LAGAN TECHNOLOGIES AWARDED LANDMARK AUSTRALIAN CONTRACT

Lagans customer relationship management system will help Brisbane City Council to become an international reference point for responsive eGoverment

Deal marks Lagans entry into South-East Asian market with Brisbane to become regional hub

Lagan Technologies, the global leaders in Government to Citizen (G2C) technology, announces today that it has been awarded a contract by Brisbane City Council for the supply of a customer relationship management system that will build the capability of online services. Brisbane will join a growing list of major international cities, including Boston, San Antonio, San Francisco, Sheffield, Toronto and Vancouver that will run its customer relationship management programmes on Lagan technology.

The system, when fully implemented, will enable Brisbane to fulfill the customer service requirements of 1.05 million city residents across the full range of local government services, including planning, street management, environmental services, licensing, transportation and utility support.

The first services will go live in Brisbane in 2011 with full implementation scheduled by the end of 2012. Once complete, the new system will transform the experience of local residents with easier access and more responsive services.

Brisbane City Councils Contact Centre already has a very positive reputation with city residents and the investment will protect and enhance that reputation as the needs of residents evolve and Brisbane grows.

The City of Brisbane is already the largest city by area in the Southern Hemisphere.

The contract is Lagans first in Australia and one of its largest by value. Lagan has secured offices in Brisbane to support the implementation programme. The offices will also become Lagans national and regional hub from which it will serve the Australian and wider South-East Asian market. Two additional service trials with government clients are already underway in Australia.

Des Speed, CEO of Lagan, said: This is a defining contract for Lagan, marking our entry into an important new region and underpinning our claim to global leadership in Government to Citizen technology. I am proud of the work that the Lagan team has put in to our bid and I am excited by the collaborative relationship that we are building with Brisbane City Council. Our intention is to help Brisbane become an international reference point for leading edge eGovernment.

Lagan Omnibus polling in advance of the bid found that most Brisbane residents are in favour of the use of technology to improve engagement with government and access to services.

Lagan has won a number of major contracts with governments worldwide in recent months, including the Government of Bermuda, San Antonio and Sheffield City Council. Lagan serves nearly 200 national regional and local government clients worldwide, serving a population of approaching 70 million. User groups contribute to Lagans knowledge base and on-going product improvement programme.

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About Lagan

Lagan Technologies is the global leader in G2C (government to citizen) technology connecting government and citizens worldwide. It enables governments and citizens to communicate online, on the phone and on the move. With 150 public sector customers worldwide, Lagan helps local governments serve the everyday interests of more than 60 million citizens. Lagans solutions for CRM and Enterprise Case Management (ECM) have been designed to streamline the service delivery functions of government, enabling improved efficiency and more citizen-centric public services. Lagan

ECM manages the interactions between citizens and government and provides full CRM support for a wide variety of government service delivery processes. Lagans solutions have proven utility for state and local governments and offer a range of flexible delivery methods: on-premise, on-demand and hosted.

For more information about Lagan, please visit http://www.lagan.com/ and contact us at info@lagan.com. Keep up with industry news on Twitter at http://twitter.com/lagan_business.