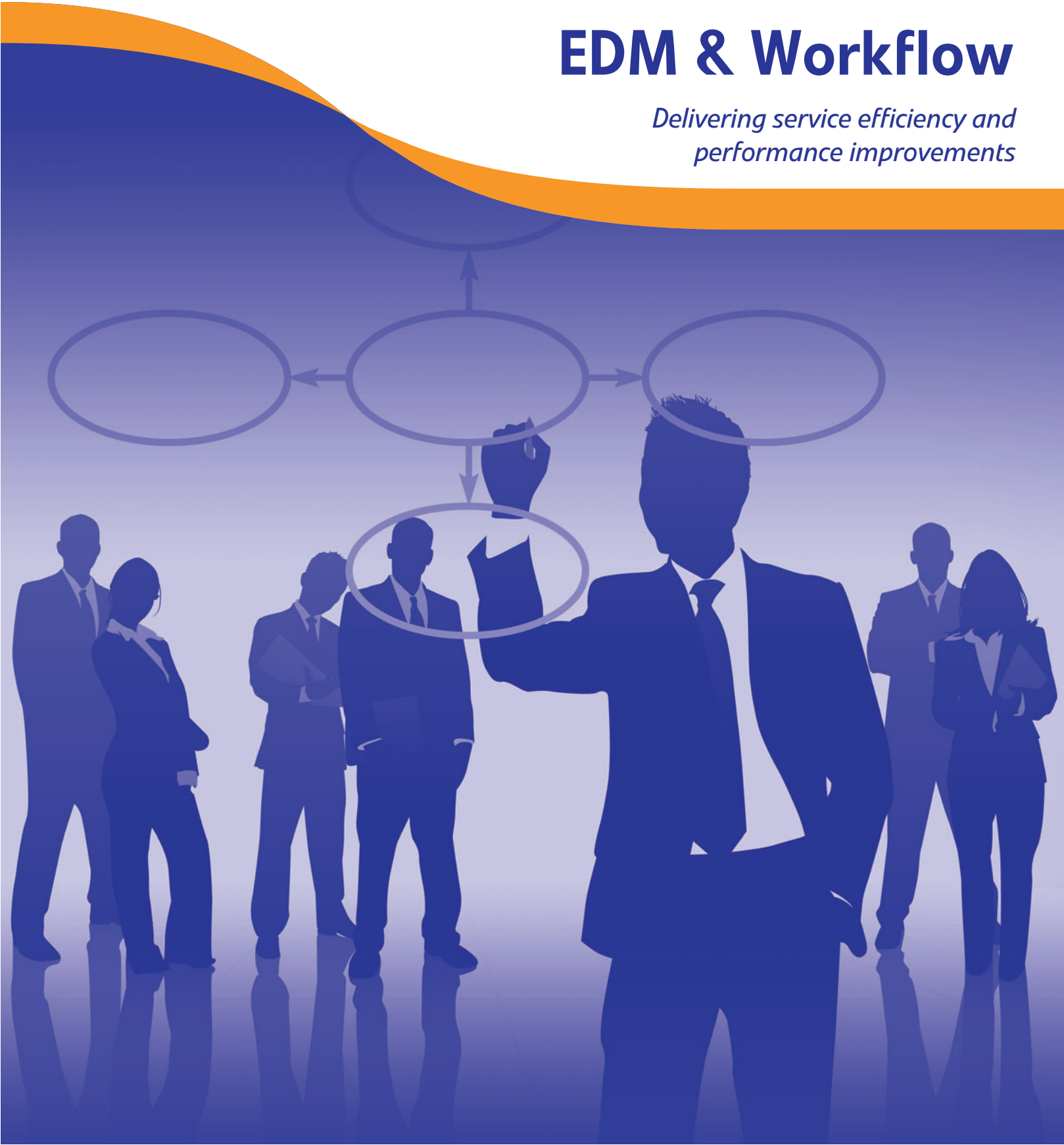




CIVICA

EDM & Workflow

*Delivering service efficiency and
performance improvements*



Delivering Service Efficiency and Performance Improvements

Local authorities face unrelenting social and financial pressures. They must achieve efficient customer focused service delivery whilst sustaining ongoing service improvement. In this environment, Civica's market leading approach to technology-enabled process improvement offers an essential and proven return on investment.

