the region who needed to be online.

### What methods are KCOM's engineering team using to cover ground faster?

The programme requires a wide range of civil engineering expertise to deal with both urban and rural landscapes to minimise disruption and liaise with regional, local, and parish level authorities.

Using new equipment such as innovative new trenching machines KCOM engineers are able to cover much more ground than before. Whereas before an engineering team could cover around 300m a week using traditional excavation methods, KCOM engineers are now excavating 3km.



Tim Shaw, Managing Director of KCOM Wholesale & Networks

### How could better broadband speeds improve the economy of the North of England?

KCOM's experience of delivering a full fibre broadband network across Hull, East Yorkshire, and North Lincolnshire shows that it brings with it enormous economic benefits. Our fibre network has provided the foundations on which the area's booming tech and digital industries have been built. It's fair to say the region has undergone a digital and tech industry renaissance in the past few years.

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**WINNER** Telecoms Project of the Year

# ARTIFICIAL INTELLIGENCE SOLUTION OF THE YEAR

# NICE Enlighten AI

# NICE

"Harnessing artificial intelligence to understand and score the human behaviours, this winner has proven to have impact the customer experience and customer satisfaction."
Judges' comments.

In almost every industry, expectations around customer experience are higher than ever. As a result, many companies are looking towards how technology can provide the understanding of their own customer base that service staff needed to provide these next-generation experiences.

To meet this surging demand, NICE developed Enlighten AI, which provides sales, service, and support-minded organisations with the intelligence required to improve customer satisfaction and drive value.

Enlighten AI harnesses artificial intelligence to understand and score human behaviours objectively and is "proven to impact the customer experience and customer satisfaction" according to the judges.

Enlighten AI's behavioural analytics-based technology focuses the entire organisation on the same goals, identifies specific behaviours agents can self-improve, and helps supervisors and managers identify and coach for improved behaviour scores.

NICE was approached by a large customer to understand why they were spending heavily on outsourced manual listening programs but still not getting improved customer satisfaction.

Working with the client's manual listening and scoring program data, NICE found that when the same individual's interactions were scored by different evaluators, the scores were widely inconsistent.

NICE's R&D team studied how to segment and tag data from billions of interactions to train AI models, and once they succeeded, they realised they had developed an AI engine capable of being trained for a variety of use cases, including complaint and fraudster identification and financial distress. An entertainment company turned to Enlighten AI to auto-score agent soft skill behaviours on 100 per cent of their interactions. They aimed to save time on evaluations, coaching preparation, score disputes and calibration, spend more time on focused coaching, and manage business process outsourcing (BPO) performance across expensive conversations with a long handle time.

Using Enlighten AI, the client was able to identify that free trial ineligibility drove low sentiment scores on calls and chats, and it also uncovered significant troubleshooting



effectiveness variance by site.

As a result, the company realised a 3-year return on investment of $53.7 million as well as a 5 per cent increase in first-call resolution, a key contact centre metric that had a value of $8.7 million for the company.

The firm also experienced a 3 per cent decrease in average handle time (AHT) that saved $6.2 million.

In addition, automating the quality program produced savings of $3 million for the company and there was a 10 per cent reduction in agent attrition. For this out-of-the-box solution that enables modern firms to identify the behaviours that drive high quality customer experiences, the judges chose to award NICE Enlighten AI Artificial Intelligence Solution of the Year.

# NTA
National Technology **Awards 2021**
**WINNER** Artificial Intelligence Solution of the Year

# Q&A - NICE ENLIGHTEN AI

## What were the main customer needs that drove the development of Enlighten AI?

Many contact centres have been using traditional manual-intensive programs for assessing and improving customer satisfaction. They consisted of a subjective analysis of agent behaviour on a small sample of interactions which was prone to errors and inconsistencies and lacked the ability to scale cost effectively. The NICE analytics team were able to leverage their experience, market knowledge, and data from billions of CX interactions to develop AI models for both customer sentiment and the agent behaviours that influence it.  Contact centres are now able to objectively analyse 100 per cent of interactions and are provided with insights that were never before possible.

## What distinguishes Enlighten AI from other analytics solutions on the market targeted at the customer service space?

Enlighten AI was developed from 20+ years of experience and derived from the most comprehensive, expansive interaction database in the world to predict outcomes such as customer sentiment. In addition to having a set of purpose built AI models, this technology is embedded in the NICE portfolio and processes, delivering a smarter solution right out of the box. Enlighten AI delivers incredibly accurate results; one customer was able to realize a 25% increase in employee satisfaction,

ROI in less than three months, and a 28% increase in transactional NPS in four months.

## Why are the AI and machine learning capabilities of Enlighten AI indispensable for organisations when it comes to assessing the effectiveness of their customer service infrastructure?

Contact centres are awash with data about customers, agents, and business priorities, but that data is often siloed, fragmented, and organised around departments rather than the customer experience.

   AI enables organisations to harness customers' unique preferences and expectations, agents' skillsets and performance, and volumes of interaction data across channels to take a holistic approach to driving data into customer interactions - in short, enabling them to operationalise insights, accelerate action, and turn customer service into a competitive differentiator.

## What are some of the most prominent customer services challenges facing modern firms?

COVID-19 fast-forwarded the adoption of digital channels; at the same time, it accelerated the trend toward self-service, which means there's an escalating priority to improve self-service. Today's customers are more likely to seek out a digital self-service channel first, yet only 9% of digital self-service contacts get resolved in that channel. AI can be used to more accurately

Andy Traba, Director of Product Marketing for Customer Engagement Analytics, NICE

determine intent, so chatbots can be more effective. AI can also prescribe when a digital self-service channel is unlikely to work and send the customer right to a human interaction, improving outcomes.

