



Our expertise is public knowledge



CIVICA

Helping our customers to help people

Expectations for local services, the way they are delivered and their impact on people and places, mean that public and regulated services are under scrutiny as never before. Better outcomes are demanded, for the benefit of communities, customers and key workers and, enabled in many cases by modern technology, they are happening.

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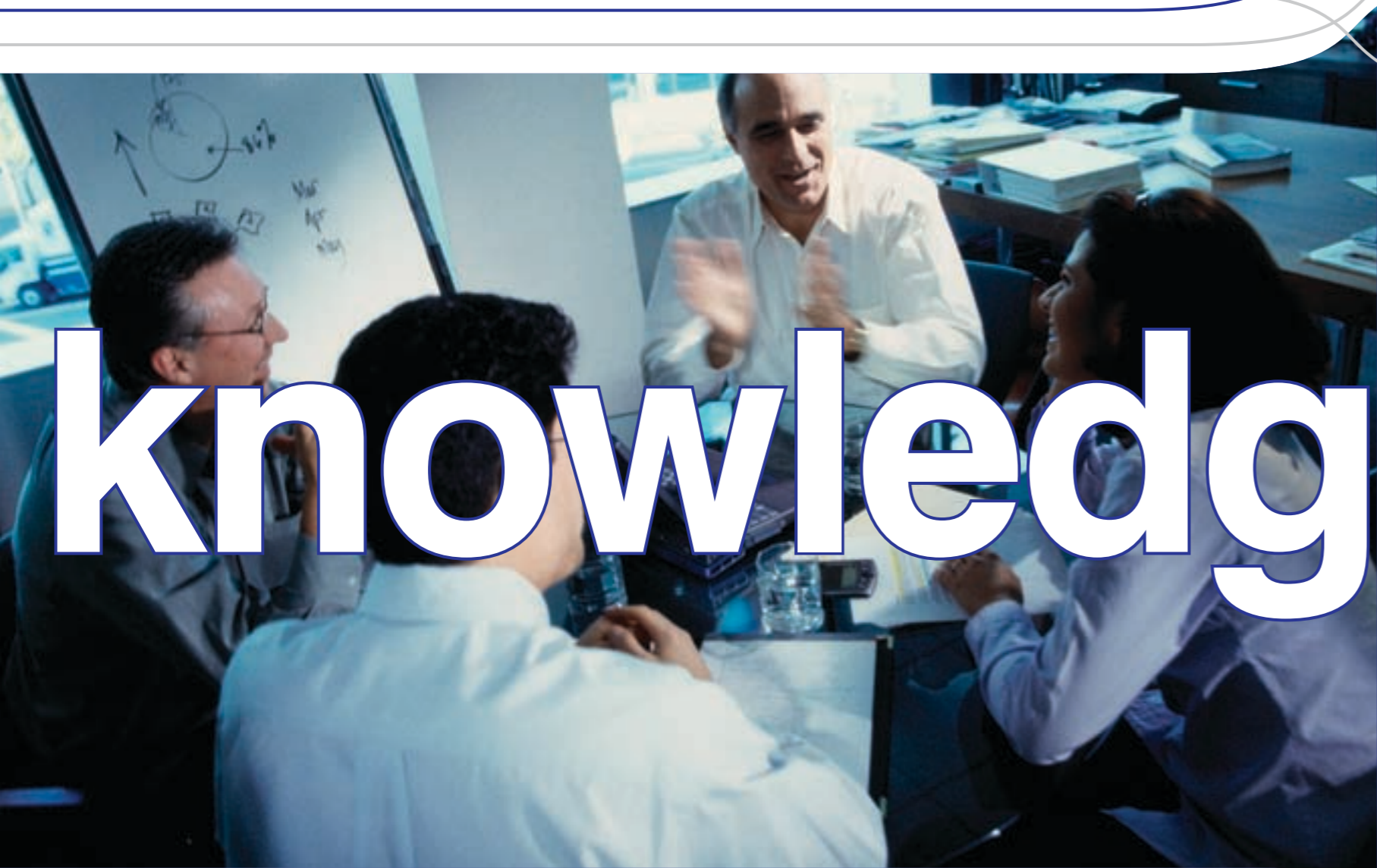
A problem shared is one more rapidly solved. Civica brings an outstanding resource in delivering core business solutions that underpin service improvement and efficiency. That resource is the ability to apply, at the local level, exceptional learning distilled from the combined experience of organisations across the public sector and around the world. Our people blend that experience of successful programmes with fresh ideas to respond to new imperatives and new opportunities, as well as the constant need to do more with less.

