Teneo.ai Reaches a New Milestone: ISO 27001:2022 Certification Renewed and Company Momentum Accelerates

Teneo.ai is pleased to announce that it has successfully passed its ISO 27001 certification cycle once again, reaffirming its commitment to enterprise-grade security, data protection, and operational integrity.

This year's cycle marks a significant advancement. Teneo.ai has been successfully recertified against the latest ISO/IEC 27001:2022 standard, upgrading from ISO/IEC 27001:2013.

Achieving a Mature ISMS – Stronger Than Ever

The renewed ISO 27001:2022 certification confirms that Teneo.ai's Information Security Management System (ISMS) continues to meet the rigorous, internationally recognized standards for confidentiality, integrity, and availability of data.

Through extensive audits that covered technical controls, processes, and organizational readiness, independent assessors validated that our security framework remains robust, current, and fully aligned with best practices.

The transition to ISO 27001:2022 reflects our readiness to address modern security challenges, including expanded controls for cloud environments, secure engineering, and enhanced threat-intelligence-driven risk management.

> As our IT and Security Manager, Jordi Pacreu, commented:
> *"Upgrading to ISO 27001:2022 is a key milestone that demonstrates security is embedded in every business process and in our company culture, aligned with the high stakes of operating a market-leading enterprise AI platform."*

Security Culture: From Tech Team to Entire Organization

A defining feature of this certification cycle has once again been the cross-organizational collaboration at Teneo.ai. Auditors interviewed team members from senior leadership to operational staff and confirmed that security awareness and compliance are shared responsibilities rather than isolated within one department.

The result is a unified security culture where every team contributes to protecting the data entrusted to us.

This collaborative culture remains a core differentiator. Clients and partners can continue to trust that Teneo.ai protects their sensitive information with shared responsibility and consistently high standards.

> "Renewing our ISO 27001 certification highlights the strong security culture we've built across Teneo.ai. Protecting our customers' data is a shared responsibility across the organization, and

this achievement reflects the commitment of our entire team. It ensures that our clients can confidently deploy AI solutions that meet the highest expectations for safety, governance, and reliability." — Per Ottosson, CEO, Teneo.ai

Security As a Strategic Asset – Prepared for the Future
Renewing ISO 27001:2022 is not simply about compliance. It is a strategic foundation for our continued growth. As the AI industry evolves, so do security threats and regulatory expectations.

A mature ISMS allows us to respond quickly, safeguard client data, and maintain trust worldwide. Adopting the updated 2022 standard ensures we remain aligned with the most current global expectations for AI-driven and cloud-native organizations.

We remain committed to continuous improvement and to ensuring that security is not a checkbox but a core value that enables innovation, scalability, and enterprise readiness.

What's New – Since Our Last Certification
Since the previous ISO 27001 announcement, Teneo.ai has continued to expand, innovate, and strengthen its market position. Key developments over the past two months include:

- **Launch of Secure Agentic AI for Telecom**: Teneo.ai recently introduced a new, GDPR-compliant Agentic AI solution tailored for the telecommunications sector — extending our secure, enterprise-grade voice-AI capabilities to telecom operators and carriers.
- **Continued strong market growth and SaaS momentum**: Following a strong second quarter, Teneo.ai's SaaS business continues to benefit from the growing demand for conversational and voice AI platforms among enterprises seeking scalable automation.
- **High customer satisfaction confirmed by independent research**: In mid-2025, Teneo.ai was awarded top marks across all vendor categories in DMG Consulting's "2025 Conversational AI Solutions for the Enterprise" report — validating our commitment to service quality, reliability and support.

Why This Matters for Our Clients and Partners

- **Uninterrupted trust in data security**: With ISO 27001:2022 renewed, and reinforced by our broader compliance credentials, clients and partners can continue relying on Teneo.ai to protect sensitive information across voice and digital channels.
- **Enterprise-grade reliability and readiness**: As AI adoption accelerates globally, regulatory scrutiny and data-protection expectations increase. This certification reinforces that Teneo.ai is ready to meet those demands without compromising performance or flexibility.
- **Continued innovation anchored in security**: Our latest product releases and growth milestones show that Teneo.ai scales with both ambition and responsibility. Offering clients cutting-edge AI tools grounded in a mature security baseline.

We are proud to share this renewed milestone and remain committed to raising the bar further. We aim to deliver not just intelligent AI, but intelligent and secure 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.

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