## What does the future of customer service look like?

Customer experiences are changing faster than ever, which means the gap between consumer expectations and companies' ability to meet them will only continue to widen.  The future of customer service will require giving customers a smart start to their journey—wherever they start—guiding them seamlessly across all channels and offering self-service conversations that actually work.

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## National Technology Awards 2021
### WINNER  Artificial Intelligence Solution of the Year

## MOBILE INNOVATION OF THE YEAR

# BlackBerry® and Greater Manchester Police



*"This showed an excellent use of an established technology to scale up its service amongst the workforce."* Judges' comments.

People are constantly streamlining their lives using mobile applications or devices and the advent of smartphones has made it easier for people to communicate whilst on the move.

With the vast majority of its support staff – back-office employees in particular – forced to work remotely during the pandemic, Greater Manchester Police (GMP) identified an opportunity to leverage these mobile technologies when operations had to be remodelled nearly overnight.

Given both the mental stress of the disruption, coupled with the very real risks to employee health represented by Covid-19, GMP realised it needed to adapt – and fast.

The force needed something to help management keep connected with staff, to provide a dialogue with employees, and keep operations running smoothly. Given the increasing growth in mobile, it made sense to believe that all GMP staff have their mobile device with them almost 24/7. With this in mind,

GMP worked with BlackBerry AtHoc® to deploy a solution that would utilise the devices already in the hands of its employees to communicate and collaborate securely with them.

With 11,000 BlackBerry AtHoc licenses, GMP is now using the platform in a number of ways to ensure business continuity and the safeguarding of staff and the public.

Firstly, GMP's wellbeing team used the platform to send two-way wellbeing alerts directly to personnel mobile devices for immediate responses, which include several predefined response options to make communication easier and more streamlined.

Through dashboards and detailed reporting, responses were aggregated, and the data was used to make informed decisions on what next steps to take.

During the pandemic, it has not been uncommon for several staff members to self-isolate following potential exposure to the virus. This means shifts have needed covering, sometimes at the very last minute.

GMP also used the solution to manage shift schedules, something that was immensely time consuming before the roll out.

"This showed an excellent use of an established technology to scale up its service amongst the workforce," said one judge of the solution.

BlackBerry AtHoc can also be used



to improve coordination in the field and keep beat police officers more informed.

Recently, a report of a high-risk Missing Person dropped into the queue. GMP was able to upload a photo of the missing person and share it securely to every on-duty officer in the area. They were able to locate the missing person shortly afterwards.

This category was looking for innovations that really push the boundaries of mobile – and this partnership certainly achieved this.

All in all, BlackBerry and Greater Manchester Police were the clear winners for the 2021 Mobile Innovation of the Year.

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National Technology **Awards 2021**

**WINNER** Mobile Innovation of the Year

# Q&A - BLACKBERRY® AND GREATER MANCHESTER POLICE

**Why was it important for Greater Manchester Police to introduce a mobile-based solution across its workforce?**

Place-based working puts officers in the heart of the communities we serve. Empowering officers through technology to remain in those communities for as long as possible and be visible is important to GMP. In short, it allows officers to remain on the beat; rather than in the office.

**How crucial has Blackberry AtHoc been in ensuring the wellbeing of staff members, particularly those working in back-office support roles, during the pandemic?**

During the first wave of the pandemic, GMP had to adapt very quickly to communicating with a sudden agile workforce.

Many staff members had not worked from home before and communicating with them was a huge task that needed coordination. AtHoc allowed us to send the same alerts to all our staff simultaneously and provided time saving as the system auto-compiled their responses. Keeping the workforce informed and connected was important to GMP.

**Could you describe some of the ways that the technology has helped improve the work life and operations of police officers on the ground over the past 18 months?**

- Subscription-based resourcing alerts reaching officers and staff on and off duty via various platforms (App, SMS, Email, Phone calls)
- Skillset targeting to ensure alerts are relevant to recipients (keeps them engaged as they're not receiving information they don't need)
- Course confirmation alerts - confirming attendance at important training events or seminars
- Wellbeing alerts
- Organisational learning alerts
- Location based briefing alerts

**What made Greater Manchester Police choose Blackberry's solution over other competitors in the market?**

We were looking for a secure platform that was a trusted brand that could provide prompt two-way communication in times of crisis management.

**BlackBerry AtHoc licences were first introduced to help connect to staff and keep operations running smoothly during the pandemic. Now that there are no longer restrictions and the vaccine roll out is well underway, will Greater Manchester Police continue to use the technology?**

Yes, AtHoc is embedded into our resourcing units to send relevant alerts to individuals and automatically compile responses. Since 1 July 2021 over 7,000 alerts have been sent to GMP staff covering resourcing, covid updates, course reminders, skillset activations, location based alerts, and more.


Darren Spurgeon, Inspector, Greater Manchester Police

**What made Greater Manchester Police choose Blackberry's solution over other competitors in the market?**

As an emergency service, sharing information in real-time with our partner agencies is essential for effective crisis management. Blackberry AtHoc allows us to work more efficiently with other agencies, and issue prompt and accurate alerts at a moment's notice.

This helps us to deliver a better quality of service to the public. The technology also enables us to collate responses in one place, which saves time and helps us to carry out our role more effectively.

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**WINNER** Mobile Innovation of the Year

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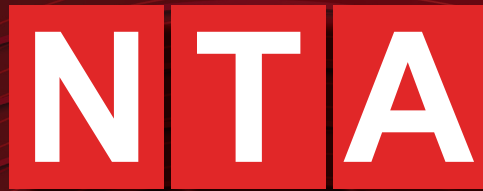
## National Technology Awards 2022

### 26 May 2022

**Marriott Grosvenor Square, London**

## ENTER NOW

**Deadline for entries: 28 January 2022**

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