

Revenues and Benefits solutions

Delivering **better outcomes**

Civica is a market-leading partner for local authority revenues and benefits teams, with a successful 25-year track record.

We provide an extensive range of software applications and services to streamline the business of revenues and benefits – from front-line customer contact and service delivery to back-office administration.

Civica supplies more than 160 revenues and benefits departments and works 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 our digital and automation solutions, OPENRevenues helps transform the way you work. With a flexible commercial approach, we provide 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.

“The City of Edinburgh Council has benefited from the Civica OnDemand service since November 2015. I have found the staff put forward to work on the contract demonstrate a sound understanding of Council Tax legislation, the systems and quickly adapted to our policies and procedures around empty homes reductions in particular.

OnDemand manages its team effectively, regularly seeking feedback on the performance of the team and has arranged provision of additional resource at short notice.”

Brian Murphy, Transactions Team Manager, The City of Edinburgh Council



Increases efficiency



Saves money



Accredited software

Our specialist systems and business process services helping you to do more, do better and spend less.

Solutions and services include:

- ▶ **Revenues and benefits**
- ▶ **Discretionary awards**
- ▶ **Corporate automation**
- ▶ **OnDemand Resource**
- ▶ **OnDemand Digital Mail**
- ▶ **Fraud solutions**
- ▶ **Business process outsourcing.**

£15bn

income and expenditure processed annually



Delivering better outcomes

OPENRevenues software

The market-leading OPENRevenues system streamlines the administration of council tax, non-domestic rates (NDR), housing benefit, council tax reduction, sundry debtors, welfare assistance and pupil benefits.

It simplifies processing and provides integrated document management and workflow — allowing redeployment of resource into more productive areas. Beyond that, it supports digital transformation by enabling citizen self-service and automated end-to-end processing.

OPENRevenues empowers you to:

- ▶ Transform revenues and benefits
- ▶ Improve service delivery
- ▶ Drive channel shift
- ▶ Reduce back-office resource through automation
- ▶ Realise savings through e-billing
- ▶ Process efficiencies through integrated EDM
- ▶ Respond to meet changing service demands
- ▶ Reduce costs of shared services configuration
- ▶ View performance management information in real time.

OnDemand Resource

We're supporting more than 100 councils by delivering resource that can be switched on or off as needed, ensuring that front-line services are maintained during busy periods and that backlogs are reduced or prevented. Our OnDemand services help to reduce costs and increase revenue.

Our experienced public sector resource operate from our ISO 27001 compliant facility and ensure a high standard of quality is maintained.

Services include:

- ▶ Revenues and benefits processing (on any system)
- ▶ Right Benefit Initiative processing
- ▶ Single Person Discount reviews
- ▶ Adult Social Care financial assessments
- ▶ Business rates collection
- ▶ Appeals
- ▶ Call handling.

OnDemand Digital Mail

Our digital mail service is guaranteed to save you money as it streamlines the processing of inbound and outbound mail. By connecting your systems with secure external fulfilment capability you can increase efficiency and reduce cost of both sending and receiving post.

"Our key objective was to secure a partner who could not only provide best value software products but also give us substantial longer term cost savings and service delivery improvements across the organisation."

Ian Ferguson, IRRV President and former Head of Revenues, Durham County Council

Reasons to choose Civica:

Streamlines services to 100m people and businesses



Delivers systems to administer £120 billion annually



Producing 15 years of unbroken growth



Drives £60m+ savings through innovative UK partnerships

