



Bringing value to the Medium Business



Amillan has worked with medium sized businesses for 25 years on a local and national level. Each has it's own set of challenges and objectives, all want to drive down costs, provide better service and sustain profitable growth. We have helped many single site and multi-site medium businesses to be the best they can be with streamlined communications, reliable systems and leading edge technology.

Increase output

Improve business operations, remove information bottlenecks and increase the productivity of every employee. Increase business performance with the same level of resource.

Punch above weight

Use communications technologies to compete with larger enterprises. Use the flexibility and agility of your systems to respond to market and business changes. Innovate with customer service and increase the rate of customer retention.

Simplify communications

Increase the sophistication of communications but simplify the process. One telephone number for each person and one device where appropriate. Always know the best way to get in touch and avoid duplicated messages and emails.

New working practices

Introduce home and mobile working to drive down costs and increase productivity.

Customer service

Differentiate through excellent customer service. Communicate proactively with customers and provide many communications choices - telephone, text and email.

Trouble free environment

Take communications for granted. Rely on it to work everyday and minimise the amount of support and maintenance required. Lower the total cost of ownership.



Our Approach

Our approach in working with medium sized businesses is to firstly understand the business communications requirement and secondly to produce a blueprint for streamlined processes, optimum performance and flexible environments. With our experience, we design a simple, easy to use solution to 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 experience and technology excellence delivers best practice solutions supporting streamlined business processes.

Intelligence

Our 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, managing your entire communications infrastructure for you.

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

Combining our voice, data and application skills we can provide a secure integrated converged environment to the medium business. We can fulfil the communications requirements for single or multi-site businesses by providing the complete solution. 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 a single network solution which is easy to manage, reliable and scalable to meet the requirements of a growing business. We place the most practical solution in your business 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. Contact centre, 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 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.

Training

We can train staff in their own environment to ensure they use the functionality of their phones and applications to maximise their performance. We can identify training requirements to improve quality and meet legal requirements.

Security

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

