



CIVICA

Regeneration

Our Expertise is Public Knowledge



Civica Regeneration

Civica provides flexible end-to-end solutions for planning and building control departments and their partners. Our service-delivery led approach leads the market, delivered by a professional team with insight and experience at all levels.

Drawing on 20 years of experience, we have a track record in streamlining service delivery and automating core processes. We bring together modern front office, mobile and collaborative working capabilities with back office systems and infrastructure to ensure a coordinated and efficient approach to service delivery. The result is a better return on IT investment and consistent high performance.

Civica understands what to deliver and how to respond. From online public and partner services, to the comprehensive reporting of statutory information, our systems enable planning teams to manage all their interactions with a single view of people and premises. With end-to-end processes completed electronically, communities, employees and the environment all benefit.

We know one size doesn't fit all requirements, which is why we are equally at ease integrating with third party products as we are with a complete solution from Civica.



Consulting: Designing Solutions

Civica's team works alongside customers to recommend and implement change based on local understanding, legislative experience and industry best practice.

Services range from process improvement to infrastructure deployment and focus on:

- Service transformation
- Programme and project management
- Efficiency and productivity
- Resource support and optimisation
- Process engineering and automation
- Mobile solutions
- Modern infrastructure

At Civica, we are aware of the importance of effective project management to ensure the best return on investment on an ongoing basis. All projects are implemented in accordance with standard project management methodology, based on Prince 2.

Software: Enabling Solutions

Civica's suite of products comprises a complete business management solution:



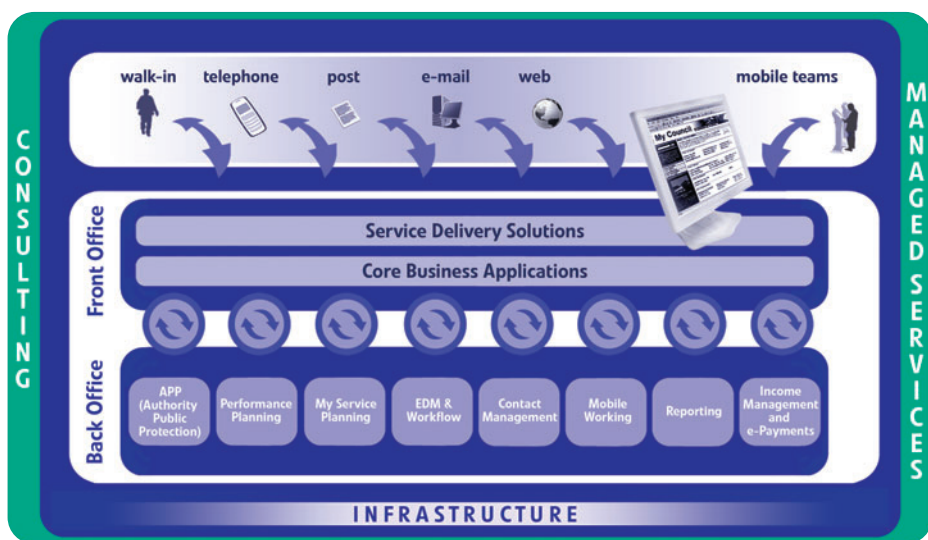
Civica Performance Planning is a complete solution that enables LPAs to deliver more for less through integrated case management, workflow and online services. Comprehensive functionality provides front and back office staff with an up-to-date, 360 degree view of information and documentation, while sophisticated workload management reduces the burden of manual administration. The system aligns technology with key business processes, supported by an open approach to GIS integration, allowing practitioners to deliver local priorities and improved services.



APP (Authority Public Protection)

Designed to cater for an authority's bespoke requirements, Civica's **APP** system is a comprehensive solution for core regulatory and enforcement functions from environmental health, trading standards and licensing to anti-social behaviour and waste management. APP offers a robust and integrated management system with unique and configurable workflow. The core system is extensible to include online and mobile working solutions.

