



Bringing value to the Contact Centre



Amillan works with many household names and over 25 years we have established ourselves as a trusted partner to many contact centre clients. Whether standalone contact centres or departments, we can reduce operation costs, increase output and improve the customer experience.

Communications choices

Make it easy for customers 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, text to create the optimum customer experience. Give customers what they need and build loyalty and revenue.

Customer service

Empower agents with information and collaborative tools to resolve queries quickly. Use more call time to generate additional revenue. Get 100% from every contact with customers.

Business agility

Respond quickly to market and business changes. Maximise the revenue opportunity by planning and managing resources to deal with peaks in demand.

Business processes

Remove inefficiencies with streamlined communications processes. Use resources intelligently to maximise output and minimise operation costs.

Staff development

Create a simplified, information rich environment where staff are empowered and training needs are quickly identified. Reduce the training time for new staff.

Return on investment

Make every penny count. Converge networks to improve the flow of information. Integrate applications on the desktop. Reduce the total cost of ownership and measure improvements in performance and output.



Our Approach

Our approach in working with contact centres is to firstly understand the flow of communication around the business and secondly to produce a blueprint for streamlined processes, optimum performance and flexible environments for office, home and field based staff. With an in depth understanding of your market environment, our dedicated contact centre team apply their knowledge and experience to give you best practice business processes, making the most of all 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

Our dedicated contact centre team can 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 the customer experience.

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 to converged networks and application integration, we can deliver and support all areas.

Our people make the real difference. Expert knowledge, proven ability and a desire to solve business issues allows them to deliver the best solutions.

Our Solutions

We provide a fully integrated converged environment to the contact centre. We can fulfil the communications requirements from all angles by dealing with telephone, email and SMS communications. Working with best of breed technology manufacturers, we combine best practice, technology excellence and business understanding to give you competitive advantage.

Convergence

Integrating the voice and data networks we deliver an IP Telephony solution to provide simplified management, greater resilience and scalability. 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.

Applications

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

Infrastructure

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

Training

We can train agents in their own environment to ensure they provide the best customer service. We can identify training requirements to improve quality and meet legal requirements.

Security

All our solutions provide a secure environment to help you to protect data, meet legal requirements and remain compliant.

