



Teneo.ai Achieves UK Cyber Essentials Certification, Boosting Global Trust and Public Sector Readiness

[Teneo.ai](#) today announced it has achieved [Cyber Essentials certification](#), the UK Government-backed scheme that helps organizations protect themselves against the most common online security threats. This certification, alongside its existing ISO 27001 and SOC 2 Type 2 attestations, reinforces Teneo.ai's position as a leader in secure AI solutions and demonstrates its continued commitment to the UK public sector.

The Cyber Essentials certification is a mandatory requirement for many UK Government contracts that handle personal or financial data and is increasingly sought after by private sector organizations, including major banks, as a key supply chain standard.

The certification confirms that Teneo.ai has implemented five core technical controls to safeguard its systems and customer data:

- secure configuration
- user access control
- malware protection
- security update management
- robust firewalls

Together, these credentials demonstrate a comprehensive and proactive defense against cyber threats, ensuring alignment with stringent regulatory requirements and the robust protection of customer data.

“Securing Cyber Essentials alongside ISO 27001 and SOC 2 Type 2 is another step in our mission to deliver enterprise-grade AI solutions built on trust, security, and resilience,” said Per Ottosson, CEO at Teneo.ai. “We continue to ensure we meet the highest security requirements of UK public sector and regulated industry clients.”

This certification underscores Teneo.ai's commitment to providing secure, reliable and trustworthy AI solutions to its global clientele.

For further information, please contact:

Marie Angselius-Schönbeck - Chief Impact Officer, Teneo.ai
Email: marie.angselius@teneo.ai

About Teneo.ai

Teneo.ai ([SSME:TENEO](#)) delivers the most advanced Agentic AI solutions for contact center automation—helping enterprises resolve customer inquiries faster, reduce wait times, and elevate service quality. Our AI Agents achieve up to **99% accuracy**, automate over **60% of interactions**, and enable up to **50% in operational cost savings**.

Trusted by global leaders like **AT&T**, **HelloFresh**, **Swisscom**, and **Telefónica**, the Teneo platform combines **Conversational AI**, **Generative AI**, and **Large Language Models** to drive

measurable improvements in **containment, first contact resolution (FCR), CSAT, NPS**, and overall CX efficiency.

Teneo-powered AI Agents handle **millions of conversations daily** across voice and digital channels with enterprise-grade scalability and performance. Our patented technology integrates seamlessly with leading CCaaS and CX platforms—including **Genesys, Five9, Microsoft, AWS, Google**, and **NICE**—maximizing automation without disrupting existing workflows.

We make your AI Agents the smartest—delivering consistent, human-like experiences that accelerate growth and ROI.

Learn more at www.teneo.ai.