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## Continuous Technologies & Find Solution AI Honored at 7<sup>th</sup> Hong Kong International CRE & Innovation Expo Awards

Hong Kong, June 14, 2018 – The 7<sup>th</sup> Hong Kong International Customer Relationship Excellence (CRE) & Innovation Expo Awards focused on the theme of *Big Data, Mobile, Digital, Social & Cloud, CRM, contact center, BPO, eCom & Artificial Intelligence*. International keynote speakers addressed the expo theme with their enterprise innovation case studies to contribute to the frontier of the big data, AI, digital, mobile, and Internet Plus economy.

The **Hong Kong International CRE Innovation Expo Awards** is established since 2012 with the goal to promote innovation in solving business challenges and improving customer relationship excellence in the customer centric economy. The CRE Innovation Expo Awards recognize innovative solutions, products and services that help to support their customers with successful business cases, further strengthen their corporate brand in the industry, and develop a sustainable business development growth strategy in Asia-Pacific region. The winning companies with awarded categories are:

- **CRE Innovative AI Robotic Concierge Service** **Continuous Technologies International Ltd.**
- **CRE Innovative AI Enhanced eLearning Service** **Find Solution Ai**

**Mr. Jason Chu, Chairman of APCSC** stated, “Big data and AI technologies are applied pervasively in our daily experience to create convenience, personalization and new business services. Firms need to embrace innovative technologies and solutions in order to create new products and services and uplift the overall customer experience and loyalty. With more AI platforms and applications, **AIaaS** (AI as a Service) integrating cloud computing and big data, these solutions can empower businesses to provide customers with more personalized experience, enhanced productivity, better ROI, higher satisfaction, and engagement. Congratulations to the winners for their innovative AI solutions in winning the **HK International CRE Innovation Expo Awards!**”

**Mr. Ian Wong, CEO of Continuous Technologies International Ltd.** said, “It is our great honor to receive this Innovation Award for AI Robotic Concierge Services. This award truly validates our company's efforts and contributions to the technological development of AI robotics and our ability to fulfill our customers’ needs through the application of innovative technology. Although the development of artificial intelligence technology is advancing rapidly and will have definite impact on enterprise competitiveness in the market, we believe that effectively applying these scientific developments to practical business cases will remain a great challenge. We have an intuitive understanding of the subtle differences between technology and its business applications, and its accompanying advantages and disadvantages. We will continue to adhere to our vision of practically applying leading-edge technologies to deliver innovative and cost-effective solutions to our customers, helping them achieve the greatest return on their investment.”

**Ms. Viola Lam, Founder & CEO of Find Solution Ai** said, “We are honored and privileged to receive the CRE Innovation Award. This year we are awarded ‘CRE Innovative AI Enhanced eLearning Service’ by APCSC. Our team has been exploring solutions to enhance the quality of student learning process by providing innovative AI technology to detect student emotional status and thus analyse their strengths and weaknesses on certain topics. We would like to take this opportunity to thank APCSC for providing such professional platform for organizations to share the best practices and marketing trend. The award represents public recognition of our efforts to support the educational sector, while further encourage us to make continuous improvements in the learning environment for the next generations. We will continue to devote our best efforts and fulfill our profound commitment to exceed expectations of our customers.”

For full details of the **HK International CRE & Innovation Expo Awards**, please visit [www.apcsc.com/expo/index.asp](http://www.apcsc.com/expo/index.asp)

**About Asia Pacific & Hong Kong Customer Service Consortium (APCSC & HKCSC)** [www.apcsc.com](http://www.apcsc.com) [www.hkcsc.com](http://www.hkcsc.com)

APCSC & HKCSC are founded with the belief of “*Excellent Customer Relationship is the only way to Sharpen your Competitive Edge!*” The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across Regions and to recognize and reward companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve. Through the International Customer Relationship Excellence Award, **APCSC & HKCSC promote Customer Relationship Excellence as a core business value** in Hong Kong and international cities across regions and to recognize government bodies, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

**HK International Customer Relationship Excellence & Innovation Expo Awards** [www.apcsc.com/expo/index.asp](http://www.apcsc.com/expo/index.asp)

- *Big Data, Mobile, Digital, Social and Cloud*
- *CRM, contact center, BPO, eCom & Artificial Intelligence*

The **HK International CRE Innovation Expo Awards** is aiming at providing a cross industry platform for enterprises to “innovate, communicate and collaborate,” to expand regional markets, achieve business transformation, improve international competitiveness, and showcase innovative solutions. In the Expo, focusing on above themes, outstanding companies from Hong Kong, and overseas display and share, to build a prestigious platform to develop new solutions, solve business problems, and create new business models and opportunities. The **CRE Innovation Expo Awards** recognizes innovative products and services, strengthen the corporate brand in Asia-Pacific region. Submissions are assessed through introduction of innovative products or services, business case presentation, summary and write-up, customer reference and customer satisfaction assessment by APCSC & HKCSC Expo Organizing Committee.

**Continuous Technologies International Ltd. [www.ctint.com](http://www.ctint.com)**

Headquartered in Hong Kong, **Continuous Technologies (CTINT)** with its network of offices serving clients in Beijing, Shanghai, Guangzhou and Nanjing in past 29 years. **CTINT** is the industry thought leadership in customer engagement system, their expertise serving clients in a variety of sectors such as financial services, insurance, healthcare, retail and many more in Greater China and Asian countries.

Moving ahead, **CTINT** envisions embracing new technologies and solutions to cope up with the seismic change in the market and accelerate the returns on investment for businesses.

**Find Solution AI [www.findsolutionai.com](http://www.findsolutionai.com)**

Find Solution AI was founded in Hong Kong in 2016. The company has developed an AI Driven Motivation Model Software with Deep Learning model to read user's emotion and generate real time interaction & motivation. This innovation software provides solutions (Saas) for Educators, Schools, Health Care Provider & Corporates, with real time motivation and understanding of the user's behavior & cognitive awareness; offering a tailor made, interactive curriculum giving all users the chance to participate and engage in learning and compliance training. Our AI Driven Motivation model currently has 16 patents pending worldwide.

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For Press interviews, **International CRE & CSQS Leadership Summit, CRE Awards, Customer Relationship Excellence & Innovation Expo Awards promotion and sponsorship**, please contact Ms. Lau via tel: (852) 2174 1428. enquiry@apcsc.com. You can also obtain more information through Sina Weibo: weibo.com/apcsc, Youtube/Google+/Facebook: Asia Pacific Customer Service Consortium, Twitter: CREAwards, LinkedIn: Asia Pacific Customer Service Consortium Ltd., QQ : 2303712688, WeChat: APCSC\_CRE.