Enabled by market-leading contact management, workflow and document management technology layered over new or existing third party IT systems, Civica is helping to:

- Deliver savings in core processes and administration
- Realise improvements in performance, quality and compliance, including NI14 assessment
- Support accommodation and flexible working strategies
- Adopt paperless working and an 'avoidable contact' approach to service delivery
- Increase responsiveness in cross-departmental and multi-agency working.

A Partner For Progress

The most successful approach to the efficiency agenda involves re-designed ways of working coupled with better information management to build on existing IT investments. Authorities require an experienced IT partner with the ability and capacity to deliver a modern service solution built on deep understanding.

The Civica group supplies 94% of the UK's local authorities, more than 200 social housing providers and many regional and national agencies. Our systems are behind local transactions with 25 million citizens and businesses, managing more than £4 billion in local revenues and over 1 million properties while supporting 6,000 mobile workers.



"As an organisation, Southend-on-Sea Borough Council is determined to reduce costs, increase efficiency and deliver an improved service to citizens. We initiated a transformation programme in January 2009 and Civica's EDM & Workflow technology will greatly improve administrative processes, allowing us to provide citizens with a faster service while cutting back paperwork and enhancing flexible working options for our staff."

*Martin Hone, Head of Finance and Resources,
Southend-on-Sea Borough Council*

Streamlining Service Delivery

Combining leading specialist software with business process and systems integration expertise, Civica helps local authorities and their partners to access, organise, control and distribute increasing volumes of information securely across different systems while providing demonstrable legislative compliance and best practice.

Used by almost 1 in 3 local authorities and many social housing groups, Civica is the UK's foremost provider of EDM & Workflow, from Southampton to North Lanarkshire and including more than a third of London's boroughs. Our service programmes are delivering savings of up to £5m for customers including Liverpool Direct, City of Edinburgh and Blaenau Gwent and our systems are delivering major citizen facing services for three quarters of councils in Great Britain:

- Providing the foundation for re-designed services that improve performance and deliver savings
- Reducing the cost of capturing, storing and sharing information across the organisation
- Freeing up staff time to increase service quality and productivity
- Increasing customer satisfaction through faster processing and easy access to information
- Capitalising on the efficiency and responsiveness of mobile and flexible working
- Ensuring regulatory compliance
- Providing the building blocks for future programmes and economies of scale.



Consulting: Designing Solutions

Civica provides consulting services to help customers enhance service delivery and to achieve best value from existing and new IT investment. Our experts work alongside customers to recommend and implement change based on local understanding and industry best practice.

Services range from business case development to transformation programme implementation and focus on:

- Enterprise service transformation
- Programme and project management
- Efficiency and productivity improvements
- BPR (Business Process Re-engineering) and automation
- Workflow design

EST (Enterprise Service Transformation) is Civica's broader business transformation offering, combining return-on-investment consulting, service re-design, process engineering and change management to target defined outcomes. EST leverages Civica's service-oriented framework in order to provide a process-led platform on which to deliver improvement while optimising the use of existing ICT systems.



