

Bringing value to the Financial Services Sector



Amillan's clients include some of the leading names in the financial services sector. Working with them over the years, we have brought efficiency, cost savings and helped them to provide excellent customer service. In this changing industry where consumers have more choice than ever, we understand the importance of customer retention, incremental revenue generation and reducing costs.

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 and text to create the optimum customer experience. Give customers what they need and build loyalty and revenue.

Customer service

Empower customer service personnel with information 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 the revenue opportunity and minimise operation costs. Increase business output using the same resources.

Security

Protect data and equipment, track and safeguard mobile devices regardless of their location. Track devices and monitor activity to ensure data integrity and protection. Meets FSA compliance requirements.

Return on investment

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



Our Approach

Our approach in working with you is to firstly understand your business challenges and secondly to produce a blueprint for optimum communications across all departments, all locations and all communication points with customers. With an in depth understanding of your market environment, our dedicated financial services 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 financial services team can understand your objectives and match technology to requirements, improving 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 integrated contact centres, 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 secure integrated converged environment to the financial services sector. We can fulfil the communications requirements to service high street, telephone and online customers. 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.

Contact Centre

Integrating the contact centre with desktop applications and providing agents with more intelligent information leads to an increase in performance. We blend email, telephone and text 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.

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.

Security

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

