

Bringing value to the Retail Sector



Amillan has worked with the retail sector for 25 years. Over this time, we have come to understand best practice business processes and their practical application in the retail environment. Matching this knowledge to technology and delivering solutions which provide rapid return on investment allows our clients to continuously innovate and improve the customer experience in-store, online and on the telephone.

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.

Supply chain collaboration

Bring departments closer together to strengthen the supply chain. Collaborate with suppliers, integrate them into the business and provide timely, accurate information.

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 and secondly to produce a blueprint for optimum communications across all departments, all stores and all communication points with customers. Our dedicated retail team apply their 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

Our dedicated retail 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 in stores 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 retail businesses. We can fulfil the communications requirements for all sales channels providing leading edge technology for store, 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

Combining 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, stores, warehouses and contact centres, 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.