Together, beginning with the local outcomes our customers need to achieve, we can help to reach out with improved services.



outcomes

Civica's products and services are behind local transactions with 25 million citizens and businesses.



knowledge

Sharing the collective experience of organisations across the sector

Shared learning

Civica is a leading provider of consulting, software and managed services with a focus on the public sector. Our people work with more than 1,500 organisations internationally, in local government, criminal justice, social housing, education, healthcare and defence, as well as regulated services such as legal, pensions and utilities. We listen and learn on every engagement. Each time we both draw from and add to our powerful store of knowledge. And each time we blend understanding of local environments with experience of previous programmes and commercial best practice to deliver effective information solutions.

Speaking your language

Every year our systems manage over £4 billion of local revenues and £500 million in secure electronic transactions. They handle 1 million properties, 2 million enforcement notices and more than 200 million library loans. We work with 48 of the UK's 53 police forces and many US Police Departments, together with executive agencies, to help bring about safer towns and streets. Informed by breadth and depth of involvement, we understand the questions to ask and how to react. From building a business case to delivering modern service-led solutions we combine vision with an honest appraisal of what has worked and what has not, with particular expertise in:

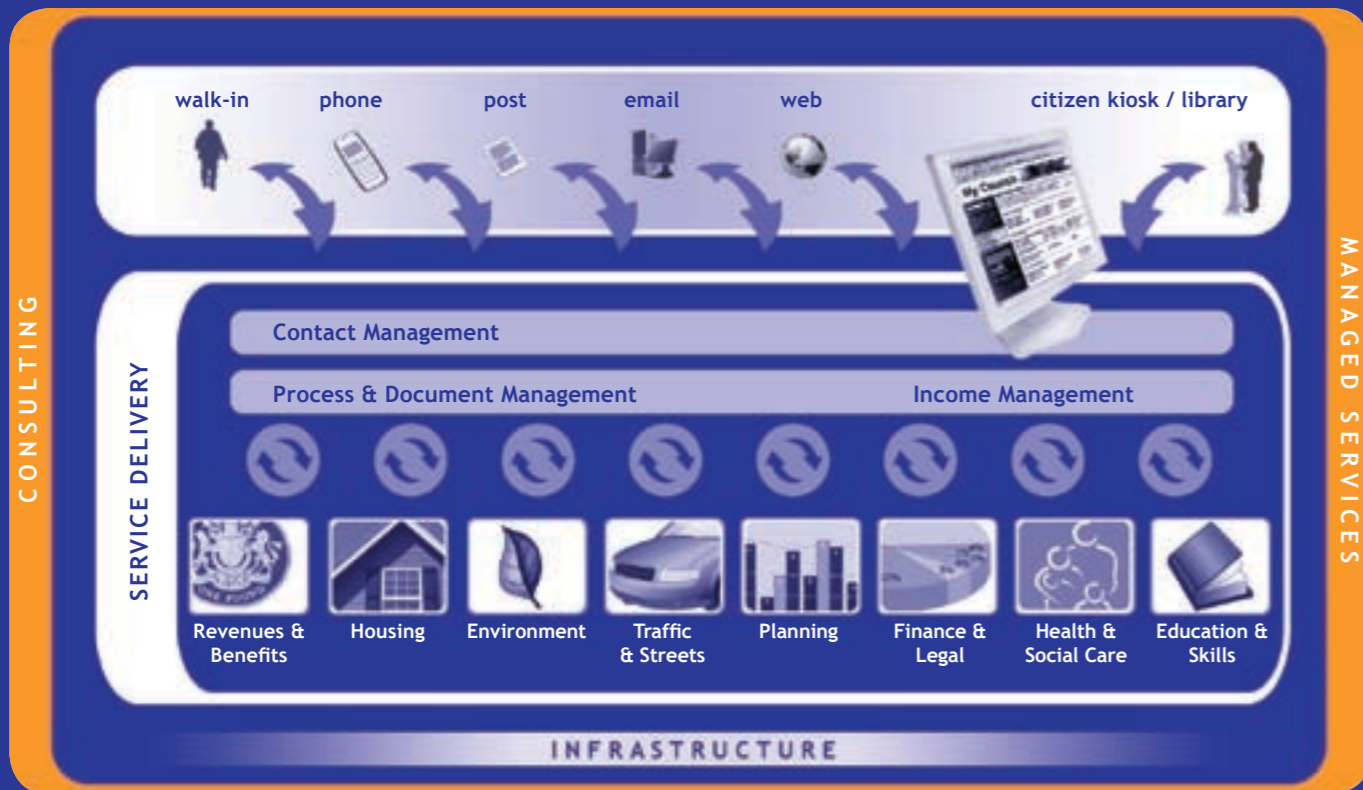
- Local government
- Social housing
- Enforcement & security
- Education & skills
- Healthcare
- Regulated services

