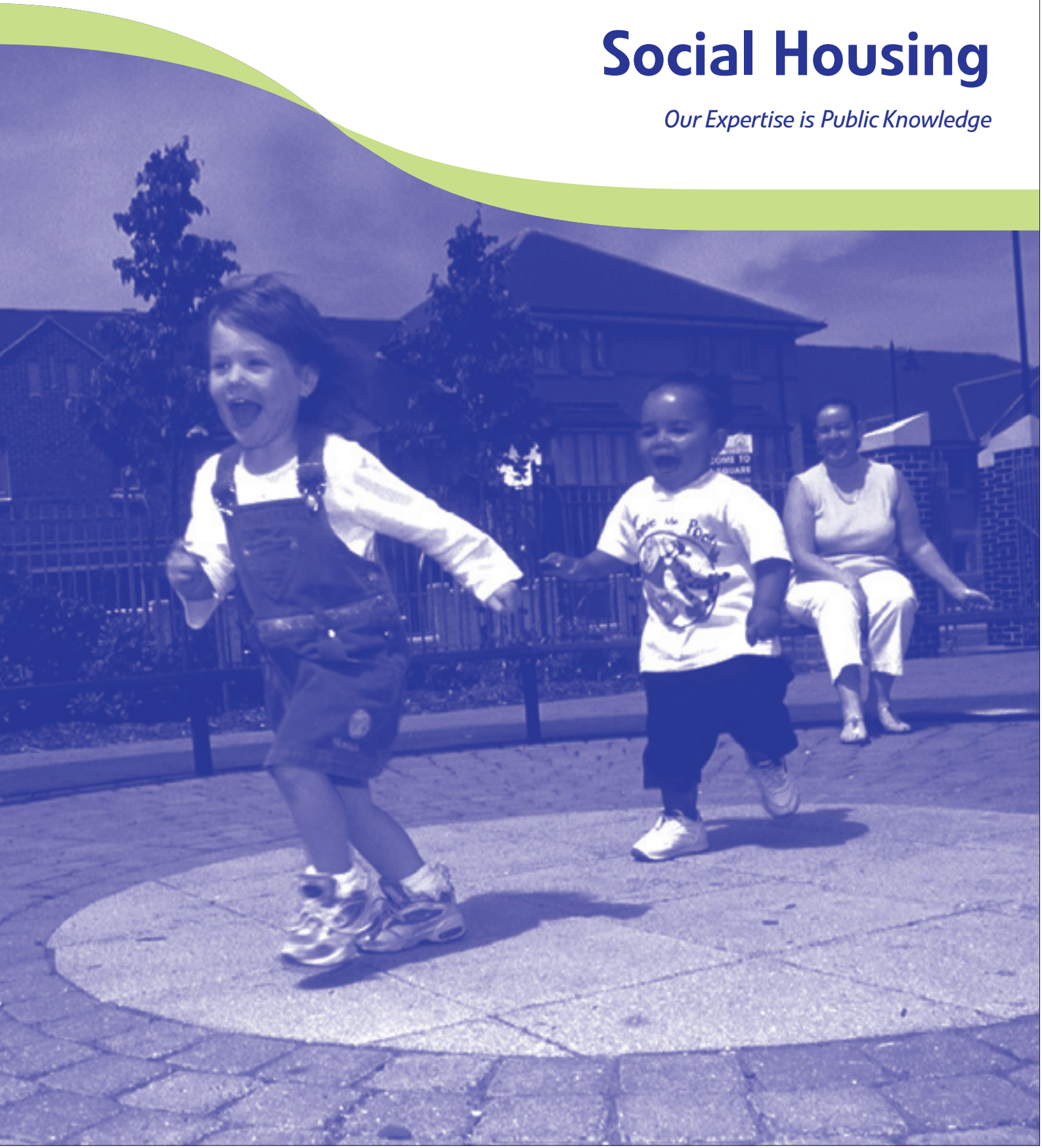




CIVICA

Social Housing

Our Expertise is Public Knowledge



Delivering Local Outcomes

The expectations for modern social housing services and their impact on people and places keep growing. Tenants, communities, regulators and the government all demand more for less.

Civica brings an outstanding resource in delivering software-based solutions that enable improved tenant services. We blend the experience gained from working with over 1,500 organisations across social housing and the wider public sector with leading process, software and integration expertise.

