

Managed Services

For resilient, lower cost services



Move to the cloud for lower cost, sustainable and innovative IT services

In an environment of financial and service pressures, success means achieving resilient and efficient services. Civica's combination of cloud computing with managed service capability, market sector expertise and core application skills means we can manage key systems and infrastructure so you don't have to.

For organisations looking to balance savings with the ongoing provision and quality of priority services, managed services provide for assured and efficient service delivery, with reduced ownership cost and risk. Importantly, we understand your organisation, your environment and your applications. Whether providing applications via the cloud for more than 100 customers – from local authorities to large banks – or delivering outsourced school programmes in the UK and internationally, we provide a critical resource.

While customers retain control of their operations, we provide the means to ensure critical or budget-constrained services are available, achieving value for money and delivering financial and service benefits. Our cloud based solutions are designed to:

- > Reduce capital expenditure and eliminate unpredictable costs
- > Improve operations through efficient processes and reduced cost of ownership
- > Minimise risk and ensure delivery of a consistent service
- > Remove the need for day-to-day management of infrastructure promoting more efficient and effective use of technical staff
- > Have the flexibility to scale up or down as your organisations' needs change, for maximum cost-benefit
- > Access cost-effective, best-of-breed technology while removing the need for upfront capital investment and its related risk
- > More sustainable infrastructure to meet carbon-neutral objectives.

Why Civica?

- > Strong market position
- > Established reputation of people and products
- > Stability and experience to help customers through change
- > Business process and operational expertise to underpin service delivery
- > Systems and technology which enable streamlined processes.

A partner for progress

Blending software applications, IT managed services and specialist outsourcing, the group supplies more than 2,000 customers in the UK and internationally. Across local government, education, social housing, health care, enforcement and emergency services, and supplying many commercial organisations, the Group combines broad expertise and commitment with operational and financial stability.

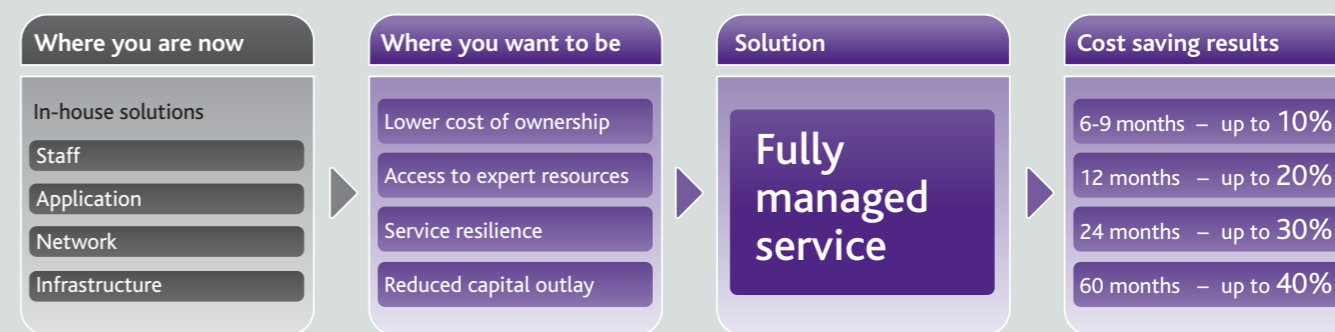
"By working together, the 12 authorities represented in SELMS (South East Library Management System) are offering our customers better access to resources and services. This flexible, more efficient approach is the future of libraries in the UK."

Business Support Manager
Kent County Council

Civica provides:

- > Hosted cloud solutions for more than 80 local authorities
- > National managed libraries service for more than 350 schools in Singapore
- > Outsourced IT provision for the UK's BSF (Building Schools for the Future) Programme
- > 'Healthstream' transaction processing service for Australian health funds
- > Case handling solution to enable the 11 regional Consumer Direct centres to assist 1.7 million people
- > Worldwide logistics application delivered via the cloud to a global manufacturer operating in 34 countries
- > Hosted HR solution for a major high street bank.

How can cloud services help you save money right now?



When moving from an in-house to a cloud based model, the total solution can be reduced by up to 40%.

Cloud computing

What is cloud computing?

Cloud computing is a new model of IT service delivery. Processing, storage, networking and applications are accessed as services over networks. Organisations consume IT as a service and only pay for the resources they use.

For organisations looking to transform the way they provide IT services to their users, the cloud presents numerous options for them to be more responsive, effective and efficient.

Stepping into the cloud

The beauty of cloud computing is its flexibility. It doesn't have to be an all-or-nothing proposition. Initially it may be more effective for your organisation to keep certain services on-site. By looking at your business strategy and measuring potential ROI, Civica can recommend the best options for your transition to the cloud.

