

Markets review

We're the leading software-based partner for our markets. Our products and services are used by more than 3,000 organisations to deliver improved outcomes primarily across national, regional and local government, health and care, housing, education and public safety.





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.

Government and national security

We work with departments and agencies as a trusted digital partner to envision, design, deliver and manage digital applications and services.

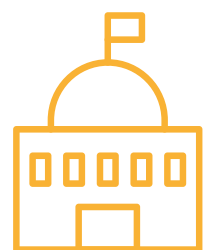
Access NI

Civica designed and built a new online disclosure system to help improve customer experience while reducing costs and processing times for the Northern Ireland criminal record disclosure service. The online portal enabled Access NI to move away from paper-based applications and remove unnecessary layers of work, with more than 99% of applications now submitted online. Certificates are returned quicker, with the average time taken to issue enhanced disclosure certificates reduced by more than 10 days.

Department for Transport

Civica's Collision Reporting and Sharing (CRaSH) cloud software provides a digital platform for police officers to capture and upload accurate collision data at the roadside. It gives a clearer picture for the agencies involved, helping to improve road safety.

CRaSH was awarded cloud integration product of the year at the Computing Cloud Excellence Awards. It is used by more than 25 police forces and has delivered savings of approximately £7.5 million per year for the agencies that rely on the system.



Supporting

40

departments
and agencies



Review of operations

Government digital services

Working with more than 40 government departments, agencies and companies, we provide a range of secure applications, digital solutions and cloud services. Our modern, national solutions are enabling organisations such as the Home Office, Ministry of Justice, Ministry of Defence, Foreign and Commonwealth Office and many agencies, to advance the transformation of government services.

Our Digital division has more than 20 years' experience of supporting government and critical national infrastructure. With Steve Thorn appointed as Executive Director for the division at the start of the financial year, we strengthened our focus on core propositions. These include user-centric digital services, efficient mobile working, intelligent case management and data analytics.

National political uncertainty caused softer trading conditions during the year. Nonetheless, we extended our track record with, among others, the Home

Office and the Department for Transport. The latter following success with the award-winning Collision Reporting and Sharing system which is widely used by police forces and government agencies.

As well as government departments, new engagements included development, operation and management of systems for customers including Highways England and the Food Standards Agency. We also continued to support national organisations through deep expertise and capability in secure communications and information systems.

We are a leading partner in Northern Ireland across government, as well as policing and public safety, health and care and housing. With a strong track record under the Strategic Partnership Programme, which has seen more than 30 services transformed, the Group continued to win new business including a £6 million agreement with the Department of Education for a new cloud administration system for its Teachers' Pensions Scheme.

Following the end of the financial year, we were also awarded a £3.4 million contract for the NI Appeals Service to increase digital customer engagement and a new programme to develop a solution for the government's MyDirect national citizen portal.

With advances in the application of connected devices, AI and robotic automation, we continued to progress with innovative new technologies, putting us in a strong position to help progress the government's digital strategy. We also expect market opportunities to be created as government organisations undertake Brexit-related modification and modernisation of systems and with renewed investment in services.

Specialist software

We provide a range of specialist software applications to support regulation and administration for agencies and national organisations. During the year, the Group made progress with new software and service engagements for, among others, the Environment Agency and the Food Standards Agency.

The acquisition of iCasework in 2018 added a leading suite of case management and correspondence software available on public and private cloud platforms. It is used by more than 100 customers in the UK and Australia to handle millions of cases.

New business included a system to manage legal, complaints, FOI and GDPR requests for the Equality and Human Rights Commission. With broad application across all of the Group's market sectors, we expect to benefit from sustained demand for such systems.

Together with our software applications, we support assured, efficient and secure operations through specialist services from infrastructure and cloud solutions to business process services. These are underpinned by the Group's national ISO 27001 accredited data and service centre network and secure system environments.

Products and services are easily available through the Government's Digital Marketplace. During the year, we expanded our range of offerings under the G-Cloud and Digital Outcomes and Specialists frameworks.

“ Our Digital division has more than 20 years' experience of supporting government and critical national infrastructure. ”



Health and care

We work with more than 500 health and care providers across the UK, Australia, Canada and the USA, providing software and services to streamline their delivery of unified care, and enhance their financial and operational management.

The Mid Yorkshire Hospitals NHS Trust

The Mid Yorkshire Hospitals Trust, which serves a population of 500,000, has adopted our cloud-based digital platform, Cito, to support integrated health and care across all departments.

Cito provides a real-time, single view of critical patient information available at the point of care, helping the Trust to improve efficiency, reduce delays in care provision and enhance clinical safety. It enables clinicians to focus on improving patient care and outcomes, gaining substantial time savings of up to 19,000 hours annually and removing more than 1.7 million pieces of paper. Following implementation involving more than 100 specialties and services across three sites, together the Trust and Civica were awarded Partnership of the Year at the Forward Healthcare Awards.

