



**DON'T DELAY
ENTER TODAY!**

The sixth edition of the **RTIH Innovation Awards** is now open for entries

The awards, sponsored by CADS, 3D Cloud, Retail Technology Show 2025, and Business France, celebrate global tech innovation in a fast moving omnichannel world.

KEY 2024 DATES

- **Friday, 25th October:** Award entry deadline
- **Tuesday, 29th October:** 2024 shortlist revealed
- **30th October-6th November:** Judging days
- **Thursday, 21st November:** Winners announced at the 2024 RTIH Innovation Awards ceremony, to be held at RIBA's 66 Portland Place HQ in Central London.



The 2023 awards ceremony drinks reception.

RTIH Innovation Awards

FAQS

Is there a fee to enter the awards?:

No, it is free of charge.

Can I enter across multiple categories:

Yes.

Do I need to complete all the sections in the entry form?

No, but the more information you provide, the better chance you have of producing a successful submission.

Is there a certain timeframe for nominated projects, initiatives etc?

Yes, submissions should include projects, initiatives etc that were undertaken in the past 12 months.

Who has visibility of our completed entry form and what information will be public should we win or be shortlisted?

Only our Editor, Scott Thompson, and judging panel will view submissions. The information provided in the summary section of the entry form will be made public.

Do you only accept entries from UK-based companies?

No, we accept entries from all parts of the world.

What is the shortlists process?

Shortlists will be announced in late October, then shortlisted entries will be sent to our independent judging panel who will decide upon the winners and highly commended submissions.

Shortlisted companies will be invited to attend an awards ceremony at RIBA's 66 Portland Place HQ on Thursday, 21st November.

Do winners and highly commended companies receive post-event coverage?

Yes, post-event coverage includes articles on our website and also an in-depth awards review in our printed magazine. There is also the opportunity for a company profile type piece to be published on our site.

When is the deadline for 2024 submissions?

Friday, 25th October.

When will the 2024 winners be revealed?

Wednesday, 21st November at an event at RIBA's 66 Portland Place HQ.

This will kick off with a drinks reception, followed by a three course meal, and awards ceremony.



RTIH Innovation Awards

2024 RTIH Innovation Awards categories:

Category 1 **Bricks and Mortar Innovation – Sponsored by CADS**

This award will go to a retailer enabling physical spaces to thrive via innovative technology, even as online shopping continues to grow.

We're looking for examples of reducing friction in the customer journey, offering improved experiences, and blurring the lines between channels.

Category 2 **Supply Chain Innovation**

This award highlights companies that are re-inventing and re-thinking retail supply chains via innovative advancements in technology.

Category 3 **Payments Innovation**

This award recognises payment initiatives that are both innovative and customer and retailer friendly.

We're looking to reward a project that has the potential to increase a retailer's competitiveness and effectiveness, and to improve the shopper experience. Bonus points if the project could be considered a first in the market.

Category 4 **Most Innovative UK Retailer**

Who has been the UK's most innovative, customer focused retailer this year?

Judges are asked to look at highlighted tech deployments, pilots, initiatives etc and decide which retailer has been the most consistently forward thinking and customer centric over the last 12 months.

Category 5 **Most Innovative Retailer (Rest of World)**

Who has been the most innovative, customer focused retailer (rest of world) this year?

Judges are asked to look at highlighted tech deployments, pilots, initiatives etc and decide which retailer has been the most consistently forward thinking and customer centric over the last 12 months.

Category 6 **Most Innovative Pureplay**

Who has been the most innovative, customer focused pureplay this year?

Judges are asked to look at highlighted tech deployments, pilots, initiatives etc and decide which retailer has been the most consistently forward thinking and customer centric over the last 12 months.

Category 7 **Virtual Store of the Year**

The winner of this award will have either launched a new virtual store in the past 12 months, or overhauled and significantly enhanced an existing one.

We're looking for retailers/brands delivering seamless and personalised shopping experiences, engaging with customers in exciting and innovative ways via the likes of gamification, livestream commerce, and the metaverse, and boosting online sales.

