

## **Macfarlane and Lagan offer Scottish councils an enhanced end-to-end contact centre solution**

**London, UK, 12<sup>th</sup> February 2009.** Macfarlane Telesystems, a provider of advanced contact centre solutions to over 80 UK councils, and Lagan, a provider of Enterprise Case Management (ECM) solutions that streamline the delivery of public services to constituents, have enhanced their existing joint contact centre offering for Local Authorities and other public sector bodies in Scotland.

Since 2007, Lagan has successfully partnered with the Improvement Service and West Lothian Council (as lead council) as part of The National Customer Relationship Management (CRM) Programme. The National CRM Programme, co-ordinated by the Improvement Service, aims to intensify collaboration levels around CRM across Scottish local government to help deliver demonstrable improvements in customer and organisational outcomes. Since the inception of the National CRM programme, nine Scottish councils have adopted Lagan ECM, taking the total of Scottish councils using Lagan ECM to thirteen serving almost 1.7 million citizens.

With Macfarlane's latest CallPlus IP platform, Macfarlane and Lagan have improved their existing offering to Scottish councils with an enhanced IP-enabled contact centre platform that includes multi-media contact handling, IVR, management statistics, recording and unified communications functionality.

A number of Scottish public sector organisations – including Argyll and Bute Council and Glasgow Housing Association – have already implemented a combined Macfarlane and Lagan contact centre solution.

Phil Murray, Lagan's Executive Vice President for UK and Europe, comments "The combination of Lagan's Enterprise Case Management technology and MacFarlane CallPlus IP provides public bodies with a compelling solution. Customers benefit from streamlined delivery, enabling them to deliver immediate service improvements to their own end users as well as realising significant cost savings."

Paul Skinner, Sales Director at Macfarlane Telesystems believes that the fact that combined Macfarlane and Lagan solutions are already being used successfully by other Councils is significant. "It's a proven solution and will make technology deployment a whole lot easier" he says.

### **About Macfarlane**

Founded in 1987, Macfarlane is a UK developer and supplier of communication solutions to service providers, enterprises and public sector organisations. Its CallPlus platform supports a range of applications including multi media contact centre, IVR, management statistics, recording and unified communications. Its SpeechPlus platform supports Speech Recognition, and other speech-driven applications such as the Macfarlane VoiceDialler. The company delivers cost-effective, market-focused solutions directly and through strategic partnerships with vendors such as Lagan, Capita, Northgate, Steria and Serco.

Macfarlane has established a strong position in the public sector where it assists central and local government reach e-government targets, providing a citizen-centric approach while working within Best Value practices. Existing customers number more than 80 local councils including those within the Government's Partnership programme such as Somerset Direct Partnership, the Warwickshire Direct Partnership, the Lancashire Direct Partnership, and more recently the Staffordshire Connects Partnership. CallPlus has enabled these Partnerships to link their many local councils and create single 'virtual' contact centres that serve citizens on a county-wide basis. More details can be found at <http://www.macfar.co.uk>

### **About Lagan**

Lagan specialises in providing software solutions to governments worldwide and currently has over 160 public sector customers and more than 200 personnel. Over 37 million citizens around the world are supported by Lagan solutions. Lagan's Enterprise Case Management™ (ECM™) approach has been designed to streamline the service delivery functions of government, enabling improved efficiency and more citizen-centric, joined-up public services. The company is already the leading provider of Customer Relationship Management (CRM) solutions to Local Government worldwide and is growing rapidly in a number of other target markets,

including Contact Centres, Case Management, Shared Services, Social Services and Housing in the UK as well as Human and Social Services and the Single Non Emergency Number 311 markets in the US. Lagan has enjoyed substantial and sustained growth, with revenue increasing by an average of 60% per annum since 2000. Lagan's success has been reflected in its appearance in the Deloitte Fast 50 Awards for the past eight years and the Sunday Times Tech Track 100 Awards for five consecutive years, as one of the fastest growing UK technology companies. Funding of £5 million has been secured recently from BlueCrest Capital Management for Lagan's future expansion in its new growth markets. Other investors include: Esprit Capital Partners, DN Capital, Crescent Capital, QUBIS Limited and Viridian Growth Fund. Founded in 1994 as a private company, Lagan's headquarters are in Belfast, Northern Ireland, with offices in Newbury, UK and Washington DC and Chicago, USA.

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