

Qudini CEO & Co-Founder, Imogen Wethered, awarded 'Outstanding Individual Achievement of the Year' accolade at this year's Retail Systems Awards

London, United Kingdom – 20th October 2017: Qudini has today announced that Imogen Wethered, CEO & Co-Founder, was awarded the Retail Systems "Outstanding Individual Achievement Award" at a gala ceremony, which took place in the prestigious five star London Marriott Hotel, Grosvenor Square on the 19th October.

The highly sought-after accolade was awarded to Imogen for her extensive work in helping retailers globally to reduce store walkouts, drive footfall and improve operational efficiencies within in-store environments over the last five years, using their innovative queue management and appointment booking technology.

Imogen has spearheaded the growth of the company since inception, which works collaboratively across a range of industry sectors with a vast array of global and UK retailers including O2, Telefonica, John Lewis and House of Fraser.

Now in its 12th year, the Retail Systems Awards recognise technology excellence within the retail sector. These accolades look to reward retailers and technology suppliers who are leading the way in areas such as mobile, online, payments, loyalty and personalisation.

Commenting on the win, Imogen Wethered, said: "I am delighted and honoured to have received this award in recognition for my work with Qudini. Over the last five years, I have worked closely with my co-founder, Fraser Hardy, in helping to drive innovation throughout the retail sector by expanding our service offering, recruiting high calibre staff and conducting regular market analysis.

She added: "We're looking forward to helping more retailers to further improve and align their propositions with customer expectations through the use of best in class technology to drive footfall within stores."

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About Qudini

[Qudini](#) provides Customer Experience Management technology that helps retailers to deliver fantastic in-store experiences and service, through: taking bookings for appointments and events online, and by digitally managing customers queuing up for service or to collect click & collect orders.

Qudini works with Enterprise retail brands including O2, Telefonica Global and John Lewis (as well as NHS clinics and restaurant brands such as Honest Burgers, Flat Iron and Hoppers). Across their customer base, they have shown that their queue management system is able to reduce store walkouts by 3-5% (up to 62%), this achieved through helping to give customers accurate wait time estimates and personalised updates as they progress in the queue.