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Category 8 **Digital** **Transformation** **Project of the Year**

This award celebrates those who are at the forefront of digital transformation in the retail space, achieved through the deployment of innovative technologies.

Our judges will be looking for a company that has delivered a significant transformation project for a customer, such as integrating disparate systems, updating legacy technology, empowering the client to create seamless and personalised shopping experiences, and unlocking new possibilities to grow the business.

Category 9 **Customer** **Experience** **Excellence**

The Covid-19 outbreak has reshaped customer behaviour and their expectations of retailers.

This award will go to an online and/or physical retailer that has understood and reacted in a positive fashion to these customer trends and patterns, by providing exceptional omnichannel customer experiences, powered by innovative technologies.

Category 10 **Omnichannel** **Retail Initiative** **of the Year**

This award will go to a tech centric approach to retail that provides customers with a fully integrated shopping experience across bricks and mortar stores, online, mobile, and everything in between.



RTIH Innovation
Awards judges
Christine Russo and
Matt Bradley.



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Category 11 AI Innovation

- NEW CATEGORY

After a barrage of hype, the retail space is now seeing many examples of artificial intelligence creating value and efficiency.

This award will highlight AI projects across the omnichannel retail landscape that have gone beyond the proof-of-concept stage, scaling and delivering results.

Category 12 Sustainable Retail Innovation

- NEW CATEGORY

Traditionally, the biggest problem with sustainable technology solutions has been in the relatively high cost of implementation, often meaning that scaling them was not viable.

Things change, however, with incentives, targets and climate pledges as well as the rapid iteration of innovative technologies driving down costs in various areas.

This award will go to a retailer or brand that has worked with technology suppliers to put sustainability at the core of its values. The winning entry will show how a company has boosted its green credentials whilst also demonstrating the tangible business benefits of sustainable practices.

Category 13 Inclusive Technology Innovation

- NEW CATEGORY

For 2024, we've decided to carve out a separate category to showcase what is being delivered in the inclusive shopping space, and shine a light on what is a huge, untapped retail customer/service market that suppliers and retailers are now really leaning in to and embracing more fully.

This award will go to a retailer or brand that has tapped innovative technology to put inclusion at the core of its values. The winning entry will show how a company has boosted its inclusive credentials whilst also demonstrating the tangible business benefits involved.

Category 14 Technology Vendor of the Year (UK)

This category celebrates companies that have developed innovative technologies and worked with retailers to transform the customer experience or back-end operations or both.

Category 15 Technology Vendor of the Year (Rest of World)

This category celebrates companies that have developed innovative technologies and worked with retailers to transform the customer experience or back-end operations or both.

Category 16 Startup of the Year

This award will recognise the startup with the most innovative technology offering and the company which is best placed to succeed in the long-term (management, funding, the retailers it is working with etc).

Category 17 Technology Implementation of the Year (UK)

This award recognises UK retail technology project excellence, both in delivery and outcomes.

Implementation should have been completed between October 2023 and October 2024.

Judges will be looking for clear project objectives, effective and innovative implementation and tangible and demonstrable results.

Category 18 Technology Implementation of the Year (Rest of World)

This award recognises rest of world retail technology project excellence, both in delivery and outcomes.

Implementation should have been completed between October 2023 and October 2024.

Judges will be looking for clear project objectives, effective and innovative implementation and tangible and demonstrable results.

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Category 19 **Best Retailer/ Technology Supplier Relationship**

This award recognises a successful partnership between a retailer and a technology supplier, with an emphasis on the last 12 months and how said partnership has gone from strength to strength during that period.

Category 20 **Overall Winner**

Our judging panel will pick their stand out entry from across the 19 aforementioned categories.

Category 21 **RTIH Editor's Choice Award**

RTIH Editor, Scott Thompson, will pick his stand out entries from across the 19 aforementioned categories.



