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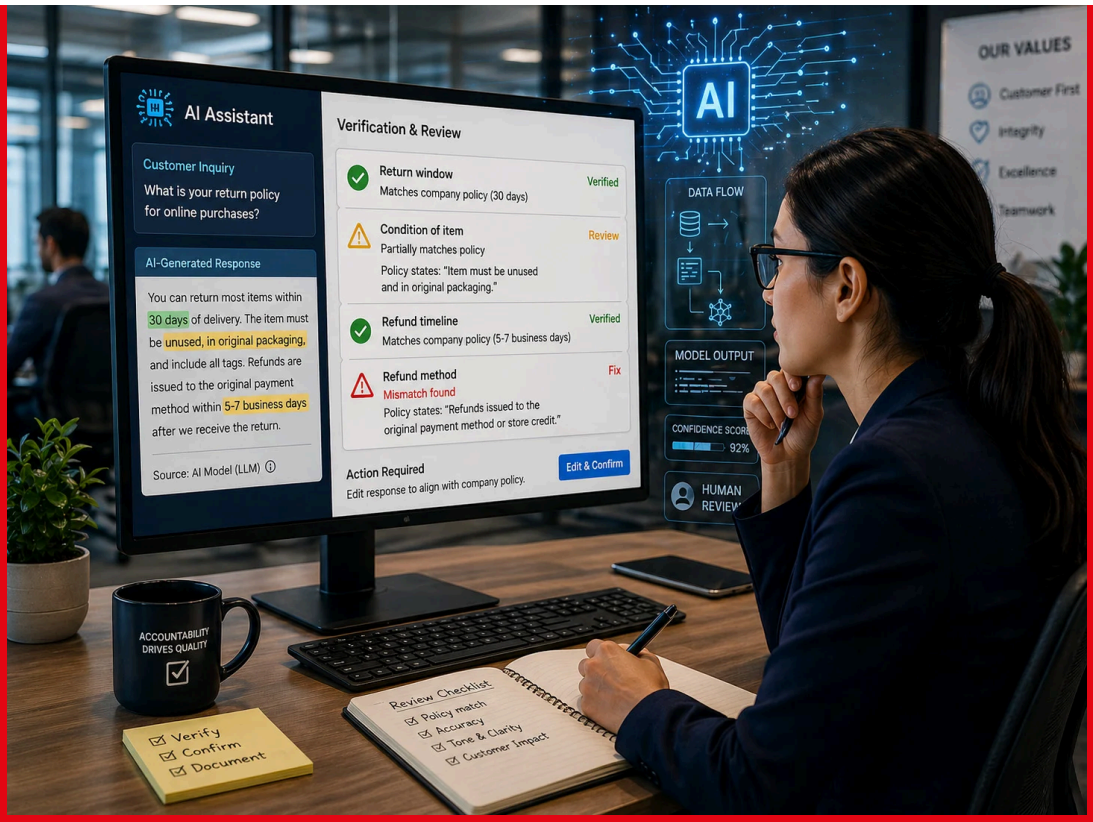
Kia ora koutou,

This month's TINWire explores the growing influence of AI and investment across New Zealand's technology sector. From AI adoption and its impact on business operations and wellbeing, to the continued momentum behind investment-backed Kiwi companies, this month's stories reflect the evolving capabilities and long-term growth ambitions shaping the sector. We also welcome new TIN member AoFrio as the company enters an exciting new phase of international growth.

Ngā mihi,
The TIN Team

NZ Tech News



When humans stop thinking: tackling the silent threat of AI complacency in service operations

Khanh examines the risk of AI complacency in service operations, defined as employees' tendency to intentionally neglect to validate AI-generated output, even when systematic errors may be present. Across six experimental studies, the research shows that low accountability for monitoring AI output increases AI complacency, which can lead to false confirmation decisions, commission errors, and reduced willingness to critically oversee AI-generated work. The findings highlight the need for organisations to design clear accountability structures, oversight processes, and contextual safeguards so that employees remain vigilant when working with AI agents.

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HRC-Funded Project to Develop Ethical AI Guidelines for Youth Mental Healthcare in Aotearoa New Zealand

As demand for accessible and responsive youth mental healthcare continues to rise, AI is increasingly being explored as a tool to support service delivery, enhance personalisation, and improve access to care. However, alongside these opportunities, significant ethical concerns remain regarding bias, fairness, cultural appropriateness, privacy, and the risk of exacerbating existing health inequities. A Health Research Council of New Zealand-funded project is examining the ethical implementation of AI in youth mental healthcare in Aotearoa, New Zealand. Through co-design with young people, clinicians, Māori communities, technology experts, and policymakers, the project aims to develop practical guidelines for safe, equitable, and culturally responsive AI-driven mental healthcare services.

Members of the TIN community interested in contributing to this research are warmly invited to participate.

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Why backing tech companies is backing the economy

New Zealand's technology sector is gaining investment momentum, but sustaining long-term economic impact will require more capital at both the scale-up and company-formation stages. Jacques Richter from NZGCP argues that venture capital, applied alongside targeted government support, is essential to building globally competitive technology companies, lifting productivity, creating high-value jobs and strengthening New Zealand's economic resilience.

For a small, distant country like New Zealand, this matters more than most. Tech companies scale without the constraints of geography. They export software and IP, not containers. They lift productivity, pay higher wages, and create the high-value jobs that anchor a knowledge economy. The TIN200 companies already generate around $20 billion in revenue and employ roughly 30,000 New Zealanders. That base didn't come from nowhere. It was built, one funding round at a time, by founders and the investors who backed them.

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Member Updates



TIN Welcomes AoFrio

AoFrio joins TIN as it enters its next phase of global growth. The New Zealand-headquartered company has established itself as a global leader in commercial refrigeration technologies, with more than 3.2 million coolers connected to the AoFrio cloud and customers including Coca-Cola, Pepsi, and Heineken, with the company also exploring expansion into adjacent markets such as food retail.

With over 70% market share in Latin America and expansion plans across the US, Europe, and APAC, AoFrio is leveraging data-driven refrigeration and IoT technologies to transform how food and beverages are managed at the point of sale. The company recently announced a $4.56 million capital raise from a cornerstone investor and is targeting revenue of $300 million by FY30, more than tripling its current revenue, as it scales its SaaS and IoT product offering globally. The company also delivered record revenue of $83.2 million in FY25, up 4.4% year-on-year, with EBITDA jumping 40% to $3.5 million.

AoFrio joins TIN to deepen its connection with New Zealand's technology ecosystem and support its ambition of becoming one of the country's leading tech export success stories.



TIN Members Connect Over Workforce Resilience

TIN recently brought together CPO leaders from Fisher & Paykel Healthcare, Aroa Biosurgery and Douglas Pharmaceuticals for an exclusive member event focused on resilient cultures, leadership, and scaling teams in a changing market. The discussion highlighted how leadership capability, workforce resilience, and adaptable organisational cultures are becoming increasingly important as New Zealand technology companies scale globally. Our panel highlighted the importance of building internal capability, retaining institutional knowledge, and supporting employee wellbeing and resilience through periods of growth and change. It was incredibly valuable to hear these perspectives and insights from such experienced leaders.

Thank you to everyone who joined us - it was a fantastic event with some great conversations and perspectives shared across the room.

A special thank you to Absolute IT and The Instillery for sponsoring this event.

If you have ideas for future events or are interested in becoming a TIN member, we'd love to hear from you.

TIN REPORT
Technology Industry Analysis 2025

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