Civica Digital are helping deliver the **next generation** of **citizen services** in Northern ireland

Civica Digital has successfully delivered the majority of the **significant** digital transformation solutions under the NI Direct Strategic Partnership Programme. Since then, NI Direct have reported they have attracted over **200,000** new online transactions and processed **50,000** new online payments worth **£1.6million**.

NI Citizens are benefitting from;

Improved user experience

Flexible payment options

Faster response to requests

Easy access to government services

Self-managed online account

Secure experience

NI Government Agencies and Services are benefitting from;

Improved customer satisfaction

Increased productivity

Cost reductions

24/7 services with global access

"The Driver Licensing Online system has **improved the customer experience**, with customers indicating a **98%** satisfaction rating."

Pat Delaney, Director of Operations
Driver & Vehicle Agency

"NI Direct is the **single biggest web presence** in Northern Ireland. At the minute we're on target for around 30million visits."

Caron Alexander, Director of Digital Services
Enterprise Shared Services

"**96.7%** current utilization of AccessNI and an 80% uptake of online services within 2 months of it's launch."

Shaun McCann, Head of Transformation
Access NI

nidirect government services

"We **reduced staff costs, improved the quality** of the jobs in AccessNI, improving morale and, most importantly provided a **better and quicker service** to our customers."

Tom Clarke, General Manager
Access NI

"We have seen a **huge improvement in the turnaround times**, which makes the whole appointment process so much **more efficient**. It has greatly **transformed how we do our work**."

Deborah Webster, Child Protection Co-Ordinator
Presbyterian Church Ireland

Powered by Civica Digital...

Genealogical NI ✓
AccessNI ✓
Map Shop ✓
Landlord Registration ✓
Rates Online ✓
Life Event Registration ✓
Rates Support ✓
Driver Licensing ✓
Driver Licensing Online ✓

CIVICA digital

Transforming Services ▸ Improving Lives

Find out more at **civica.com/NIDirect**