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Streamlining service delivery

Your blueprint for a more cost-efficient way of working



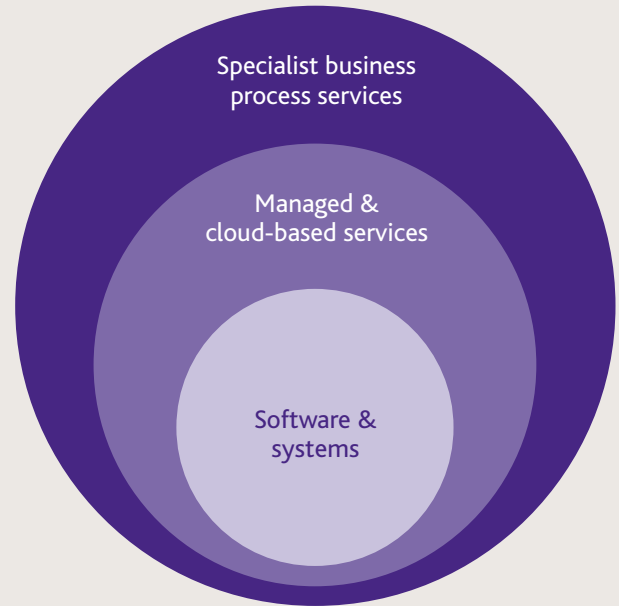
How can you sustain
service improvement
and achieve savings?

With an ambitious vision

Simpler, automated and collaborative services, informed by an intelligent view of your organisation and your customers and underpinned by effective modern technology, can help you adapt to a changing landscape faster than you might think.

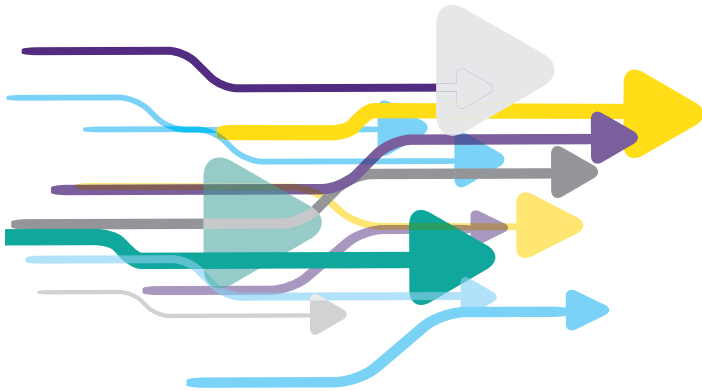


Your blueprint starts here...



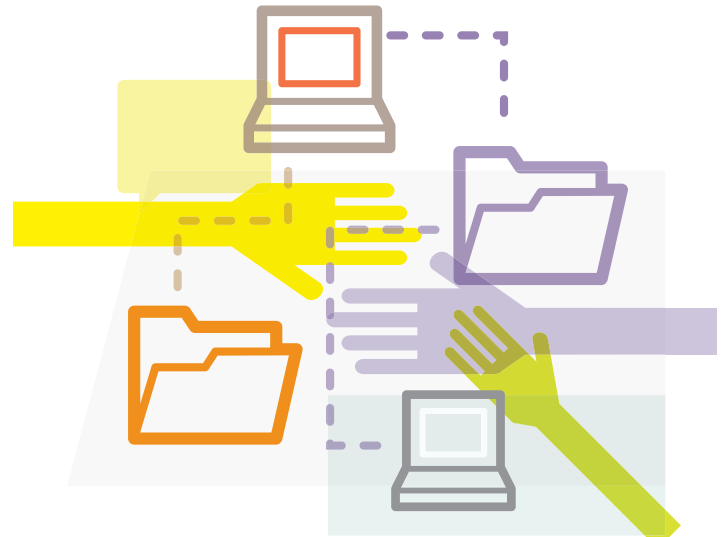
Streamline it

Extract more from existing investment to deliver essential services while spending less. Improved and IT-enabled processes, featuring workflow automation, intelligent intervention, mobile working and a new generation of personalised self-service channels integrated with efficient back office systems, can deliver resilient lower-cost services and a more productive way of working.



Share it

Unlock the benefits of effective collaboration. Common IT systems and integrated business process services can provide the foundation and a rapid catalyst for successful shared services across multiple organisations.



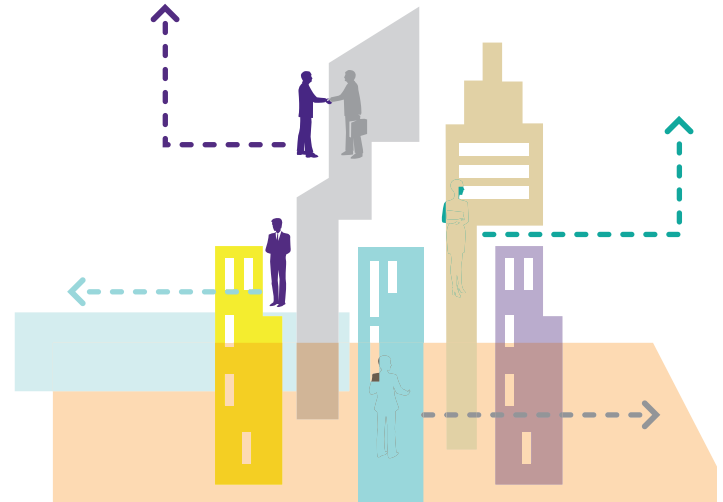
Move it to the cloud

Own less and do more. Cloud computing, where organisations access IT as a managed service, provides the foundation for assured and efficient service delivery with reduced cost and risk of technology ownership and increased flexibility.



Outsource it

Concentrate on what you're best at. Implementing new operating models which blend and focus the resources of public and private to sustain essential services while spending less can help organisations to address financial and service pressures through cost-efficient service delivery and administration.



You need an experienced, innovative and flexible partner

Welcome to Civica

Civica is an international market leader in specialist business process services for the public sector.

Through experienced people who understand local service delivery, we apply information systems, managed services and outsourcing to help our customers achieve a successful and more cost-efficient way of working.



Our expertise is
public knowledge

Civica delivers to more than 800 local authorities including 95% of councils in Great Britain > to over 250 housing organisations including 9 of the UK's top 10 largest groups > to 2,500 schools and libraries > to 50 of the UK's 53 police forces > to over 250 health service providers including two thirds of the English Foundation Trust > Civica supports many leading private sector companies > Civica's technology is behind local transactions with more than 25 million citizens and businesses > behind over 1 billion in secure electronic payments > behind more than 1 million properties > behind millions of health care case notes > behind 200 million library loans > behind Pension schemes with a total of over 600,000 members > and helps more than 500,000 students to collaborate > Civica has a turnover of £169 million with an unbroken history of profitable growth > has 1,600 people at 25 locations around the world > and has been delivering managed services for more than 10 years.

Speak to Civica

CIVICA

Call us on 0113 244 1404
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