Dinner is served
at the 2023 RTIH
Innovation Awards
ceremony.



RTIH Innovation Awards

Who will be judging the 2024 RTIH Innovation Awards?

Nina Mimica, **Chief Innovation and Digitalisation Officer, Studenac market**

Bio: Nina has been a board member and Chief Innovation and Digitisation Officer at Studenac since October 2022.

She is responsible for the strategy and implementation of innovative technological solutions based on the use of advanced analytics and new products development; with the aim of improving customer satisfaction, optimising internal processes, increasing efficiency and ensuring new company growth and value.

Nina started her career in retail in Studenac as a Director of Marketing and Corporate Communications, after working for six years in marketing in the Deutsche Telekom group in Croatia and Germany.

To date, she has gained over 15 years of experience in the fields of advertising, marketing and corporate communications, product development, innovation and international marketing and product strategies.

She holds an MBA degree in International business from MIB School of Management, in Trieste. Nina was awarded the Business Woman of the Year award in 2023, recognising women in the upper management echelons of fast growing companies.

She is passionate about creating and implementing strategic plans,

promoting creativity and innovation that drive the transformation and growth of the company, and using technology that serves both customers and employees.

Carole Kingsbury, **Chief Technology Officer, C&C Group**

Bio: From publishing to fashion retail, Carole has successfully delivered technology solutions and services for FTSE 100 and FTSE 250 companies.

Whether working as a Technology Consultant, Business Analyst, Programme Manager, or IT Director, her approach has consistently focussed on people, process, data, and technology (in that order).

For the past 16 years of her career, Carole has been privileged to have led teams of various shapes and sizes to achieve delivery of complex business and technology change in the retail sector and has always advocated for cross-functional ways of working and thinking to encourage active collaboration and create a culture of continuous improvement, development, and innovation.

Christine Russo, **Industry Analyst and Retail Influencer**

Bio: Christine is an industry thought leader, Retail Technology Innovation Hub Top 100 Influencer, and the RTIH US correspondent.

She hosts the industry recognised leading podcast What Just Happened, where tech solution CEOs, leaders in retail and brands speak candidly about industry shaping issues and challenges.

With a career spanning roles in management consulting at Deloitte and executive roles in global store development, Christine's experience includes top down analysis as well as serving time in the retail trenches. Based in New York City, she is the mom of three grown daughters and two naughty puppies.

Alan Dickson, **Principal Technology Partner for Retail, BT/EE**

Bio: Alan is a senior technology strategy and innovation leader with over 20 years' experience in the telco industry.

He is concept owner and programme lead for EE/BT's Retail IT Refresh, delivering an SD WAN network and a full replacement of all in-store trading devices, enabling the stores to trade wirelessly.

Alan delivered UK retail's first digital identity verification solution in a physical retail environment. He is passionate about making life easier using technology, and an incredibly proud dad to three teenage daughters.

Gary Newbury, **Supply Chain Advisor and Delivery Executive**

Bio: Gary has established an international reputation for rapid business performance transformation and executing supply chain designs, which consistently builds market prominence, shareholder value and consumer trust.

He helps boards and business leaders to navigate ongoing disruption and reinvigorate supply chain performance across the "make-move-sell" flow of manufacturing, third party logistics, wholesaling, retailing and the last mile.

Gary has an MBA and an MSc (Supply Chain Management & Logistics) from Cranfield University, UK and is recently CCLP, CSCMP, PMP, LSSBB and Retail Management certified.

Eugene Mischenko, **Founder and President, E-Commerce & Digital Marketing Association**

Bio: Eugene is a seasoned e-commerce leader and business consultant with over 20 years of success driving growth across B2B, B2B2C, and B2C sectors.

RTIH Innovation Awards

His expertise fuels omnichannel sales, marketing, and digital transformation initiatives. With a proven track record at companies like METRO, Sanofi, and L'Occitane en Provence, he brings strategic vision and a deep understanding of the e-commerce landscape.

