



Making a difference



Amillan provides communications solutions to help businesses achieve their strategic goals. We are a trusted technology partner to many household names across the UK and over 25 years we have gained specialist knowledge in a number of vertical markets, bringing together best practice, intelligence and technology to provide solutions that make a real difference.

Maximise output

Use communications technologies to maximise business output without employing additional human resource. Remove inefficiencies with streamlined communications processes. Empower staff to make better decisions by providing timely information and secure access regardless of their location. Resolve queries quickly and use time more effectively to generate additional revenue.

Communications choices

Make it easy for clients to communicate in the way they want to and when they want to. Present a true 24/7 environment with self service telephony and Internet solutions. Blend telephone, email and text to create the optimum customer experience. Give customers what they need and build loyalty and revenue. Get 100% from every contact with customers.

Optimise performance

Use technology to improve business processes and working practices. Bring mobility to staff and allow them to work effectively regardless of their location. Increase visibility across the business and proactively manage communications and resources with effective technology management tools. Increase agility and respond faster to market changes and operational challenges.

Return on investment

Invest in technologies that deliver measurable improvements in performance and output. Change processes and procedures to maximise the effectiveness of solutions. Translate technology benefits into cost savings. Reduce the total cost of ownership and use new technologies to drive continuous improvement.



Our Approach

Our approach in working with you is to firstly understand your business and secondly to produce a blueprint for optimum communications across your business. We apply knowledge and experience to give you best practice business processes, making the most of all the resources in your business.

Everything we do in your business has the same goal – to add value.

Best practice

Our industry experience and technology excellence delivers best practice solutions supporting streamlined business processes.

Intelligence

We understand your objectives and match technology to requirements to improve your competitiveness in your market.

Innovation

We continuously innovate and regenerate our skills to allow your business to innovate in optimising performance.

Investment

We design solutions to protect your current investment and to maximise your return in the short, medium and long term.

Complete solutions

From cabling in stores to converged networks and integrated contact centres, we can deliver and support all areas.

Our Solutions

Combining our voice, data and application skills we can provide a fully integrated converged environment. We can fulfil the communications requirements for every part of the business.

Managed Services

We provide a range of managed services for the voice, data and video infrastructure in the business. Different levels of managed service provide choices for businesses, depending on the level of skills inhouse and the business structure.

Convergence

Combining the voice and data networks we deliver an IP Telephony solution to provide simplified management, greater resilience and scalability for a growing business.

We place the most practical solution on each site to provide the functionality required. This often means our solutions combine Voice over IP, IP Telephony and traditional telephony.

Infrastructure

Providing the cabling and network infrastructure for all premises in the business, we have the advantage of designing the infrastructure with the understanding of the way in which it will be used in a live environment.

Contact Centre

Integrating the contact centre with desktop applications and providing agents with more intelligent information leads to an increase in performance. As email and SMS are becoming more common means of communicating with customers, we can blend all media into the same environment to ensure timely and effective responses.

Applications

Adding applications to meet legal and management requirements is simplified in the converged environment. Unified communications, call recording, presence management, resource planning and management are just some of the applications we can provide.

Our people make our solutions work in the best way they can to meet your business requirements and strategic objectives.