Using these strengths we help our customers to reach out with improved services and greater efficiency:

- improving access through multiple channels
- streamlining processes
- increasing responsiveness and productivity
- monitoring performance.

A Partner for Progress

Modern systems able to drive new ways of working are fundamental. However, 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.

Civica supplies more than 200 social housing organisations, from Cornwall to Scotland, including 40% of the UK's top 100 groups and associations. Our systems manage more than 1 million properties. Reflecting the flexibility of Civica's housing solutions, customers comprise RSLs, ALMOs, local authorities and commercial and public sector works divisions, managing from 250 to over 80,000 units.

Combining programme, change management and technology skills, we bring together people, processes and systems to address service transformation.



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

Golden Gates Housing

Civica Housing

Civica provides a widely proven range of software and services. Together these offer a complete service-oriented solution for housing organisations and their partners to improve their services, delivered by a professional team with insight and experience at all levels.

With the focus on engineering and then automating streamlined business processes to deliver tangible benefits, Civica's service delivery-led approach leads the market. Drawing on 20 years of experience in the sector, the company brings together modern front office systems, mobile and collaborative working solutions, back office applications and infrastructure. The result is improved customer service and efficiency.

Expectations today are driven by comparisons with everyday organisations, especially in the private sector. Civica helps customers realise significant performance improvement. Housing providers can manage all their interactions with a single view of customer information and documents for a higher level of first point of contact problem resolution. They can model business processes in a paperless environment to achieve efficiency savings and a reduction in errors.

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



Consulting: Designing Solutions

Civica's experts work alongside customers to recommend and implement change based on business understanding and industry best practice.

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

- Programme and change management
- Customer service improvement
- Performance management
- Efficiency and productivity
- Resource support and optimisation
- Process engineering and automation
- Mobile solutions
- Modern infrastructure

At Civica, we are aware of how critical project management is to any successful implementation. We pride ourselves on our approach to project management, the level of importance that it holds within the company and the experience of our qualified practitioners. Our approach to any new implementation means adoption of new ways of working with a view to ensuring the maximum value from your investment on an ongoing basis.

CONSULTING

Front Office

Back Office

Software: Enabling Solutions

Civica's housing suite comprises a complete business management solution:

www

Web Services

Civica's web portal solution provides citizen access into an organisation's processes and information utilising BVPI 157 transactions and allowing direct interaction with contact management, workflow and document management systems.



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 automatic routing and call transfer through a single interface.



Workflow & Electronic Document Management

Civica's powerful and adaptable Workflow & EDM is used by over 150 organisations to streamline operations, integrating with any back office system whether from Civica or a third party. Cases, documents and information are passed efficiently around the organisation, delivering better services as well as major savings from paperless working.

Housing 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

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



Housing Administration

Civica **UHT** is a complete back office management system which includes all the necessary functionality to cater for waiting lists and allocations, rent accounting, service charges and development project management. It can also meet the needs of direct labour organisations, whether fully integrated or operating stand-alone.



Direct Services Repairs and Maintenance

Civica's **Servitor** system is widely used by housing associations, local authorities and facilities management firms and contractors for integrated repairs management. It can be used to manage repairs, grounds maintenance, building cleaning and gas servicing, and incorporates comprehensive mobile capability to increase the productivity of repair teams.



Choice-Based Lettings

Civica's **CBL** solution provides a standalone web-based system to manage all aspects of a scheme including property and applicant details, property advertising and bid processing. It interfaces with housing management systems to extract key information and is highly flexible and configurable to address the needs of each unique scheme.



Anti-Social Behaviour

From visits to notices and prosecutions, Civica provides comprehensive capabilities for recording and monitoring anti-social behaviour, with incident logging, mapping and hotspot analysis, perpetrator tracking, premises incident history and integrated reporting.



Mobile Working

Civica's leading suite of mobile applications ranges from mobile data for visiting officers to DLO workforce mobilisation and repairs management. Designed to operate with any housing or financial management system, and independent of device or service provider, they equip users with the tools they need based on modern Microsoft technologies.



Business Intelligence – Online Analytical Processing

Civica's **Decision Cubes** extract information centrally from core systems, providing the answers needed to make improved expert decisions. Users receive an immediate response to queries without report generation helping to identify performance issues, prioritise workload and understand the time and resource requirements of specific tasks.