Cloud computing also plays a key role in delivering shared services, as systems are linked together to provide an efficient IT platform.

"The new managed service goes one step further to make e-payments easier, secure and seamless. We don't want to worry about the administration burden of payments which should help us to make further significant cost savings and efficiency gains."

Head of Finance
Lancaster City Council

Civica is working with Buying Solution to help customers achieve measurable savings and value for money.



Through Buying Solutions, the national procurement partner for UK public services, public organisations can now procure effective IT Managed Services, via an EU-compliant framework agreement.

The framework saves customers time, money and effort by providing access to trusted, compliant and sustainable procurement solutions, designed to deliver measurable savings, value for money and peace of mind.

Developed in consultation with public sector organisations, the framework is structured so that IT services can be efficiently procured, while standard terms and conditions provide the important contractual safeguards you need.

"Having a fully hosted IT provision is an ideal business solution for our organisation. An in-house IT provision is not cost-effective for us, and we benefit from the wide range of experience provided by Civica without having to directly invest in keeping our technical knowledge up to date."

With a responsive helpdesk on hand to deal with our day to day problems, we have the best of both worlds, and feel like the technical guys really understand our business and priorities. In essence, our partnership with Civica contributes to providing better services to our customers and improved performance."

Resources Director
Hundred Houses Society

Civica's managed services can be provided standalone or collectively as a complete service



At the heart of Civica's services, the group's ISO27001 accredited data centres provide a highly secure environment for efficient, reliable and continuous operations, with world class power management, environment and fire suppression technology. Our data centres have been audited by security specialists including experts from both local government and financial services sectors, and our best practice processes ensure customers benefit from high levels of security, quality and integrity. In addition, Civica hosts Payment Card Industry Data Security Standard (PCI DSS) compliant solutions; enabling our customers to take secure payments online.

Our accredited infrastructure allows us to offer you resilient cloud services; empowering you with a platform for growth and innovation. From remote management of on-premises applications, through to complete IT and business process outsourcing, our approach allows you to retain as much, or as little, control of your infrastructure as you need.

Data security and continuity

Data security and continuity services include those activities necessary to ensure that while customer systems and information are available to those who need them, they are not at risk from internal or external threats. In particular, they secure and protect business critical data against loss. As we provide these services via the cloud, they are available at a lower cost and without the resource needed to implement an independent solution.

Our cloud-based security and continuity services include:

- > Firewall management – we constantly maintain and monitor your network as safeguarding it is critical
- > Intrusion prevention and detection systems – a proactive service that detects and stops potentially malicious activity on your network before damage is caused
- > Web content filtering – is delivered via the cloud and proactively manages user access to avoid loss of productivity
- > Email scanning – installation of our robust scanning and archiving service is quick and simple.

Disaster recovery

Civica has developed a suite of disaster recovery modules to help you build a solution that is right for your business. All modules are designed to ensure that your organisation continues to operate in the event of a disaster, from flexible offsite capacity to a complete fully managed 24 x 7 live disaster recovery facility.

- > DataStore – a fully automated, encrypted cloud-based backup and recovery service
- > DataProtect – replace large costs associated with traditional disaster recovery services with a lower cost, short-term rental of a virtual environment
- > A fully managed disaster recovery solution – from 24 hours return to operation to a live-live disaster recovery facility.

Flexible managed hosting

Civica's hosting services include all of the activities necessary to provide secure high performance applications, offering round-the-clock availability with capacity and flexibility. They provide customers with a solution whatever their budgetary resource or scale constraints through access to optimal IT infrastructure and expert support and administration services. Best of all, in hosting our own applications we have the most thorough understanding of how to manage complex systems for maximum reliability and benefit.

With applications hosted in a secure and resilient location using the latest enterprise technologies, either in a dedicated or virtualised environment, our multi-data centre operation delivers a scalable and flexible environment.

- > Performance and storage capacity is easily adapted at any time to suit your requirements
- > More resilient and reliable technology at a lower cost
- > Secure 24/7 availability ensuring service levels are met
- > High speed delivery of your applications via the cloud, enhancing user productivity
- > Access to external specialist technology resources replaces the need to develop and maintain costly in-house resources
- > Reduce your energy consumption and carbon footprint.

Flexible working

Cloud computing enables the dynamic availability of IT applications and infrastructure, regardless of location. Sites are securely connected via our diverse and resilient communications infrastructure which includes fixed line and MPLS core technology.

