

Civica Mobile for Public Protection & Regeneration



Giving you flexibility to work anytime, anywhere

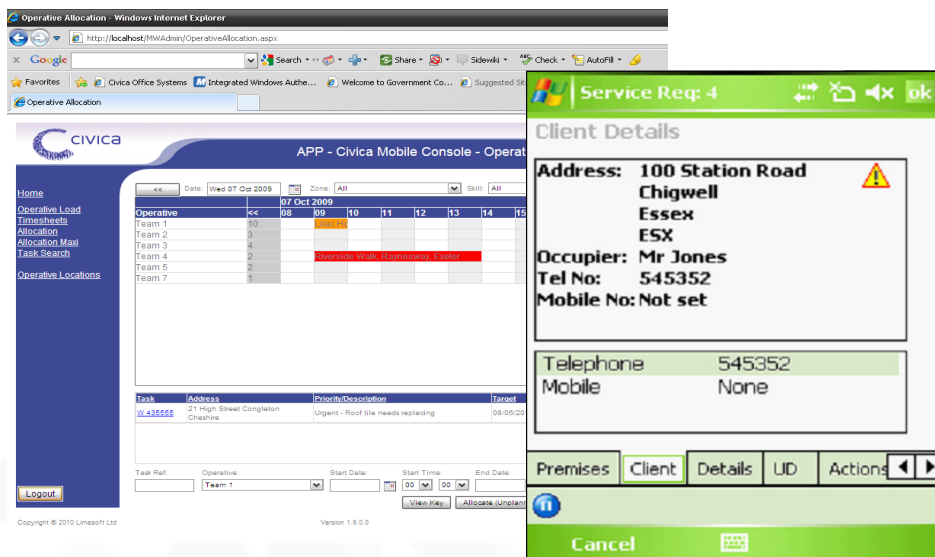
Civica Mobile gives Council staff the ability to access, amend and create new case information from Civica's APP system. This can be done in the field using Windows (XP/Vista/7) or Windows Mobile devices. Case details, forms, letters and even images can be instantaneously retrieved by officers as they undertake visits and inspections. Civica Mobile allows you to access what you need, when you need it.

Why Civica Mobile?

Dependent on local area coverage, wireless technologies enable officers to receive new cases and transfer amendments back into APP. This avoids duplication of effort and promotes cost and time saving efficiencies by processing at source. Civica Mobile enables more efficient resolution of cases by allowing field officers to schedule tasks for other officers (whether office based or in the field) to continue to process a case while the officer moves onto the next case.

Civica Mobile solutions are 'offline tolerant' enabling officers to continue to work without the need of wireless technologies and synchronise with APP when they next move into an area of coverage or return to an office.

Civica's mobile solutions for laptops, tablets, ultra mobile PCs and net-books support complaint, request for service and visit based activities. They are particularly useful for professional officers (Environmental Health, Trading Standards and Planning).

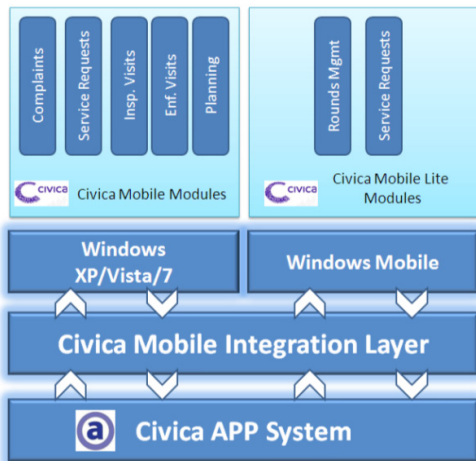


Civica's mobile solutions for smartphones and PDAs (Civica Mobile Lite) support rounds management and request for service based activities. These solutions are mainly used by street scene based officers (Enforcement Officers, Street Crime Wardens and Pest Control Officers).

