

## Revenues & Benefits

### Overview

Civica is a market-leading partner for local authority revenues & benefits teams with a successful track record over more than 30 years. The company provides an extensive range of software applications, cloud-based services and outsourcing to streamline the business of revenues and benefits from front line customer contact and service delivery to back office administration. Providing a complete product and service portfolio, Civica supplies more than 160 revenues and benefits departments, working closely with DWP and DCLG to anticipate and respond to changing legislation.

Specialist systems include Civica OPENRevenues, widely used to streamline and automate the delivery of reliable, responsive and efficient business activities, together with digital solutions and automation to enable immediate and agile ways of working. With a flexible commercial approach Civica provides outsourced revenues, benefits and welfare rights services to deliver step change improvement and savings, together with OnDemand processing for short to medium term resource requirements.

### Product Summary

#### Software applications

Civica is a leading supplier of software applications for revenues & benefits teams, with the business process and systems integration expertise to help organisations deliver efficient, high quality and customer-focused services. These include OPENRevenues, an integrated suite used by more than 75 authorities for administering council tax, non-domestic rates, housing and council tax benefits and sundry debtors, together with a range of flexible digital and automation solutions to transform customer engagement and streamline service delivery. Digital solutions span online self-service, contact centre management, electronic documents, automated workflow, payments, telephony and mobile working.

#### Cloud & managed services

Civica offers a broad range of cloud and managed services, delivering a secure, resilient and efficient platform through skilled and knowledgeable people with deep sector experience. From the day to day management of IT infrastructure to the hosting of applications and data in the Civica Secure Managed Cloud, these services enable customers to focus resources where they are needed most. Further, because we develop complex applications ourselves, we have a deep understanding of how best to run them in the cloud, allowing Civica to reduce cost and risk in project execution and service delivery while helping customers to increase flexibility and accelerate the adoption of new technology.

### Our Customers

We support a wide range of local authorities both large and small across the UK, including:

- ▶ London Borough of Enfield
- ▶ London Borough of Barnet
- ▶ Newark & Sherwood District Council
- ▶ Hull City Council
- ▶ Durham County Council
- ▶ South Worcestershire Shared Services
- ▶ Chiltern District Council
- ▶ London Borough of Camden
- ▶ West Lothian Council
- ▶ EK Services

### Customer Success

"I'm a big Civica fan and wouldn't hesitate to recommend them to colleagues in other councils. They have good people working for them who know what they are talking about."

**Phil Ward, Business Manager - Revenues & Benefits**, Newark & Sherwood District Council

## Key Facts

Technology foundation to manage **£10 billion** of local revenues annually



**£325 million** in benefits processed through the Civica Secure Managed Cloud.



Software systems used by more than **6,500** members of staff



Delivering **£3 million** saving for South Worcestershire Partnership



### Business process outsourcing

With a clear strategy to help organisations achieve rapid cost savings and service assurance while driving innovation, efficiency and growth, Civica has developed a strong position in revenues & benefits business process outsourcing. Underpinned by specialist expertise and a best practice approach to the transfer of employees, the company's distinctive partnership model has proved highly successful with organisations looking to sustain and improve services while spending less. These include Gloucester City Council, Forest of Dean District Council, Denbighshire County Council and the South Worcestershire Partnership comprising Malvern Hills District Council, Worcester City Council and Wychavon District Council, for which Civica is delivering a saving of £3 million.

### OnDemand services

OnDemand Resource provides flexible back office processing services through a pool of experienced staff, supplying expertise and capacity to address resource gaps or peak workloads with considerable cost savings in transactional areas typically involving collections, assessments and administration. Civica also provides a highly efficient digital mail service with the potential to save as much as 40% of mail processing costs, and OnDemand Systems Support, a fully managed support package for critical revenues and benefits applications.

## Case Study

### East Kent Services partnership

The EK Services partnership was set up by Thanet and Dover District Councils and Canterbury City Council to drive rapid cost efficiencies and ensure resilient local services. Civica facilitated an innovative shared service software solution to support the service by providing a single integrated database and integrated EDM solution. This allowed staff to share work more productively between key sites in Margate, Dover and Canterbury while enabling more flexible and remote working patterns. The service has been able to standardise operations and is on course to deliver £400,000 in operational savings.

