CIVICA

Cx Licensing for local authorities

Revolutionising licence application management, **driving operational efficiencies and delivering improved services**

Intuitive and mobile-enabled, Cx Licensing empowers your Licensing Team to reach case outcomes consistently, efficiently and with confidence.

Enables informed decision making **Supports agile working** **Reduces administration**

Top reasons to choose Cx Licensing

Supports agile working

Cx Licensing enables mobile workers such as inspectors and enforcement officers to access new or partially completed applications anytime, anywhere via a connected device.

Facilitates consistent working processes

A powerful and intuitive information management solution - Cx Licensing guides your team to reach outcomes via the most appropriate and effective route, facilitating consistent working practices and helping you adhere to legislative processes.

Automates routine tasks with advanced reporting

Cx Licensing eases administrative pressure by automating document generation, as well as directing and triggering new tasks upon completion of key events, enabling your Licensing Team to focus on decision making.

Enhances user experience and supports local practices

Fully configurable task path and form builder together with a customisable dashboard enrich user experience and increase operational performance, helping you future-proof your system, meet changing legislative requirements whilst reducing licence and training costs to your organisation.

Promotes channel shift and drives citizen engagement

Maximises engagement and accelerates response time via comprehensive communication engines – connecting you with your citizens via their preferred methods. The secure online portal empowers citizens to self-serve , increasing flexibility for licence applicants.

Main benefits:

▶ **Supports all licence applications**

▶ **Drives operational efficiencies**

▶ **Delivers time and cost savings**

▶ **Reduces data error to improve accuracy**

▶ **Accelerates response times and improves customer satisfaction.**

▶ **Improves officer safety with customisable alerts.**

Over 30 years' sector experience

30 years

Secured, cloud hosted

Empowering accurate and consistent decision making to deliver **better outcomes for your organisation and communities.**

For the organisation

An intuitive platform built on 30 years' sector knowledge and experience, streamlining licensing application management to deliver time and cost savings.
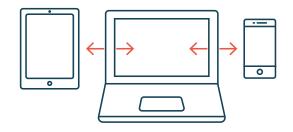
Cx Licensing improves working processes to increase productivity, easing the burden of high volumes of applications for your staff during peak periods or when there is legislative change.

For the citizen

Digital portal for the citizen, delivering a flexible 24/7 service

Cx Licensing empowers citizens to apply for licences online via a secure digital portal. Using a connected device, citizens can manage their licence applications anytime, anywhere.

Application details including relevant fees and attachments are submitted directly to Cx Licensing ready for processing, simplifying and accelerating application process time for citizens.

For the user

Real time access for the mobile worker, reducing administration and travelling time

Whilst in the field, all officers have direct access to Cx, so all actions carried out away from the office result in license records being updated immediately.

This reduces the requirements for mobile workers to return to the office and re-enter information.

Customisable dashboard optimises user experience

Intuitive and easy to use, Cx Licensing provides a fully customisable dashboard that presents users with role-specific and critical data, simplifying the search and display of information, reducing training requirements and helping every member of you team to work smarter.