CIVICA

Cx Citizen Portal for local authorities

Digitises regulatory services management & accelerates citizen channel shift to save costs

Connecting communities & people with personalised online services to improve responsiveness & increase customer satisfaction.

Accelerates response times

Increases efficiency savings

Delivers excellent online customer services

Cx, our new citizen portal provides a digital platform for your citizens and local businesses to submit and manage licensing applications. You can also manage regulatory services requests and complaints anytime, using a connected device.

Using cloud software, it drives paperless working and significantly reduces manual processing time; so you can prioritise citizen demands effectively to safeguard your community.

Deliver better, faster, cheaper services and improve citizen engagement

Using Cx, your citizens can start new, access saved requests, upload supporting documents, track progress and make online payments anytime, using a connected device. Cx supports:

▶ All licensing applications
▶ Service requests
▶ Complaints.

Accelerate your digital transformation agenda and increase productivity

All submitted requests are sent directly to Cx, driving paperless working and eliminating the need to rekey data. This reduces workload for your team and significantly increases efficiency, so you can be more responsive and deliver improved citizen services.

Cx will help you overcome challenges today, and in the future. It supports local authorities to:

▶ Personalise eForms to improve the customer journey
▶ Automatically generate communications using the citizen's preferred channel
▶ Manage existing eForms according to legislative demands and community needs.

Main benefits:

▶ **Futureproofs your processes and saves cost with configurable eForms**

▶ **Drives paperless working & reduces administration**

▶ **Allows citizens to access online services anytime, using a connected device**

▶ **Records and updates requests automatically to save staff time**

▶ **Improves the citizen experience with personalised multi-channel services and communications via social media, SMS, email etc.**
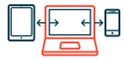
Transforming the way you **engage with your citizens and community**

1. Digital Engagement

Accelerates customer channel-shift to increase satisfaction and reduce cost. Cx provides a self-service platform, allowing citizens to manage requests, complaints and applications anytime on any device.

2. Communication Engine

Harnesses the power of digital technologies to create efficient multi-channel communication via SMS, social media, email or by letter. Cx supports you to communicate with your citizens via their preferred channel to increase engagement.

3. Appointment booking

Allows citizens and businesses to book online appointments directly with your regulatory services team. This reduces unnecessary front office contact, delivering time and cost savings for your team.

4. Automatic data capture

Saves time and improves accuracy to speed up processing time. All submitted information is sent directly to Cx for processing, driving paperless working and significantly reduces workload for your officers.

5. Personalised services

Allows you to customise your eForms for citizens to self-report and manage applications online. Using Cx, you can update existing eForms to suit your working practice. A cost-effective way to help you meet evolving requirements and citizen expectations.

6. Cloud software

Uses modern technology to make sure you're always using the latest release and getting the most out of Cx, so you can focus on innovation and providing improved services to your community.

Cx Citizen Portal is part of our digital platform for regulatory services, other available cloud software include:

- Environmental Health
- Trading Standards
- Licensing
- Community Safety
- Housing Assistance
- Housing Enforcement
- Land and Property

Contact us to find out more:

📞 0117 924 2800

✉ cpenquiries@civica.co.uk

🌐 civica.com

Example of some of our Cx customers:

Devon County Council

REDCAR & CLEVELAND BOROUGH COUNCIL — RC

RUGBY BOROUGH COUNCIL

PETERBOROUGH CITY COUNCIL