



Rainbow Hub strengthens local authority communications

Unify your services and communication tools and stay in touch with citizens

Centralise your communications to improve services and employee collaboration with Rainbow Hub. Unifying your communications lets you improve citizen satisfaction by offering a more coherent, accessible and responsive service. Discover how Rainbow Hub can address your key challenges, with:

- Improved collaboration between departments
- More efficient management of citizen requests
- Implementation and commitments
- Resource optimisation
- Data security and confidentiality



Improved collaboration between departments

- Easily share information and resources between all departments
- Simplify coordination between field and remote teams
- Strengthen cohesion by fostering cross-functional collaboration
- Get information instantly by calling an agent on-site to join your virtual meeting

More efficient management of citizen requests

- Respond quickly to requests due to better call distribution
- Improve citizen satisfaction with a quality reception service
- Segment your communications to address specific messages to different groups of citizens (such as young people, seniors, associations, entrepreneurs)
- Enable fast, effective communications in emergency or crisis situations



Implementation and commitments

- Promote sustainable practices by reducing the paper consumption, waste and energy linked to travel
- By promoting multi-channel communications, you ensure better digital accessibility and relieve service queue congestion
- Keep citizens informed about decisions, projects and opportunities for participation. Build trust and engagement through direct feedback and analysis.

Optimise resources

- Reduce telephone communication costs
- Offer different communication channels to suit citizens' preferences (phone calls, messaging, e-mail and social networks, among others)
- Use group functions to better distribute calls

Data security and confidentiality

- Protect your municipality's sensitive data with a secure cloud-based solution
- A European sovereign collaboration solution developed and operated in France for optimum security
- ISO 27001 certification guarantees the confidentiality, integrity and availability of services and data
- Regular backups and redundancy: Frequent backups and redundant architecture, guarantee data availability

Are you ready to discover Rainbow Hub?
Contact us to explore the possibilities together!

[Rainbow Hub Free Trial](#) | [Alcatel-Lucent Enterprise \(al-enterprise.com\)](#)

For more information about Rainbow™ by Alcatel-Lucent Enterprise visit [openrainbow.com](#)