

# Company Profile



## Our expertise is public knowledge

Civica is a market leader in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency. The Group combines broad expertise across local government, education, social housing, health care and enforcement markets with operational and financial stability.

Supplying 1,800 organisations across the UK, Australia, New Zealand, Asia Pacific and North America, the Group blends business process and outsourcing expertise with core business applications and systems integration. With an established track record we help our customers to deliver process and performance improvement.

### Market Leader

Providing the technology behind local transactions with more than 25 million citizens and businesses, Civica is delivering to:

- Over 800 local authorities including 90% of UK councils and over 300 in Australia & New Zealand
- More than 500 academic institutions, including as ICT Partner for the BSF programmes in Sheffield, Luton and Barnsley
- Over 200 social housing organisations, managing from 250 to over 110,000 units and including 40% of the UK's top 100 groups or associations
- More than 1,500 libraries worldwide, including managed service solutions for 500 libraries utilising data centres in four countries
- 50 of the UK's 53 police forces and many US Police Departments, as well as agencies such as HM Customs & Excise and Highways Agency

### Broad Customer Base

The company's many significant public sector customers include among others:

- A2Dominion Housing Group
- Blaenau Gwent County Borough Council
- Cardiff & Vale University Health Board
- Edinburgh City Council
- Essex County Council
- Fairfield City Council
- City Building (Glasgow) LLP
- Hackney Homes
- Hampshire County Council
- Kent County Council
- Kent Police
- Liverpool Direct
- London Borough of Waltham Forest
- London Borough of Wandsworth
- Manchester City Council
- Ministry of Education, Singapore
- North Lanarkshire Council
- Sheffield City Council
- Transport for London
- Vehicle & Operator Services Agency
- West Mercia Constabulary
- City of Whittlesea

### Key Facts

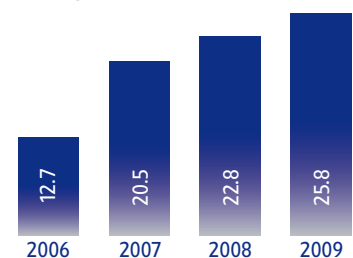
Every year Civica's systems manage:

- Over £5 billion of local revenues
- More than 1 million properties
- More than £1 billion in secure electronic payments
- Millions of case notes for some of the largest health organisations in Great Britain and Canada
- 2 million enforcement notices
- 200 million library loans
- Mobile working for more than 10,000 remote and mobile operatives

### Financial Performance

Civica has an excellent track record of profitable growth. During the year to 30 September 2009 Civica recorded revenues of £146.1 million and EBITDA\* of £25.8 million. Revenues related to Civica's own software applications grew to £116.5 million.

#### Operating Profit Growth (£m)



\*Earnings before interest, taxation, depreciation and amortisation.

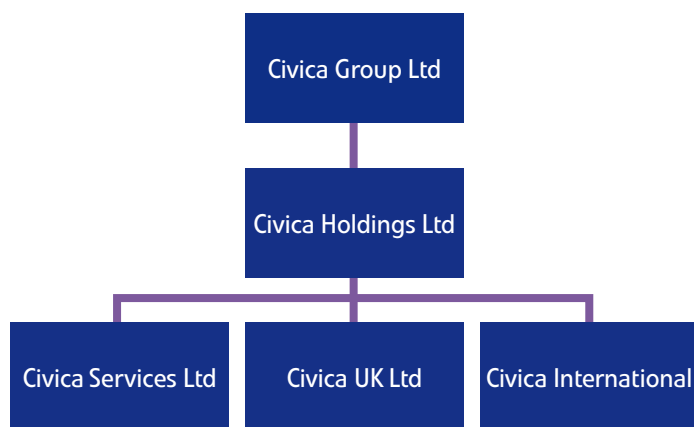
#### Civica Group Ltd

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Tel: 020 7760 2800 Fax: 020 7760 2888  
Email: [enquiries@civica.co.uk](mailto:enquiries@civica.co.uk)  
Web: [www.civica.co.uk](http://www.civica.co.uk)

## Companies

Civica Group Ltd is part of a privately-owned group in which funds managed by FTSE 100 company 3i have the majority shareholding and which is controlled by a board comprising 3i nominated directors and Civica management.

In order to maintain clear focus, identity and accountability, the group is structured into operating units as shown. Civica Holdings Ltd is an intermediate holding company.



## Growth History

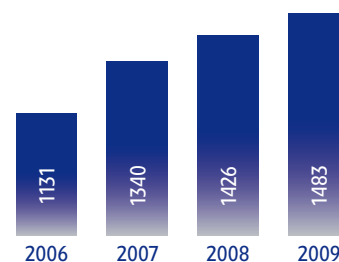
Civica has a successful track record of growth built over more than 20 years.

	Highlights	Acquisitions
2009	Building Schools for the Future contracts at Barnsley and Luton Transformational contracts at Southend-on-Sea and Bradford 1st contract for Healthstream business process outsourcing service Managed service delivery of all mobile applications for Whittlesea	Practical Computer Services, OPEN Revenues, In4tek & Limesoft
2008	FutureSchools programme in Singapore Transformational contracts at Blaenau Gwent and Hackney Homes Managed libraries service at Kent and Hammersmith & Fulham Post-merger integration programme at A2Dominion Housing	Fujitsu Australia & New Zealand (Local Government)
2007	1st Building Schools for the Future contract at Sheffield Repairs system for 110,000 homes at City Building (Glasgow) Contracts for Capita partnerships at Southampton and Swindon Contact and case management for Shelter	VT Software Solutions
2006	100th Australian customer for local government enterprise suite Workflow & EDM solutions for half of Scottish councils First shared services customers including 5-yr SELMS consortium First managed services contract in the Police sector	Comino Group
2005	£16.9m contract with Singapore Ministry of Education	Flare Software Systems
2004	£1m strategic e-procurement contract at Hammersmith & Fulham 10-yr service and support agreement at Teignbridge 5-yr framework agreement at Kent Police	Radius Computer Services
2003	Contracts to support BPR programmes at Edinburgh, Liverpool and Norwich and at Golden Gates Housing	
2002	1st managed services contracts at Haringey and City of Lincoln Civica name established	
1986	Awarded first public sector contracts	

## Employees & Offices

Civica has a history of recruiting talented individuals with specific domain expertise.

Number of Employees



## Regional head offices

### UK

2 Burston Road, London  
SW15 6AR  
020 7760 2800

[www.civica.co.uk](http://www.civica.co.uk)

Civica has offices throughout the UK, including Altrincham, Bath, Bristol, Chesterfield, Coleshill, Dorking, Dudley, Leeds and Luton, Newbury.

### Australia

163-175 O'Riordan Street, Mascot, Sydney  
NSW 2020

+61 02 8324 3000

[www.civica.com.au](http://www.civica.com.au)

Civica offices in Australia also include Adelaide, Darwin, Melbourne, Newcastle, Perth and Toowoomba.

### Singapore

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#02-01 Autron Building  
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[www.civica.com.au](http://www.civica.com.au)

### USA

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