

# Civica GIS

Transform the way you work



**CIVICA**



After e-mail, Civica's web GIS solution is the most widely used IT system across the business.

Sean O'Boyle Asset Information Development Manager  
Northern Ireland Water



# Civica GIS Solutions

Civica's Geographic Information Systems help public and private sector organisations transform the way they work, delivering better and more efficient services with our suite of web, mobile, desktop and hosted solutions.

## Benefits

- > Deliver operational efficiencies
- > Improve engagement with citizens, customers and staff
- > Streamline data management and improve data quality
- > Visualise assets and customers geographically
- > Model demand and improve service planning
- > Join disparate information to make better decisions
- > Share intelligence with third parties.

Geographic information is the key to better decision-making; just about everything an organisation does, whether in day-to-day operations or long-term planning, is related to its geography.

From a single software licence to a corporate enterprise system, Civica GIS has the solution for you.

## Solutions

Civica GIS supplies powerful and intuitive web-based GIS solutions for use on the internet and corporate intranets, mobile solutions for use in the field and desktop solutions for analysis in the office.

## Delivery Options

With delivery options ranging from managed hosting to deployment on customer infrastructure, accompanied by flexible licensing models, Civica's GIS solutions maximise the return on investment with a cost-effective platform designed to meet your business needs.

## Experience and Services

With over 20 years experience working within the GIS industry, our solutions are delivered with a comprehensive range of services including consultancy, project management, training and support.

# Our experience

Our GIS solutions are used by over a thousand public and private sector organisations.

## Local Authorities

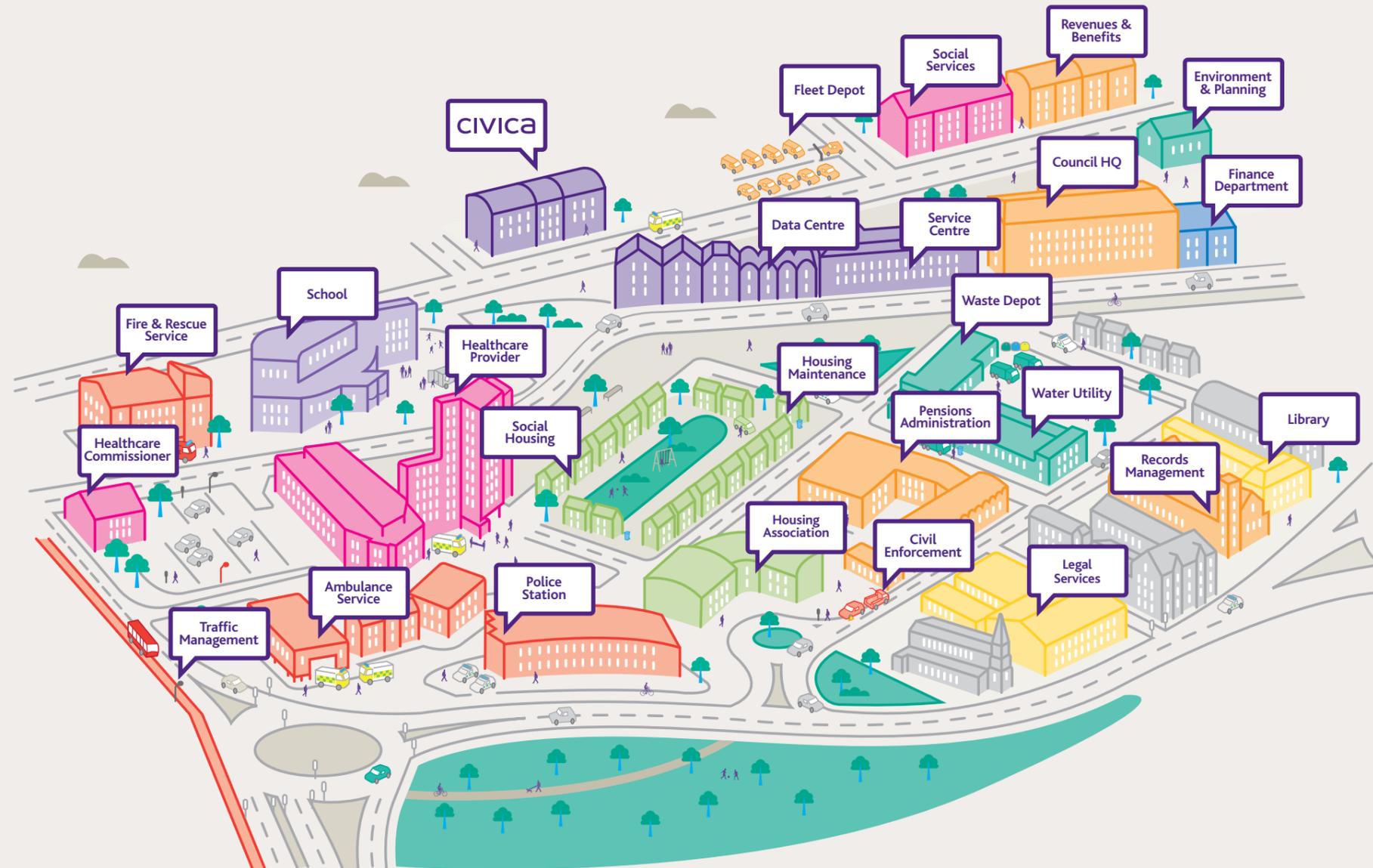
Councils use our GIS solutions to provide modern services to citizens with increased online and self-service capability as part of a channel shift programme and to manage, maintain and update corporate GIS data efficiently for a more responsive way of working.