Liverpool Direct

Liverpool Direct is reaping the benefits of modern document and workflow management across one of the largest contact centres in local government. In the benefits department time taken to process new claims has been cut by 75% and incoming calls reduced from 12 million to 4 million.

"It was clear that Civica's people understood our business."

Lismore City Council



Transforming service delivery

The bigger picture

The imperative for technology is to deliver effective day-to-day processes that enhance local reputations. Civica offers a widely proven suite of individual software applications that automate complex tasks and work processes. Yet together these combine into a complete framework, spanning contact, workflow and document management, core systems and infrastructure.

Providing the means to integrate front line, online or mobile solutions with back office systems and databases, we blend advice and integration know-how with core software skills to ease the process of change.

Relevant and flexible

We know one size doesn't fit all requirements. So we're equally at ease integrating individual or third party products as we are with an enterprise-wide solution from Civica. And we only introduce elements as they become relevant. We also understand that you want a partner first and foremost to get the basics right, to fix your problem as soon as it needs fixing. That's why Civica has become a market leader in many areas. It's also why, although the company has grown significantly, we still focus our broad capability through responsive teams dedicated to each business area, yet with access to our combined base of knowledge.

Ministry of Education

In a 5-year government programme in Singapore, Civica is providing a national managed libraries service for over 330 schools and colleges. The full service combines managed library automation systems, centralised collection services and library administration, and went live ahead of schedule.

"It was not incremental improvement we needed but step change transformation. We could only sensibly afford to do this by centralising front-line services, investing in enabling tools and new ways of working."

Luton Borough Council



integration

The capacity to make things happen

Expert in sector business processes, integration is the cornerstone of Civica's approach. It's why we combine software expertise with consulting and managed services, to ensure technology works harder in the delivery of essential services, better regulation and leaner government.

Consulting

Civica combines both practitioner and IT systems consulting. Connecting people, processes and systems both within and across departments, we focus on helping organisations respond to the challenges of customer-centric working, better performance and financial efficiency.

Software

Civica's proven software applications are used for the business of local service delivery. It's what they are specifically designed for. Each is developed in conjunction with practitioners and enhanced to incorporate legislative change and new technology. And as one of the UK's foremost software licensing organisations, authorised by major public sector associations, Civica offers a single source to buy and manage software.

