



Local and regional government

With an unrivalled portfolio of specialist software and digital solutions, we're helping authorities around the world to drive innovation and transform customer and community engagement for better outcomes.

East Kent Services partnership

Civica is working with Thanet, Dover and Canterbury City councils in a strategic partnership designed to sustain and improve services in East Kent. Our software platform for managing local government revenues and benefits underpins the partnership to deliver shared citizen services and achieve savings of more than £6 million.

Through the partnership we are embedding innovation, such as applying predictive data analytics and machine learning. This will help us develop a propensity-to-pay model to improve revenue collection and target support for customers who are less able to pay.

Hamilton City Council

Civica provides a single, fully integrated software platform for Hamilton City Council to support its critical business functions – from customer requests management and mobile working to finance and payroll.

The Authority system enables the Council to realign its processes and respond to the rising expectations of one of New Zealand's fastest-growing communities. By standardising on a single system, Hamilton has created efficiencies with a wider focus on moving more services online and transforming the delivery of services.



Supporting

900

local authorities

Review of operations

UK and Ireland

During 2019, we expanded the scope and scale of activity in our largest market and delivered a strong growth performance in the UK and Ireland. Driven by sustained customer demand, the Group made good progress underpinned by successful delivery while also increasing the available market through product investment and acquisition.

Once again, we grew the use of our products with new and existing customers. Record orders included more than 90 contracts for core business, financial and workforce systems, including revenues and benefits, payments, financial and case management software. New agreements were made with the London Borough of Enfield, Sunderland City Council, North Lanarkshire Council and Brighton and Hove City Council, together worth more than £5 million.

As in other sectors, we progressed the transition to our cloud software supported by new and innovative applications. This included building on core

platforms, such as with new Cx Regulatory Services software chosen by Devon and Durham County Councils and other authorities. The widely used CivicaPay cloud payment system was adopted by, among others, Manchester City Council, and the London Boroughs of Newham and Havering. As well as new local authority wins, our FinancialsLive platform was adopted for over 200 schools following its introduction into the sector.

Recent acquisitions have consolidated our leading position in the sector and increased the available market, with a stronger capability to help customers gain greater value through cloud software and innovation. Examples included new applications using the iCasework case management platform, winning more than 20 new customers.

In November 2018, we added a significant new capability with the acquisition of ERS Group, the UK's leading provider of software and services for election management, membership engagement, democracy services and

governance. The business formed a new Democracy and Engagement division, which works with 75 per cent of the UK's local authorities and continued to perform strongly. Key successes included agreements with the Association of Greater Manchester Authorities, Merseyside Electoral Services and Birmingham City Council, and support at short notice for local and European Parliamentary elections, for 113 local authority customers.

In parallel, we invested in our innovation programme to explore smart technologies, such as an award-winning pilot project with Belfast City Council based on SensAI cloud software.

The Group also maintained our excellent track record in the delivery of strategic service partnerships. We provided new services within the East Kent Services consortium, and we extended our revenues and benefits partnership with Denbighshire County Council out to 2025 to maintain and improve digital services for local citizens.

“ The acquisition strengthened the Group's position as the largest provider of local government solutions in Australia and New Zealand. ”

Australia and New Zealand

Our Authority software is an enterprise-wide system for local government. During the year, we advanced our cloud-based product roadmap and invested in capabilities to help councils improve customer engagement and streamline service delivery. The business reinforced its position with new agreements including Hamilton City Council, City of Darwin and Snowy Monaro Regional Council, the latter to implement an integrated application following the local amalgamation of three former councils.

The Group also extended mobile working options with the acquisition of Asset Edge, Australia's leading provider of mobile applications for asset maintenance, natural disaster management and road contractor management. With an expanded portfolio of cloud solutions, following acquisitions both in Australia and the UK, our local government customer base in the region expanded to approximately 350 organisations. This strengthened the Group's position as the largest provider of local government solutions in Australia and New Zealand.

USA

A preferred partner for local governments in the Midwest, our Enterprise Resource Planning solutions form the backbone to operations across core functions of tax, finance and payroll. Authority Tax has transformed tax operations for the City of Cincinnati, helping to increase revenue collection while improving customer service. During 2019, the business secured new agreements for customers including, among others, the cities of Delaware, Fairfield and Wilmington and the Champaign County Auditor's Office.

The integration of our Master Data Management (MDM) business (following the acquisition in 2018 of VisionWare) added a number of prominent customers to the Group's North American activities, including the States of Alaska and Connecticut and Mecklenburg County. The MultiVue software delivers a single, complete view of citizen data, providing the bedrock for digital transformation.