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FutureNow Technologies partners with the City District Government, Lahore to set up the first Complaint Response Centre in the city.

08-02-2010 - FutureNow Technologies (pvt) Ltd and the City District Government, Lahore have joined hands to set up the first **Complaint Response Centre** in the city. This service will enable the general public to lodge complaints about the staff and services at hospitals run by the City District Government, Lahore. The response centre will use an integrated form of FutureNow's Intract & Office Connect software. Intract, a CRM solution will be customized for the hospitals to enable customer service representatives to add and edit information about complaints lodged by the public. Office Connect, an IPPBX solution will enable the staff to receive and route these complaints. FutureNow will be responsible for system customization, deployment, training and maintenance.

This set up will enable the City District Government to accelerate the complaint resolution process and be of better service to the community through multi-level check & balance.

"We are very proud to be part of such a project that will benefit the general public and will enable the District Government to respond to critical situations in a timely manner, hence saving the lives of thousands of people who visit public hospitals" said Mian Arif Ali, Executive Director at FutureNow Technologies.

□ About FutureNow Technologies (pvt) Ltd.: FutureNow Technologies (pvt) Ltd. is a provider of cutting edge technology solutions and services with a diverse portfolio of clients spread across Pakistan, Europe and North America. Over the years we have engineered solutions which are currently being used in some of the largest fortune 500 companies around the world. We believe in innovation and matchless quality and our mutually beneficial partnerships with our clients are the foundation of our success.



□ About Lahore City District Government: The City District Government Lahore is a governance body that looks after the budgeting, material and human resource management, healthy facility management, land allocation and other similar functions of the Lahore District.