Regeneration Solutions



Managed Services: Delivering Solutions

Civica offers a proven suite of managed services to ensure the capacity, performance and availability of a customer's technology assets either at our data centres or on site. As the potential and complexity of systems increases, Civica provides the people, processes and infrastructure to sustain service levels with improved economics and greater convenience.

From complete voice and data integration, including home and remote working solutions, to applications hosting, we enable customers to focus in-house resources where they are most needed, assured of round-the-clock performance with built-in capacity and flexibility:

- A single solution with improved service levels
- Resource and capacity now and in the future
- Predictable cost base with flexible payment models
- Reduced management and support overheads
- Reporting based on business goals.

Civica is also an approved supplier of telephone systems, as well as state-of-the-art interactive touch screen kiosks.



Contact Management

Contact Manager is an award-winning front office solution. It helps organisations to handle customer queries quickly and effectively from first enquiry through to resolution. Civica also provides telephony applications (CTI) integrated into Contact Manager which facilitates caller recognition, automatic routing and call transfer through a single interface.



My Service Planning

Integrated online access and self-service channels promote public engagement by enabling citizens to search, view and comment on case details and documentation. LPAs retain full control over the information that is extended into the public domain, while allowing direct interaction with citizens and partners.



Electronic Document Management (EDM) & Workflow

Civica's **EDM & Workflow** solution is used by almost 1 in 3 local authorities to streamline processes, passing tasks and information between staff and integrating with back office systems. Cases, documents and data are handled efficiently across the organisation, delivering more responsive customer services as well as major savings from paperless working.



Mobile Working

Civica has a comprehensive suite of mobile applications, from handheld PDAs and tablet PCs for neighbourhood teams to rugged computers complete with integrated printers and cameras. Solutions are device and network independent, releasing front line and back office staff from mundane data entry.



Reporting

Overcoming the common issues of lack of interoperability and the difficulty of extracting business intelligence, powerful reporting tools are provided to analyse service provision, drive effective performance management and output statutory information. Users can analyse and print information in any format including output to maps, without having to master complex report creation using third party products to publish information.



Income Management & e-Payments

Civica **Icon** is the leading solution for income management and e-payments. It provides a system for managing payments from all sources 24 hours a day. Uniquely it provides end-to-end income processing, from electronic collection to fully automated reconciliation, offering the secure foundation for 'pay as you throw' initiatives.



Building Control

Civica's comprehensive Building Control solution effectively records, monitors and reports on all aspects of the building control process – applications, enforcement and registers. The system can be extended to include EDM & Workflow tools which replicate the manual filing process and integrates with all leading GIS and LPG systems.

Delivering Local Outcomes

Expectations for modern planning and building control services to protect the local environment, build sustainable communities and support growth and prosperity, keep growing. Residents, businesses and the government demand more for less.

Civica brings an outstanding resource in delivering software-based solutions that enable improved regeneration services and increased efficiency. We blend the experience gained from working with over 1,800 organisations across local government, social housing and the wider public sector with leading software and integration expertise.

Providing integrated solutions to manage regeneration and environmental activities, we help customers balance local, regional and national responsibilities to reach out with improved services and efficiency:

- improving access through multiple channels
- processing applications faster and increasing responsiveness
- streamlining case management and reporting
- enhancing cross-departmental and multi-agency working
- staying on top of performance standards and regulatory change.

A Partner for Progress

Modern systems able to drive new ways of working are fundamental. However, with wide-ranging expectations for reform of the planning system, the imperative is for an experienced partner with the ability and capacity to deliver a modern business solution built on deep insight and commercial best practice.

The Civica group supplies 90% of the UK's local authorities. As the market leader, the company is delivering software and services to over 220 public protection departments. Our systems are behind local transactions with 25 million citizens and businesses, managing more than 1 million properties and supporting more than 6,000 mobile workers.

Combining consulting and software skills, we bring together people, processes and systems to help customers achieve a consistently high level of service from building control to urban regeneration.



"We have really transformed the way we do things. The Civica solution has enabled us to further improve processing performance against all planning application categories and there have been obvious time and cost savings."