Managed Services

From essential technical services that ensure the performance of systems and infrastructure, to managing whole business processes, Civica provides the resource and capacity to ensure service quality and predictable costs, now and in the future. Customers retain full control of their operations, secure in the knowledge that services are accessible, secure and delivering value for money.

Sheffield City Council

Civica is the ICT prime contract partner in the Paradigm consortium selected by national pathfinder Sheffield City Council to deliver all waves of the Building Schools for the Future programme in Sheffield.

"It is essential that effective technology is deployed intelligently to enhance operational policing. This is what we have come to expect from Civica."

Derbyshire Constabulary

Hammersmith & Fulham
Civica's e-payment solution enabled the London Borough of Hammersmith & Fulham to become the first in the UK to reach £1 million a month in online payments while saving 1,000 employee hours a year. Civica is also delivering a £1 million strategic e-procurement service to administer the entire purchase-to-payment cycle.

"We not only had to look for the right technology, but also revolutionise the way we work. We wanted a solution that would satisfy all of our business objectives and a partnership that would generate massive efficiencies."

Plus Housing Group

A record of efficiency

Effective technology is also an imperative in the delivery of efficiency gains, helping to release resources for key front line services and to increase back office productivity. Through process and document management, specialist business systems and modern infrastructure, Civica supports customers in the achievement of efficiency gains. From versatile financial management to productive workflow and mobile solutions, we have an established pedigree.

A partner in progress

In achieving priority outcomes, it helps to have an experienced partner. Civica has a history of successful service partnerships. As a proactive provider with deep experience, industry presence and clear focus, the company has the resource and skill to help customers meet today's targets with tomorrow in mind. Our durable long-term relationships with customers across the international public sector and in regulated service industries are testimony to Civica's commitment, dedication and ability to bring to bear deep knowledge and shared learning.

For more information about how we can help you meet those demands, contact us at marketing@civica.co.uk, at one of Civica's offices, or visit our website at civicapl.com.



efficiency

"We are extremely proud of implementing the solution in such a short space of time. It's a true reflection of the hard work that has gone into making this partnership work."

Teignbridge District Council

"The relationship with Civica has been extremely good and very productive."

City of Bunbury

"Through working with Civica we intend to re-engineer our processes and reduce the amount of time spent on back office functions."

Rhondda Cynon Taff County Borough Council

Delivering results

Civica is working as IT partner for **Manchester City Council** on its strategic housing programme, one of the largest of its kind.

Civica is helping shared service venture the **Anglia Revenues Partnership** process benefits claims up to four times faster, with the more responsive service allowing collection of council tax and non domestic rates at over 99%.

North Yorkshire Police made 370 arrests and seized more than £1/2m worth of stolen items in a project using mobile automatic number plate recognition.

Civica delivered a review of business processes in a project to develop a unified benefits dashboard across **ten Scottish authorities**, enabling the consortium led by East Lothian Council to go live with the framework within 8 months.

Mobile computing from Civica has helped **Stockton-on-Tees Borough Council** improve anti-social behaviour and envirocrime incident response rates.

Civica introduced a new e-learning portal for **Colchester Institute** giving a single gateway to information and web-based services for 10,000 students and staff.

Created by Civica, **Guide Dogs Interactive** acts as a front-end to the organisation's disparate back-office systems. In the Training area, time taken to provide information has dropped from 1 hour to 5 minutes using the portal.

"We are continually improving speed and accuracy of our services and a more integrated system of working."

City of Edinburgh Council

results

"With Civica we are fulfilling our aim to be a leader in making end-to-end services delivery a reality, whilst achieving per transaction savings."

City of Whittlesea

"We see technology holding the key to our future. The company's products provide us with the building blocks through which we can transform the way we deliver services to our customers."

Golden Gates Housing

"The new solution has meant we can offer a far better service to our customers at point of contact. Civica has made an invaluable contribution."

Lichfield District Council

"Civica's was the only product we saw that really understands the fundamentals of public web access."

Local Government Association of Queensland

contact

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