

## Bringing value to Local Government



**Amillan's first client over 25 years ago was a local authority. Since then, we have gained extensive knowledge of the challenges and requirements in local government. Matching this knowledge to technology and delivering solutions which provide rapid return on investment allows our local government clients to meet, adhere to compliance requirements, protect data and become more accountable to all stakeholders.**

### Connecting communities

Bring the community closer to you and promote closer working between agencies, departments and the public. Connect people and provide wider access to services and resources. Make it easier for the public to communicate with you in the way they want to.

### Mobility

Introduce true mobility in the community and enable staff to be more productive while working away from the office. Introduce home working and hot desking to make the best use of space and improve access to important public information.

### Data protection

Protect public records and data on fixed and mobile devices. Track devices and destroy data should a mobile device be stolen or lost.

### Service delivery

Empower staff with more timely information to resolve queries and issues quickly. Provide better information to the public and create a 24/7 environment with self service telephony for routine queries, transactions and public information.

### Organisation efficiency

Increase the output of the organisation without increasing the resource. Simplify communications, eliminate bottlenecks and improve the flow of information. Use resources intelligently to deal with peaks in demand. Create an agile environment to respond quickly to changing needs.

### 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 organisation, the challenges it faces and its strategic objectives. From this we create a blueprint for optimum communications across departments, sites and into the community. Our dedicated local government team apply their experience to give you best practice processes to optimise cost and performance efficiencies.

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

### Best practice

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

### Intelligence

Our dedicated local government team map your challenges and objectives to technology solutions to improve performance, agility and accountability.

### Innovation

We continuously innovate and regenerate our skills to allow your organisation to innovate in optimising the service it provides to the community.

### 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 Solutions

Combining our voice, data and application skills we can provide a fully integrated converged environment to the local government sector. We can fulfil the communications requirements for all areas of the organisation, providing leading edge technology for departments, remote sites, home and mobile workers. Working with best of breed technology manufacturers, we combine best practice, technology excellence and local government sector understanding to give you the best communications infrastructure.

### Managed Services

We provide a range of managed services for voice, data and video infrastructure. Different levels of managed service provide choices for organisations, depending on the level of skills in-house and the organisation structure.

### 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.

### Infrastructure

Providing the cabling and network infrastructure for all premises across the organisation. 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 staff with more intelligent information leads to an increase in performance. As email and SMS are becoming more common means of communicating, we can blend all media into the same environment to ensure timely and effective responses. We can also push information out to staff and the public to remind them of important information.

### Applications

Adding applications to meet legal and management requirements is simplified in the converged environment. Unified communications, call recording, presence management and resource planning are just some of the applications we can provide. The list is endless with the ability to provide bespoke applications for telephones and desktops.

Our people make our solutions work in the best way they can to meet your organisations requirements and strategic objectives. Working with you, we can provide the knowledge, solutions, support and assurance that your communications environment is operating at its optimum leaving you to focus on managing your organisation.