Sunderland City Council

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Sunderland City Council

Civica helped Sunderland into the top 5 per cent of authorities for processing planning applications on time while delivering efficiency savings. Implementing EDM & workflow as part of the council's improvement strategy, Civica has helped to speed up and integrate departmental processes and, with all information available online, the number of enquiries to the service has reduced significantly.

Torbay Council

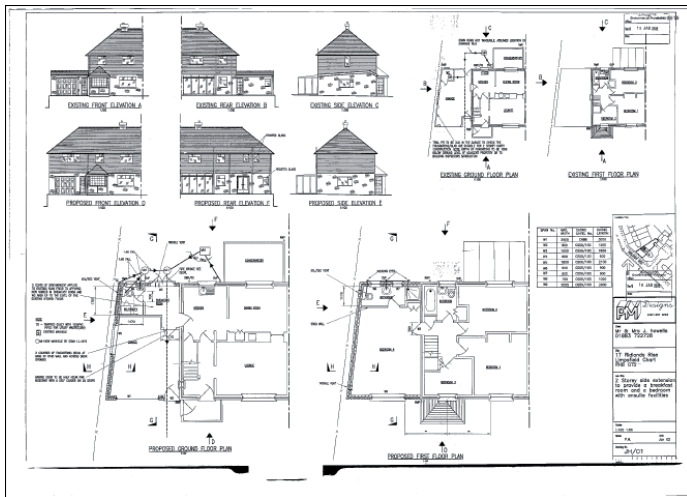
Civica has provided a service delivery solution for unitary authority Torbay to improve productivity and efficiency by replacing outdated and paper-intensive processes and to help the council reach out with an online self-service system that allows citizens to submit, view and comment on planning applications. Reduced need for physical storage within council offices has also resulted in a substantial cost saving.

Cairns City Council

New software from Civica enabled Cairns City Council in Queensland and Singleton Council in New South Wales to go live as 'role model' councils for a national project to provide an electronic standard for online development applications. This was a major initiative for Cairns and the Local Government Associations representing 92 authorities across Australia.

"There have been obvious time and cost savings, as well as a reduction in paper use and other positive environmental effects. The new system enables managers to monitor staff productivity and has led to a new performance management programme, where good workers are rewarded."

*Steve Hanratty, Performance and Development Manager,
Sunderland City Council*



A Proven Track Record

Civica is one of the UK's most experienced providers of consulting, software and managed services for the public sector, with a breadth and depth that few can match. Our people work with more than 1,800 organisations around the world, in local government, social housing, education, criminal justice, defence and healthcare, as well as a number of major commercial firms. With a 20-year history of supplying software and services in the UK, Australia, Singapore and the USA, the company blends deep experience from customer programmes across the public sector with new ideas, providing the capability to respond to new imperatives and opportunities.

Civica's products and services are behind local transactions with 25 million citizens and businesses. The company is committed to developing and applying expert knowledge in order to translate business needs into outcomes. Through in-depth experience of our markets and insight into best practice and modern technology, we seek to help customers improve their performance and achieve their objectives.

Civica is an accredited specialist solutions provider within the Catalist procurement framework operated by OGC buying solutions.



Delivering Better Results

Colchester Borough Council

Colchester's Planning Service is benefiting from improved customer services and better decision making processes following adoption of Civica's versatile software. The council chose Civica's system in order to manage core planning and regulation activities and to aid improved performance management within the service.