As the President of the E-Commerce & Digital Marketing Association, he drives collaboration and oversees membership growth. Beyond his e-commerce leadership, Eugene is also a dedicated mentor, guiding the next generation of digital leaders and innovators.

Scott Thompson, **Editor and Founder, Retail Technology Innovation Hub**

Bio: Over the past 25 years, Scott has held senior editorial positions at and contributed to a number of business and technology related publications.

Prior to launching Retail Technology Innovation Hub, he was Editor at crypto publication Coin Rivet and Senior Editor at IBS Intelligence, heading up their monthly banking technology title, IBS Journal and daily online news service.

Scott also spent ten years at retail tech title, Retail Systems.

He launched RTIH as he believed there was a gap in the market for a source of independent retail technology news, analysis and research, written by people with a genuine passion for this fast moving sector.

It is now a leading publication for the global omnichannel retail technology community.

Vineta Bajaj, **Group CFO, Rohlik Group**

Bio: Vineta is an industry expert in the e-commerce and grocery industry, bringing several years' experience in this space.

She spent ten years at Ocado Group, the FTSE 50 online grocer and technology provider supporting its growth and

strategic M&A, strategic divestments and fundraising over £1.5 billion.

She is now the Group CFO at Rohlik Group, a Pan European online grocer spanning five countries that has unicorn status. Her experience spans the US, UK, Europe and Asia. She is a finance, tax and business expert.

Vineta acts as an angel investor and advisor to a number of pre-series to Series A startups across a variety of industries and gives her time to supporting small businesses.

Toby Pickard, **Retail Futures Senior Partner, IGD**

Bio: Toby has over 17 years' experience working in the food and consumer goods industry.

He researches, analyses and presents insights on innovations, technology, retail futures, sustainability and macro trends in the FMCG sector.

Natalie Berg, **Retail Analyst and Founder, NBK Retail**

Bio: Natalie delivers valuable insights on trends shaping the global retail sector, with a particular focus on the convergence of physical and digital commerce. She is passionate about how retailers can enhance the customer experience and has co-authored two books on retail, including Amazon: How the World's Most Relentless Retailer Will Continue to Revolutionise Commerce.

Natalie hosts the Retail Disrupted podcast and is a regular keynote speaker on the retail conference circuit. She is an objective TV and radio commentator with frequent appearances on the BBC, Bloomberg and Sky News, and also writes a guest column for Retail Week and Forbes.

In addition to her media work, Natalie is an elected member of the KPMG Retail Think Tank where she provides quarterly insights and analysis on the health of the UK retail sector.

Karanveer Anand, **Technical Programme Management, Google**

Bio: Karanveer is a Technical Programme Manager at Google with over nine years of work experience ranging from startups to the world's largest technology companies.

He is a leader responsible for executing large, complex technical projects with hundreds of engineers, impacting billions of people worldwide. He holds a Master of Science in Computer Science from the University of Texas, Austin. Additionally, Karanveer served as a Board of Advisor for the University of California, Irvine.

Matt Taylor, **Technology Transformation Leader at EY, Retail and Consumer Products**

Bio: Matt is a partner and the technology strategy and transformation leader at one of the Big Four. He has also been a CIO and previously led large scale complex global IT transformation, delivery and recoveries for over 20 years at Accenture.

Privileged to have led international teams and worked in Europe, US and India, Matt has experienced an incredibly valuable range of cultures and environments with some of the world's most innovative brands.

He is a fellow of the BCS (Chartered Institute for IT), elected committee member of the IT Leaders Forum, volunteer mentor, early careers advocate and proudly included in the RTIH Top 100 Retail Technology Influencers List.

The judging panel also includes:

Mike Cadden, Chief Technology Officer, Marie Curie

Matt Bradley, Director and Founder, Retail Technology Show

Peter Waugh, Director, International Digital (EMEA, LAC & AP), Starbucks

Paula Bobbett, Chief Digital Officer, Boots

Nadine Neatrou, Marketing Director, Selfridges