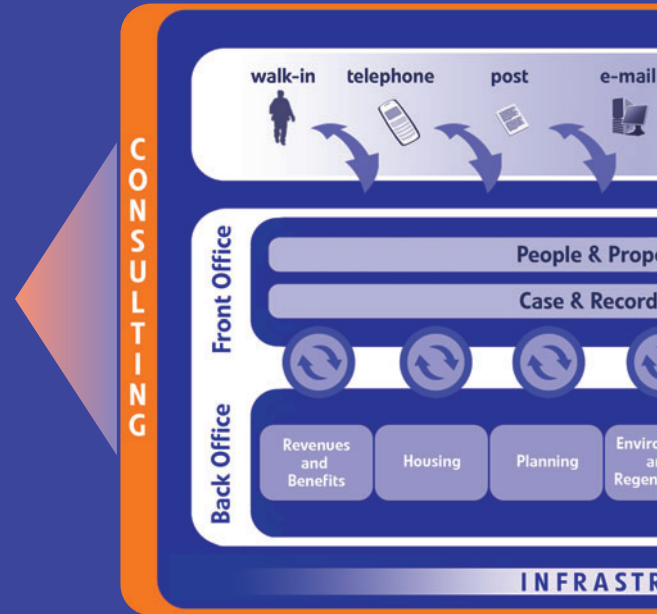
ROI (Return on Investment) Modelling

Developed in partnership with a series of customers, Civica's ROI (Return on Investment) model is highly flexible to accommodate individual objectives, outcomes and issues. Operational and financial information including resources, functional expenditure and efficiency, accommodation and storage requirements, is consolidated to clearly estimate realistic benefits achievable from an EDM & Workflow based programme.

Typical savings of up to £5m depending on type of authority and breadth of implementation



EDM & Work



Software: Enabling Solutions

Civica's suite of EDM & Workflow products comprises a complete business management solution, for both corporate and departmental programmes. Cases, tasks, documents and data are handled efficiently across the organisation, passing between staff and integrating with back office systems to achieve responsiveness as well as savings in time and space. Civica has an extensive process library which allows rapid implementation of tailored solutions.

In addition to departmental benefits, there are a number of further benefits associated with the introduction of a corporate wide solution. Civica's corporate programmes enable joined-up working across an organisation and significant service and efficiency improvements, underpinned by deep expertise across the departmental functions of local government.



Integration

Drawing on the experience gained in working with more than 94% of UK local authorities, Civica has the knowledge and expertise to help authorities achieve efficiency savings by streamlining service delivery and automating core processes through front and back office integration. Our extensive toolkit provides standard and bespoke integration to any 3rd party application using XML and web services, pre-configured API's and other cost-effective integration technologies.



Contact Management

Contact Manager is an award-winning front office solution that 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 automatic routing and call transfer through a single interface.

Flow Solutions



Workflow

Civica Workflow enables information to be created, captured and managed through its lifecycle and be retained securely and disposed of compliantly. Held in an electronic format and recorded against key business references, including addresses and case file numbers, case files are effectively and transparently managed through the workflow process. The solution includes integrated multi-media EDM functionality so users can quickly and easily find relevant documentation.



EDRMS (Electronic Document & Records Management System)

Civica provides a complete EDRMS (Electronic Document and Records Management System), to provide service and productivity improvements and increased information assurance. Prompting, guiding and enforcing the correct filing of records compliant with national and international standards, the system provides an adaptable means to capture and retrieve records within a corporate file plan.



Web Services

Civica's MyService online access and self-service channels promote public engagement and improve avoidable contact by enabling citizens to search, view and comment securely on case details and documentation. Authorities retain full control over the information that is extended into the public domain, while allowing direct interaction with citizens and partners.



Mobile Working

Civica offers a comprehensive range 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

Powerful reporting tools ensure a consistent and informed approach enabling authorities to deliver comprehensive reporting together with effective management information. Users can easily and securely record, manipulate and analyse data and the tools can be used as a primary data source when measuring performance against government indicators.

Example Departmental Solutions



Revenues & Benefits

Civica enables authorities to accelerate the benefits claim process and achieve efficiency savings by rationalising the process of administering council tax and housing benefits. It also enables authorities to streamline the accurate administration of collections, claims, payments and fraud investigations to reduce costs and improve financial management.



Housing & Homelessness

Civica's service delivery-led approach is at the forefront of the housing sector. Housing Options and Homelessness combines back office data collection with EDM & Workflow to create an electronic case file for every household requiring assistance. In responding to applications, the system intuitively leads officers through appropriate legislation while collecting the necessary data for statutory reporting.



Planning

Comprehensive functionality helps local planning authorities to deliver more for less through integrated case management and online services. Supported by an open approach to GIS integration, the application provides staff with a complete and up-to-date view of information while reducing the burden of manual administration.