Lichfield District Council

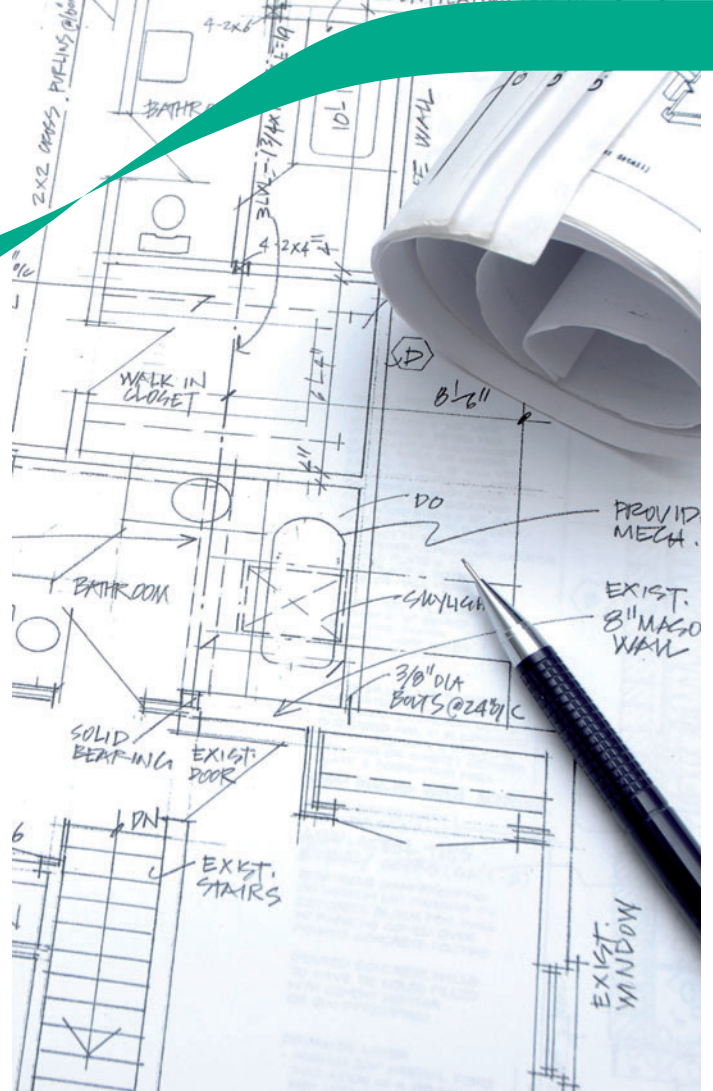
Civica has helped Lichfield to introduce an online planning system, providing the underlying document management and workflow to allow consistent access to a wide range of information from planning applications to Local Development Frameworks as well as latest plans and supporting documents.

Land Registry

Under a framework agreement awarded by the Land Registry, the partnership of Civica and Perot Systems is providing application development services to the agency, including development of a Business Gateway to provide an interface to Land Registry systems including case management systems used by customers or third party organisations.

"We now have an IT system that can be adapted to meet our needs rather than us having to adapt, while the inherent flexibility of the system allows us to change our procedures to improve efficiency and customer service."

Colchester Borough Council



Blaenau Gwent County Borough Council

Blaenau Gwent is delivering a 4-year programme to enhance service delivery and generate over £1 million in efficiency savings. Developed in conjunction with Civica, the 'road map' for service improvement across departments including planning and building control involves adoption of workflow-based processes and will greatly reduce manual data input and paperwork processing as well as providing seamless support in line with the council's mobile working strategy.

London Borough of Waltham Forest

Electronic service delivery has helped bring about a transformation for Waltham Forest as part of an improvement programme which has seen the borough move to a three-star rating. Waltham Forest and Civica worked together to re-engineer and streamline key business processes in order to deliver better services along with efficiency gains.



CIVICA

Vanguard House
Dewsbury Road
Leeds
LS11 5DD
Tel: 0113 244 1404
Fax: 0113 244 0835

Castlegate House
Castlegate Drive
Dudley
DY1 4TD
Tel: 01384 453400
Fax: 01384 453600

2 Bromwich Court
Gorse Lane
Coleshill
West Midlands B46 1JU
Tel: 01675 433600
Fax: 01675 433699

Second Floor
Garden Place
Victoria Street
Altrincham WA14 1ET
Tel: 0161 929 1810
Fax: 0161 929 7322

2 Burston Road
Putney
London
SW15 6AR
Tel: 020 7760 2800
Fax: 020 7760 2888

King's Court
6-11 Union Street
Bath
BA1 1ER
Tel: 01225 485000
Fax: 01225 485020

Unit 4
Thornbury Office Park
Midland Way
Thornbury
Bristol BS35 2BS
Tel: 01454 874002
Fax: 01454 874001

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