

Connectel has won a public procurement contract.

Delivering an AI-driven customer service platform to HFAB.

Stockholm, 9 October 2025



Halmstads Fastighets AB (HFAB) has selected Connectel as its new customer service platform provider through a public tender. The solution includes telephony, email, chat and AI functions, with a focus on accessibility, transparency and quality for tenants.

HFAB is one of Halland's largest housing companies, responsible for over 11,000 apartments. The tender process set high standards for functionality, user-friendliness and security. The comprehensive telephony, chat and email functionality of

Connectel's omnichannel platform, coupled with its AI-driven email response and intelligent chat capabilities, made it the obvious choice.

“**For us, it is important that tenants receive fast and easy service, regardless of channel. "With Connectel's solution, we get a platform that meets our requirements for quality, security, and user-friendliness, while also strengthening our availability,"** says Aid Jusufi, Unit Manager at HFAB.

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The platform's commitment to delivering exceptional service to its tenants aligns with the public sector's expectations for transparency and cost-effectiveness.

“**We are very proud to have earned the trust of HFAB. The public sector demands transparency, quality and cost-effectiveness, and we look forward to helping raise the level of service for tenants in Halmstad”.** Robin Leijon, CEO of Connectel

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About Connectel

Connectel is a Swedish CCaaS company that has been developing solutions for modern, AI-driven customer service since its inception in 2008. The company offers a flexible and scalable platform for omnichannel support, with customers in e-commerce, finance, transportation, and the public sector, among others. Its headquarters are located in Stockholm.

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