Financial Management & Purchasing

Civica **Financials** is an integrated suite for financial administration. This includes flexible general ledger, debtors and creditors modules for effective control, powerful analytical and reporting capabilities and comprehensive purchasing and e-procurement solutions. Civica also has strong relationships with other leading providers to the sector.



Income Management & e-Payments

Civica **Icon** is the leading solution for cash receipting, income management and e-payments. It provides a system for managing payments from all sources across all departments, 24 hours a day. Uniquely, it provides end-to-end income processing, from electronic collection to fully automated reconciliation.



civica

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Civica is delivering modern technology as part of Manchester's strategic housing programme to improve services for the benefit of 50,000 households. The company is providing a complete process-led housing solution comprising workflow, contact and document management and robust back office administration. Initially for 1,200 employees, the programme involves both the City Council and stock transfer organisations Northwards Housing and Parkway Green Housing Trust.



Evolved from the former building services department of Glasgow City Council, City Building (Glasgow) is one of Scotland's largest housing and construction organisations. Carrying out over 500,000 repairs a year, the company contracted Civica to provide an integrated maintenance and repairs solution including contract management, purchasing and stores systems and advanced facilities for appointment processing and to manage and monitor field-based teams.



Civica helped Plus Housing to re-engineer the way staff deliver services. Automation of new business processes has resulted in reduced costs and greater efficiency across front line service and the back office. Key indicators have improved dramatically with 97% of repairs finished on time, arrears reduced by over 15% and a reduction of 25% in property re-letting time. Multi-company functionality and a flexible workflow environment were essential in meeting requirements across the group.



Housing and homelessness charity

Shelter selected Civica for a contact and case management solution used across 50 offices to improve service for over 170,000 homeless and badly housed people. The system is designed to help Shelter improve information management and efficiency by ensuring all case data is easily accessible, while ensuring management and administration costs are kept to a minimum.



Civica has provided an integrated contact management solution for the Pennaf Housing

group in Wales to help improve customer service for Pennaf's 5,000 tenants and reduce costs. The system comprises voice-over-IP telephony and integration with Microsoft and Civica software applications to facilitate a single interface for all customer contact.



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Modern technology has enabled Golden Gates to attain a three star and excellent rating. Working alongside Golden Gates to support business objectives and improvements in efficiency across the organisation, Civica delivered an integrated approach to customer service. Joining up frontline and back office services through electronic workflow and handheld technology has brought consistency and responsiveness at point of contact, while driving down the cost of transactions.



Tristar Homes, which manages council housing in Stockton-on-Tees, has transformed its handling of anti-social behaviour cases with the use of Civica's ASB software. Since deploying the system, Tristar has seen significant improvement in the monitoring and handling of anti-social behaviour and related cases. This in turn has led to an increase in levels of customer satisfaction.



Sovereign Housing Association, which owns and manages more than 12,750 homes in the south of England, has adopted Civica's latest financial management suite. The organisation chose Civica Financials in order to gain the benefits of enhanced financial management, reporting and control including advanced purchasing solutions.

"Implementation of Servitor has had an extremely positive effect. We have seen a 60% reduction in administration costs, a 40% reduction in the average time to complete responsive repairs and increased opportunity to understand cost trends."

Maidenhead and District Housing Association



Civica worked with Fife Council, Fife Special HA, Glen HA, Kingdom HA and Ore Valley HA to develop the Fife Housing Register, a new way of applying for rented housing. The Housing Register makes it possible to complete a single application across all partners rather than approaching landlords individually. The programme was commended by the Scottish Executive for its strong customer focus and for developing a flexible approach.



Seren Group, operating mainly in south east Wales, launched Choice-Based Lettings with help from Civica, allowing applicants and tenants who want to transfer to apply for local vacancies. Applicants can see the full range of available properties and can apply for any home to which they are matched.





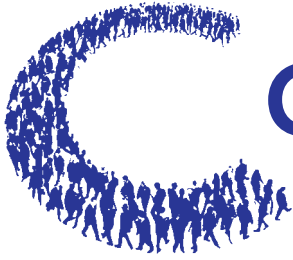
A Proven Track Record

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 1,500 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 new 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 Catalyst procurement framework operated by OGC buying solutions.





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