Simply Helping

Simply Helping selected Civica's cloud-based community care suite, Carelink, to streamline a wide range of community care services across Australia. The software will enable Simply Helping to create efficiencies, while improving the experience for aged and disability care clients including under the National Disability Insurance Scheme (NDIS) and Home Care Package. Our CarelinkGo mobile application will enable 1,000+ support workers to carry out time and attendance reporting in the field, with CarelinkAir allowing administration staff to access information and forms from any web-enabled device.



Supporting
500
health and care
providers

Review of operations

UK and Ireland

The Group's cloud software and digital solutions are helping to improve clinical, financial and operational outcomes across both the NHS and private sector. From care records in the cloud and electronic prescribing to automation of workforce and financial processes, we continued to grow the scope and scale of business activity during 2019.

The Cito digital health platform provides a cloud-based foundation to unify records and data into a real-time view of patient information. New business momentum included contracts with, among others, Cwm Taf Morgannwg University Health Board, University Hospitals of Derby and Burton NHS Foundation Trust and University Hospitals Coventry and Warwickshire NHS Trust, together worth approximately £6 million. Following implementation, The Mid Yorkshire Hospitals NHS Trust and Civica won Partnership of the Year at the Forward Healthcare Awards.

Momentum for cloud software included income and contract management and patient-level

costing. Agreements comprising new name and existing clients included, among others, Royal Papworth NHS Foundation Trust, Tameside and Glossop Integrated Care NHS Foundation Trust and London North West University Healthcare NHS Trust.

Electronic prescribing and medicines administration is a national priority to safeguard patients and improve efficiency – we expect this to drive growth. The implementation of our Prescribing software at Greater Manchester Mental Health NHS Trust and Lincolnshire Partnership NHS Foundation Trust was followed by take-up at Northamptonshire Healthcare NHS Foundation Trust.

During 2019, the Group acquired several complementary businesses, including e-recruitment software specialist Trac Systems which supports 75 per cent of NHS Trusts and occupational health software-as-a-service provider Warwick International.

We also acquired the ERS Group including Membership Engagement Services, a leading provider of patient engagement software. It handles stakeholder

records for 200 NHS organisations and interactions with 2.2 million members. The business proceeded to gain new customers and, backed by the latest cloud and digital technologies, will further respond to market demands through innovative data solutions.

During a difficult environment for residential care providers, we continued to build on our strong record as the leading provider of financial, workforce and care management software in the sector. Gaining new customers including, among others, Cambian Group and Elizabeth Finn Homes, we were recognised as Technology Provider of the Year at the HealthInvestor awards for our role in helping the sector to transform digitally.

At the end of the financial year, Steve Brain succeeded David Roots as Executive Director for UK Health and Care. With a strong track record and investment in new systems that are now live and improving outcomes, Civica is well placed to help care providers tackle the healthcare reform agenda.

“ Electronic prescribing and medicines administration is a national priority to safeguard patients and improve efficiency – we expect this to drive growth. ”

Australia and New Zealand

Following the integration of Carelink into Civica Care, the Group launched a broader cloud software portfolio for the region to improve client and commercial outcomes. Solutions covering aged care, disability, mental health and child and family services support an increasingly digitalised and mobile workforce.

The business continued to perform well, with new customers including Great Ocean Road Health, Guide Dogs NSW/ACT and Enable WA all choosing to implement cloud-based community care software to streamline operations, empower staff and improve client care. The latest CarelinkGo smartphone application for mobile care workers was also recognised with a mobile innovation award at the Australian Business Awards.

We also provide the NewHealth platform which enables private health insurers to engage, acquire and retain customers through multiple digital channels. The software is used by many of Australia's largest insurers, including HCF, HBF and NIB, handling more than AU\$4 billion of claims each year. We responded to core requirements to support new reforms before the April deadline and added new digital tools, such as the Online Patient Eligibility Check, which was also adopted by Westfund Health Insurance.

USA and Canada

In the USA, the Group works closely with a number of major healthcare customers for our powerful Enterprise Master Patient Index (EMPI) software, which matches data across multiple systems to ensure an accurate and up-to-date view of patient records. During the year, we announced our new partnership with clinical AI company HealthReveal, whose solution requires highly accurate patient data.

In Canada, we are helping authorities such as Fraser Health to improve community healthcare based on an integrated patient record system.

Housing and community protection

We're the leading software partner for social housing, community protection and emergency services, helping to support vital services and safeguard people and places.

Wheatley Group

Civica master data management software has helped the Wheatley Group to streamline and improve services through a complete and accurate view of each tenant. The Group, which includes Scotland's largest social landlord Glasgow Housing Association, delivers award-winning services to more than 200,000 people. Civica's MultiVue software brings together disparate information to create a single, trusted view of each tenant with real-time sharing and updating of information across the Group. It supports improved outcomes for tenants and increased customer satisfaction while providing a strong basis for innovations, which have included MyHousing for new applications and GoMobile projects.

