

Connectel wins prestigious contract — to modernise Halmstad Council's citizen services

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Following an extensive open tender process, Halmstad Municipality has selected Connectel AB as the new supplier of its contact centre system. In the evaluation, where quality accounted for as much as **70% of the assessment**, Connectel was ranked number one.

In addition to Halmstad Municipality, the agreement also covers several companies within the municipal group, including Halmstads Stadsnät, Destination Halmstad and Laholmsbuktens VA.

“ We are incredibly proud that Halmstad Municipality has chosen us as a partner on its digital journey. The fact that we have won a tender in which quality is such a key factor is proof that our solution is at the cutting edge of technology. We look forward to helping the municipality and its subsidiaries create an even more accessible and efficient service for residents. — Robin Leijon, CEO, Connectel ”

The new contract covers overall responsibility for the municipality's case management and communication channels, including telephone, chat, email and social media. The contract runs for an initial period of **72 months** from the effective delivery date, with the municipality having the unilateral right to extend the contract for a further four years. The actual order value for the system and its operation during the base period amounts to approximately **SEK 7.5 million**.

“ Following a thorough evaluation, we have chosen the solution that best meets our high standards for functionality and future-proof technology. We look forward to a fruitful collaboration in developing our public services. — Zandra Cabrera, Area Manager, Halmstad Municipality ”

About Connectel

Connectel is a Swedish company that has been developing innovative customer service solutions since 2008. We help businesses eliminate poor customer experiences through smarter tools, AI and an unwavering commitment to every interaction. Our solutions are used by companies in sectors including e-commerce, finance, transport and the public sector. Our head office is located in Stockholm.

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