Benefits include:

- Reduction in office based administration as data is captured and processed in real time;
- Enabling improved productivity as business processes can be streamlined to enable parallel working;
- Improved joined-up working as officers can create new cases in the field that aren't necessarily for their work area;
- Increased staff effectiveness by providing the right information, at the right time and in the right place;
- Reduced costs and carbon footprint through less unnecessary travel;
- Improved remote/field worker safety;
- Telecommunications network and device independent.

Features and Functionality



- **Design** – Civica Mobile solutions have been designed specifically for a mobile environment so the screens and forms are clear and colourful. Buttons and fields are easily selectable using a finger, pen or stylus.
- **Configurable** – User defined tabs and window configuration can be imported from APP, so officers see and update the screens they are familiar with. Questionnaires can be built from a library of questions created and maintained by customers.
- **Consistent** – As in APP, a major portion of the data entered and held in the system is coded and entering this type of data into the mobile solutions is straightforward in that officer can pick codes from drop down fields that can be tailored to the device (a subset of the codes held in APP).
- **Functional** – Officers can use action diaries downloaded from APP or create their own whilst in the field. Files such as photographs, documents and video clips can be linked to action detail codes. Mail-merged documents that contain data from the mobile solutions can also be produced and printed in the field with suitable mobile printers.

- **Safe and Secure** – the data held in the Civica Mobile solutions is encrypted stopping unauthorised access to your data. Devices can be remotely wiped if they are lost or stolen. Using the device tracking capabilities, officer locations can be tracked for personal safety and for allocating the nearest officer to an urgent case. Using Civica's Share Secure web services and SSL (and credentials) data is encrypted and secure during transfer.
- **Device management** (Civica Mobile Lite) – All devices are managed through a web based management console. The database holds a full inventory of each device, how it connects to the Civica Mobile web service and defaults to be applied. Restrictions can be set on the time that a device is permitted to synchronise, preventing unnecessary network traffic and therefore reducing costs. Configuration changes can be applied to one or more devices automatically 'over the air'.
- **Support Services** – Civica's technical specialist services cover the whole mobile project lifecycle from identifying requirements and forming a business case to selecting devices, implementation and training. Services can be provided in a standard package or can be tailored to customer requirements.

About Civica

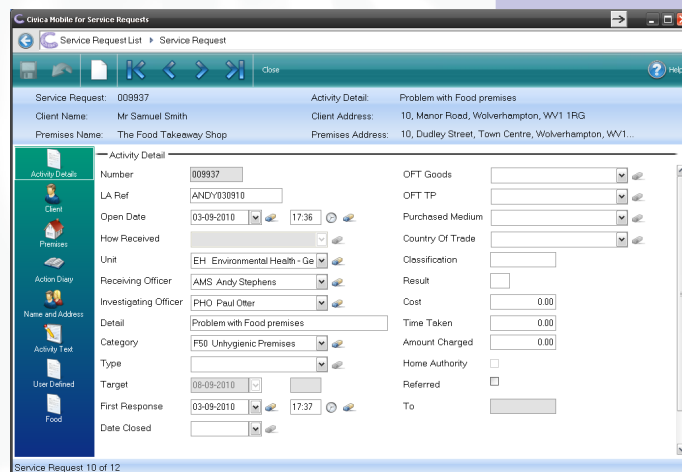
Civica Group Ltd (www.civica.co.uk) is a market leader in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore and North America, including 90 per cent of the UK's local authorities.

For examples of other sites using Civica Mobile solutions contact our sales team in the Bath office on telephone 01225 485009.

For further information or to book a meeting/demonstration, telephone 01225 485000 or e-mail marketing@civica.co.uk



Civica is an accredited service provider under the Specialist Solutions framework agreement (formerly Catalyst) operated by Buying Solutions.



Civica UK Limited

King's Court, 6-11 Union Street, Bath BA1 1ER Tel: 01225 485000 Fax: 01225 485020
Email: enquiries@civica.co.uk Web: www.civica.co.uk