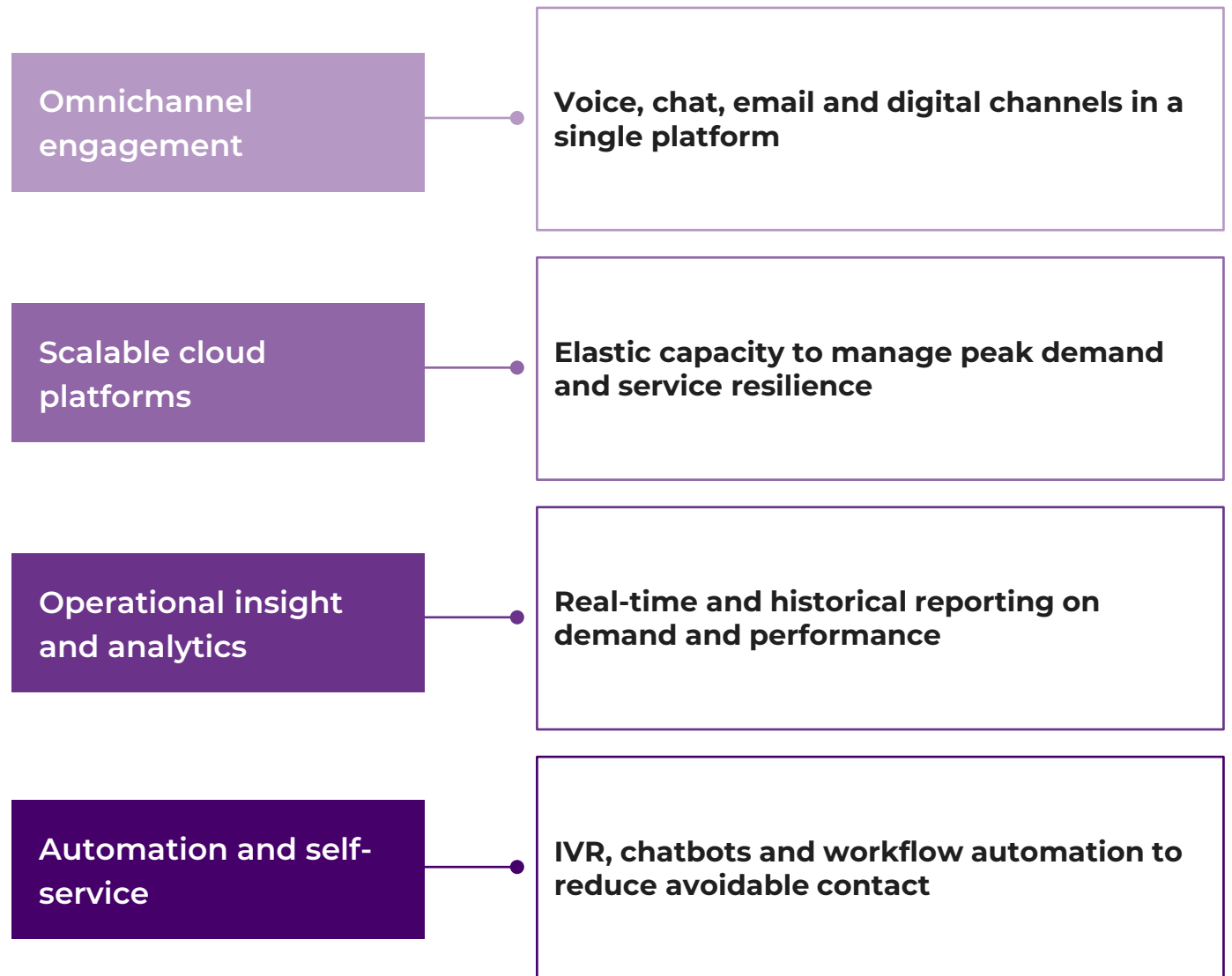


Contact Centre Cloud and Citizen Communications

La Fosse Capability

Delivering resilient, scalable and citizen-focused communication services

La Fosse designs and implements cloud-based contact centre and citizen communication solutions that support high-volume, multi-channel public services. We integrate telephony, digital channels and analytics to improve responsiveness, resilience and service quality. Our approach enables organisations to scale capacity, improve insight and deliver consistent citizen experiences while maintaining governance and operational control.



- **Cloud contact centre design and deployment**
- **Omnichannel integration and automation**
- **Workforce and demand management insight**
- **Operational governance and optimisation**

1

Discover and assess

Understand citizen demand, channels, volumes and service constraints

2

Design and configure

Design CCaaS architecture, workflows, routing and automation

3

Implement and transition

Deploy platforms, migrate services and train operational teams

4

Optimise and scale

Embed analytics, optimise performance and support ongoing improvement

Proven public sector impact

La Fosse delivers cloud contact centre solutions that improve how organisations communicate with citizens. We combine structured implementation with governance and operational insight to ensure services are resilient, scalable and focused on user experience.

Citizen
communications and
service optimisation



Supported contact handling and service optimisation across high-volume citizen interactions.

Outcome: Faster response times, improved case visibility and more consistent citizen experience.

Customer and service
engagement platforms



Supported customer communication and service platforms to improve tenant engagement.

Outcome: Improved contact handling, clearer communication and reduced operational pressure.

Operational
communications for
public services



Delivered digital and operational support underpinning large-scale workforce and service communications.

Outcome: Improved responsiveness, better demand insight and increased operational resilience.

Delivering positive, lasting impact beyond project outcomes

We're an employee-owned business that believes transformation should empower people as much as technology. Every engagement builds confidence, inclusivity, and self-sufficiency within client teams.

Sustainability and climate

Eco-conscious operations, reduced travel, digital-first engagement, social sustainability through charitable partnerships.

Inclusion and opportunity

Diverse delivery teams, fair pay, early-career pathways via La Fosse Academy.

Wellbeing, culture and communities

Consultant communities, prioritising mental and physical wellbeing, transparency and healthy working practices.

A woman with dark hair in a ponytail is seen from behind, looking out of a train window. The background is blurred, suggesting motion. The entire image has a purple overlay.

Thank you