Environment & Regeneration

Providing integrated solutions to manage planning, building and environmental activities, our systems enable planning teams to manage all their interactions from a single view of people and premises and complete end-to-end processes electronically for the benefit of communities, employees and the environment.



Social Care

Supporting the key tasks of assessment, planning, intervention and review, solutions for adult and children's services help social and health care providers to improve the standard and provision of care with timely and secure access to information and documentation.



HR (Human Resources)

Designed to accommodate the complex, multi-faceted and enterprise-wide activities of the HR Department, Civica's HR solution provides a unified repository for all role-based, employee-based and non-case-based documentation. The solution combines comprehensive document management with the power of true workflow to support the delivery of operational necessities and strategic objectives.



Pensions

Designed to oversee the entire pensions process, Civica's solution standardises, manages and automates business processes, e.g. transfer requests – in or out, AVC enquiries, member deaths, helping to speed up the administrative process, reduce errors and overcome the issues of lost or misplaced files. Personnel can also conduct relevant checks and follow consistent routes for specific activities.



Sunderland City Council



Sunderland's Development Control Service introduced a series of changes

including business process re-engineering and internal performance tables underpinned by new technology from Civica. The entire platform was procured and implemented within 18 weeks following which 96% of planning applications are processed within national targets, placing the council amongst the top 5% in relation to using technology to improve the accessibility of the service.

Powys



Powys County Council has seen significant benefits from

implementing Civica's EDM & Workflow for pensions solution. 16,000 paper files have been removed and transferred to an electronic central database, improving data security and freeing up a lot of office space. In addition, 7% of the team's entire working week previously spent on filing, has now been eliminated. All paperwork is now processed centrally, which means that one section in the council receives all paper documents, processes them and then makes them available to the pensions team on a central database.

TORBAY COUNCIL

Seeking efficiencies and new ways to manage

smoothly the fluctuating seasonal demands for benefits assistance, Torbay Council decided to transform its housing needs casework data operation. Out went the largely manual system in favour of a single-point customer contact platform. The breakthrough was made by Torbay's transformation team and Civica carrying out an overhaul of administration and customer contact systems, which is now transforming customer service, improving business processes and giving teams far clearer insight enabling them to plan ahead.

Our Expertise Is Public Knowledge



Civica is helping Blaenau Gwent to implement a 4-year corporate initiative to enhance

local service delivery and generate at least £1.1 million in efficiency savings. Underpinned by the optimisation of IT investment to date, the programme builds on a successful partnership which has seen benefits claim processing times cut by one third. With service information recorded directly into existing systems, new EDM & Workflow technology has seen 67% of benefit enquiries resolved on the first call within the first year of operation.



Civica is delivering EDRMS (Electronic

Document and Records Management System) & Workflow for Harrow, within its broader partnership with Capita. In the first phase of a corporate implementation, Civica's team was engaged to achieve efficient process and workflow design covering revenues & benefits, planning, building control and housing; providing a framework for the integration of various back office systems and enabling council-wide storage and retrieval of documentation and case files.



Edinburgh has implemented Civica's

EDM & Workflow solution to alleviate the difficulties of manual processes in its revenues and benefits department. Results include being on target to achieve £2 million in savings over five years combined with improvements in meeting quality of service targets, including delivering services via new, integrated channels and helping citizens to engage more easily with the council.



Already rated by the DWP as one of the top ten UK

councils for claim turnaround times, North Lanarkshire chose Civica's EDM & Workflow solution to modernise its benefits service. The system has considerably reduced onsite storage, ensured uniformity of key processes and helped the council achieve cost savings of more than £200,000 per year.

"Civica's technology has brought much needed structure, improved business processes and timely reporting to Torbay's housing needs service. This overhaul is transforming customer service. It is also giving the teams' far clearer insight into the fluctuating seasonal demands to enable them to plan ahead."

*Andy Sandford, Programme Manager,
Transformation and Customer Access,
Torbay Council*





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