CIVICA

Cx Regulatory Services

Transforming regulatory services management for **local authorities**

A cloud-based digital platform enabling mobile working and channel shift to deliver improved, more responsive services

Enables informed decision-making   **Supports agile working**   **Improves service delivery**

Top reasons to choose Cx Regulatory Services

▶ **Regulatory Services on one platform**

Cx, our cloud optimised regulatory services management solution empowers local authorities to effectively manage Trading Standards, Environmental Health, Community Safety, Licensing, Housing Assistance, Housing Enforcement as well as Land and Property cases using one critical digital platform.

▶ **Automation and intelligence-led insight**

An integrated digital platform, Cx provides data-driven insight and analytics to enable informed decision-making. Through workflow automation, Cx facilitates consistent working and reduces administration, helping you drive efficiency and improve response times.

▶ **Digital transformation and channel shift**

Intuitive and mobile-enabled, Cx supports you to mobilise your workforce and provide citizen self-service. It helps you to futureproof your processes and deliver significant time and cost savings.

▶ **Over 30 years of sector experience**

Supporting over 500 departments, we understand local authorities are under pressure to meet budget targets and the rising demands from the changing citizen. Cx Regulatory Services builds on this knowledge and experience, enabling us to transform the way you work.

▶ **Proven platform**

A proven digital platform, Cx is already used to support over 60 providers in the social housing sector.

Building on this success, we've designed Cx Regulatory Services specifically for public protection departments, helping you reach outcomes effectively and with confidence.

Cx Regulatory Services

(Diagram segments: Trading Standards, Environmental Health, Licensing, Housing Assistance, Housing Enforcement, Community Safety, Land & Property)

Main benefits:

▶ **Mobilises your workforce to optimise productivity**

▶ **Reduces administration with automation and intelligent working**

▶ **Simplifies processes and minimises training requirements**

▶ **Enables better use of resource**

▶ **Intuitive, enhances user experience with fully configurable dashboards**

▶ **Facilitates consistent working to increase accuracy and reduce errors**

▶ **Streamlines the collection, management and sharing of information**

▶ **Increases customer satisfaction and engagement with faster response times via the citizen's preferred method of communication.**

Enhanced features to **help you work smarter**

Already using APP? Cx extends & enhances the functionality you are used to, simplifying task management, providing an enriched user experience and transforming the way you work:

Assets databases: Premises database in APP

- Enhances information management and promotes good working practices
- Simplifies data searches to improve user experience – minimises data duplication
- Purpose built business and vehicle databases.

Mail Merging

- Increases engagement - connects with citizens via their preferred channel of choice
- Enables integration of a wide range of mail merge methods such as email, letters or SMS.

Task Paths: Action Diary Templates in APP

- Automates document generation to reduce administration
- Automates workflow assignments to improve consistency and help your team adhere to legislative requirements
- Reduces training requirements – intuitive and easy to use.

Attachments - Indexing in APP

- Enables click and preview - eliminates the need to search for associated documents
- Simplifies procedures to save time
- Improves accessibility of associated attachments - prevents errors and speeds up processing.

Centralised reporting

- Improves accessibility to saved searches – faster and more accurate reporting
- Simplifies searches and collection of data – fully exportable to Microsoft Excel
- Facilitates data sharing and collaboration with key stakeholders.

Securely hosted in the cloud

A seamless transition to Cx Regulatory Services

We offer full implementation and training support so you can easily upgrade to Cx.

During the implementation process, you can benefit from the following:

- Minimise time and administrative burden of transferral and maintenance of any obsolete and out-dated data
- Identify opportunities to transform and drive operational efficiencies by reviewing and refining practices
- Maintain intelligence through efficient and secure access to archived data.

How to upgrade to Cx Regulatory Services

Contact us to find out more or book a free demonstration to experience how you can drive efficiency and work smarter with this intuitive, new information management solution.

- Contact your **account manager** directly
- Call the CP Service Desk on **0117 924 2800**
- **Email:** cpenquiries@civica.co.uk
- **Website:** Cx Regulatory Services