## Utility Companies

Water and electricity companies improve the management and assurance of information on millions of underground assets such as pipes and sewers using our web and mobile technologies and deliver this critical information across the enterprise, to engineers, customer contact teams, operational network managers and asset planners.

## Blue Light Services

Fire and Police services use our solutions to maximise risk reduction and improve operational intelligence with better understanding of the risks they need to address, the historic patterns of incidents in their area and the efficient utilisation of resources to respond accordingly.



## Social Housing

Housing Associations use Civica GIS technology at the heart of their contact centres to help staff rapidly find information on housing stock, tenancies, land ownership and more, leading to more efficient and responsive customer services.

## Engineering

Consultants use our system to improve the license management of corporate map data holdings required for thousands of individual engineering projects.

## Map Retailers

Civica GIS is used by Map retailers to increase sales of printed map products and digital data to engineers, architects, farmers, retailers, other professionals and members of the public using our hosted map systems.

# A partner in transformation

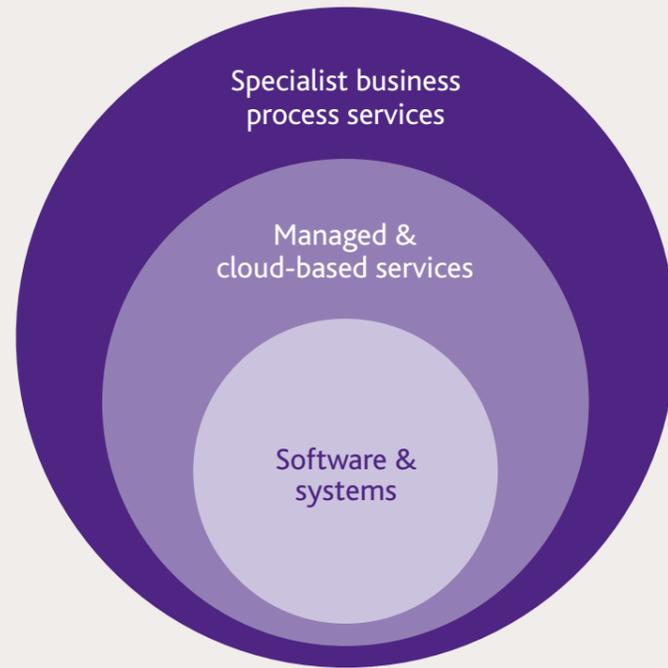
Civica is helping customers to transform the way they work through our unique combination of technology, people, and business process expertise.

The company is committed to working in partnership with its customers to meet their objectives in a timely manner and according to budget.

## Strategy

Our strategy is focused on established markets in the UK, Australasia, South East Asia and North America and comprises of the following related elements:

- > Develop the use of our software to streamline and enhance the service delivery
- > Extend the scope and scales of our managed and cloud-based services
- > Expand our specialist business process and IT outsourcing to transform service delivery and efficiency for our customers.



Cloud hosting by Civica GIS is proving to be a real success story for us and shows the value of our strong strategic partnership with them.

**Bob Ford** Head of Corporate Planning Dorset Fire and Rescue Services

## Why Civica GIS? – A word from the Group

**Civica believes that the power of place can fundamentally enable a new landscape for public service delivery demanded by unprecedented financial pressures and service demands.**

At the heart of this, GIS solutions provide an informed view of customers, an intelligent view of organisations and their operations. This includes simplified and automated processes, such as a new generation of self-service channels, efficient collaboration and shared services.

Civica GIS provides a clear focus to build on the company's track record and to provide customers with access to GIS knowledge, expertise and a range of leading products and services which help organisations transform the way they work.

# Delivering better results



## Yorkshire Water

Civica GIS solutions are critical to Yorkshire Water's business operations. Our staff, contractors and consultant partners make regular use of GIS within our offices, out in the field and on third party sites.

It supports the business in terms of operational network management, customer service management, environmental impact modelling, field engineering and more. The combination of desktop, mobile and web technologies, tightly integrated into our other IT systems, make it a truly corporate system and one that is absolutely essential to our business. Civica GIS is a window onto our world.

**Ian Mitchel** GIS Consultant Manager



## Northern Ireland Fire and Rescue

Analytical GIS tools supplied to us by Civica GIS, are critical to how Northern Ireland Fire and Rescue Service plan the use of our resources at a strategic level. Their solution allows Senior Managers to understand the patterns of risk across Northern Ireland – not just domestic fires, but other risks like road traffic collisions or major incidents – and then model how we can best respond to those risks. Civica's knowledgeable and experienced team have worked well with our own staff and together Civica and Northern Ireland FRS, have delivered a hugely successful project within time and budget.

**Margaret Blair** Head of IT



## Conwy Borough Council

We adopted Civica's web GIS systems as a corporate solution for managing our GIS data, replacing various desktop systems in the process. Not only has this delivered a more efficient and streamlined data management environment, but it will allow us to maximise the benefit of online mapping solutions for citizen engagement. The system is a key element of our on-going approach to channel shift through e-government projects. We were impressed with Civica's project management and the excellent level of communication and support that they maintained during roll-out and after go live. It has been a great success.

**Sarah Davies** Corporate E-government Manager



## National Map Centre

Civica GIS host and manage on our behalf a full set of the Ordnance Survey's digital mapping data products. They also provide the National Map Centre and our network of customers with a web based tool which is used to produce printed maps and digital data products for a wide range of uses, ranging from members of the public producing maps for planning applications, architects and engineers for construction projects, farmers for subsidy applications, retailers for site planning and more. The solution is critical to the National Map Centre and our customers alike.

**James Hellings** Managing Director

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Civica is an international market leader in specialist IT systems and business process services for the public sector. Through experienced people who understand service delivery, we apply software, managed services and outsourcing to help customers transform the way they work.

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