- > Easily adapt your network as you move or grow via our flexible MPLS grid
- > Increase productivity as the need to travel is reduced
- > Reduce office space costs and associated overheads
- > Lower travel costs, as well as your CO² emissions, as staff work out of the most convenient location.

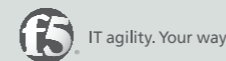
Professional services

IT departments are under increasing pressure to deliver more with less. Civica has designed a suite of professional services to support the day-to-day running of your IT infrastructure.

Services include:

- > Remote administration service
- > Service desk
- > Desktop support
- > Capacity planning
- > Network design management
- > Traffic analysis.

Our infrastructure partners include:



Strategic software management

Civica's SAM (Software Asset Management) managed service enables you to reduce costs, limit business and legal risk, take control and maximise your investment in technology. The business case can be compelling, illustrated by a saving of £2.4 million which Civica delivered for one 13,000 'seat' public sector organisation.



Delivering resilient, lower cost services

Sheffield City Council

As ICT partner for Building Schools for the Future (BSF) in Sheffield, Civica is working with the city council, the schools and the Local Education Partnership to deliver an ambitious local vision. The company is helping to create an inspirational learning environment with an increased focus on improved educational outcomes. Following staff transition and the first schools opening on time with a state-of-the-art learning suite and IT managed service, Sheffield and Civica gained national recognition with the award for 'Most Effective ICT Partnership' within the Building Schools for the Future programme.

Canterbury of New Zealand

Leading UK-based rugby clothing manufacturer, Canterbury of New Zealand's European corporate web presence and related web services are hosted in one of Civica's data centres.

The website is seen as mission critical for the success of the business and so the hosted solution is monitored 24/7 to ensure maximum uptime and delivery of the highest level of service to its customers. A highly secure and resilient hosting environment is required, which Civica can provide out of all four of its data centres. In addition, Civica supplies secure web browsing and hosts Canterbury's MPLS network, delivering resilient inter-site connectivity.

Singapore Ministry of Education

Civica is providing a national managed libraries service for over 350 primary, secondary and junior college schools in Singapore, including systems hosted and managed by Civica, centralised collection services and provision of library manpower. The provision of specialist English literacy reading collections into every primary school classroom saw more than 130,000 books delivered in one single month alone.

ICON payment systems

Civica is transforming the way that local authorities manage their payment systems by implementing its ICON payments solution as a managed service for over 40 authorities. Most recently, ICON is working with six councils including Slough Borough Council, Bury Council, Copeland Borough Council, Uttlesford District Council, South Ribble Borough Council and West Lindsey District Council. The solution enables their existing manual payment systems to be streamlined, secured to PCI DSS standard and operational costs reduced. As a managed service the risk and responsibilities of updating and maintaining software, equipment and payment processing systems is transferred to Civica and we will securely host all transactional information within our resilient data centres.

SELMS

In a 5-year initiative Civica is delivering library automation for South East Library Management (SELMS), a consortium originally formed by Wokingham, Windsor & Maidenhead, Brighton & Hove, Buckinghamshire, Milton Keynes and West Berkshire councils. Since the original agreement, the UK's largest library authority, Kent County Council, has joined the consortium in a £1.6 million programme, together with the London Borough of Hammersmith & Fulham, Slough Borough Council, Hertfordshire County Council, Slough Borough Council and Medway Council.

Enfield Council

Civica is providing a five year managed council tax and benefits administration system to Enfield Council who have taken a strategic decision to build a new state-of-the-art administration platform, based on hosted departmental applications and 24/7 system support. This will drive system-wide efficiencies each year, support product development, ensure system resilience and deliver rapid return on investment. Through the programme, Enfield will also provide the foundations for regular service innovations in the future including integration of new electronic claim forms and online self-service systems for customers.

Railway Housing Association and Benefit Fund

As well as providing the Railway Housing Association with its Housing Management system, Civica provides a server hosting solution across housing, finance, office administration and additional central services. Supporting users across 5 sites and eliminating the requirement for day-to-day PC-based management, the service has enabled the Association to save money and to maintain tighter budgetary control.



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.

United Kingdom

2 Burston Road
London
SW15 6AR
Tel. (+44) 020 7760 2800
www.civica.co.uk

Australia

Level 10
163-175 O'Riordan Street
Mascot, Sydney
NSW 2020
Tel. (+61) 02 8324 3000
www.civica.com.au

Singapore

53 Serangoon North Avenue 4
#02-01 Autron Building
Singapore 555852
Tel. (+65) 6511 7888
www.civica.com.sg

USA

CMI Inc.
52 Hillside Court
Englewood
OH 45322
Tel. (+1) 937 836 4499
www.civicacmi.com



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