Belfast City Council

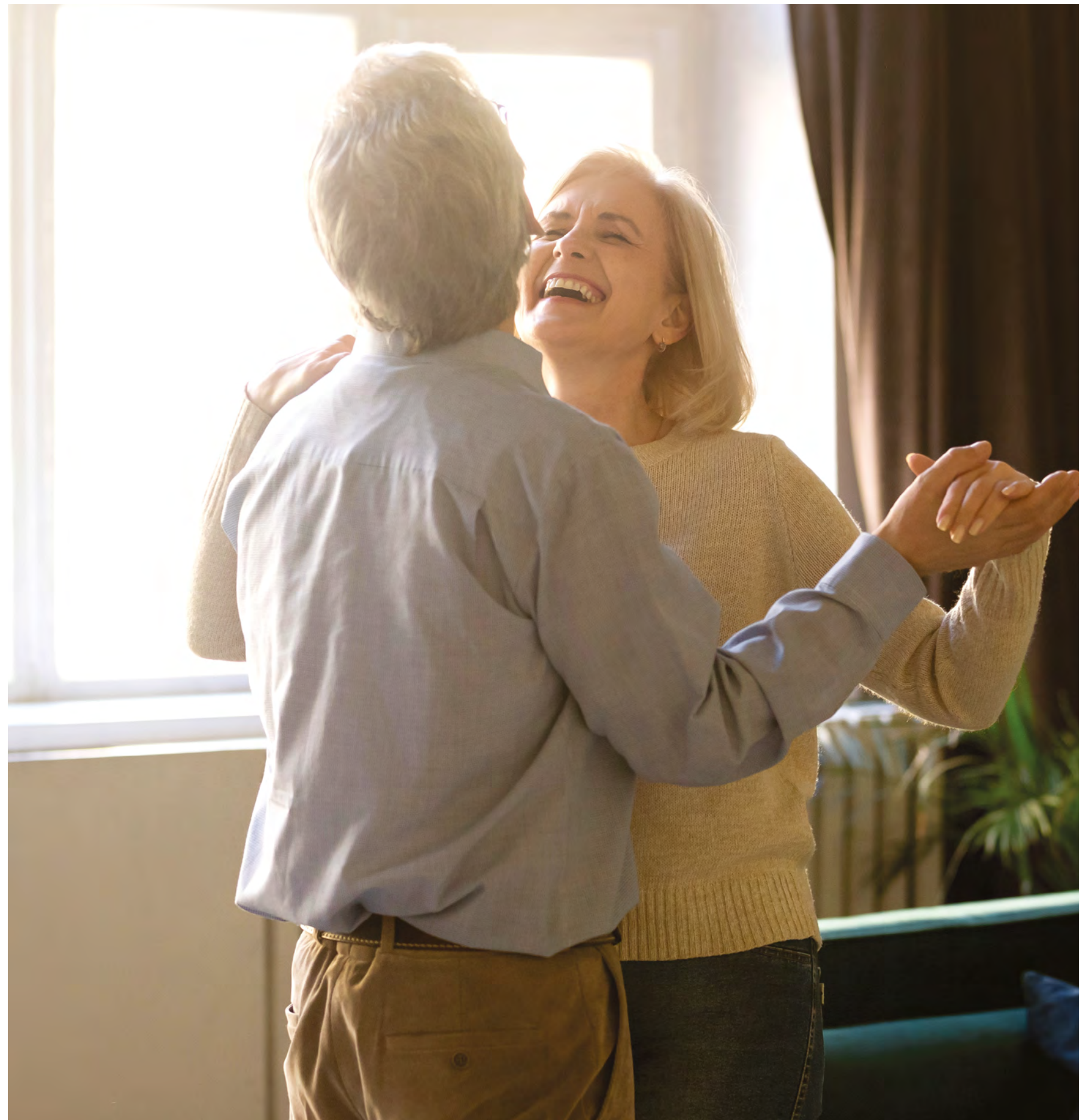
Civica's SensAI cloud platform is a pattern recognition and prediction application using AI, machine learning and IoT technology. It provides the ability to collate and process real-time information with machine-learned insights. As part of Belfast's 'Amazing Spaces, Smart Places' initiative, we created a new SensAI application to help manage parks and open spaces and improve public safety based on a deeper understanding of how residents and visitors use green spaces in the city, while respecting their privacy.



Supporting

500

housing and public
safety organisations



Review of operations

Social housing

We have established a market-leading capability in the social housing sector supporting vital services for five million tenants. During the year, the business delivered a strong performance led by continued good momentum for Cx, our market-leading digital housing platform.

As well as eight new business wins for Cx Housing across the UK, and new customers in Australia following launch of the product in the region, we were selected as preferred bidder for a large-scale, multi-million dollar programme with one of the largest property management, development and regeneration companies in the UK.

We continued to deploy new systems to support digital housing services for, among others, Poole Housing Partnership, Monmouthshire Housing Association, Teign Housing and South Yorkshire Housing Association, the latter aiming to reach two thirds of tenant transactions online by 2020.

By providing a complete housing platform, the business gained new sales for our cloud-based asset management and housing options software, including Gateshead Metropolitan Borough Council, Melin Homes and Wheatley Group. The latest application to be built upon the Cx platform was also launched, with the first customers taking up our new Contractor system to improve efficiency of workforce management and repairs and maintenance performance.

We're also helping customers to manage operations, workforce and finances more efficiently through cross selling of the Group's financials, payment, HR and payroll software, as well as supporting tenant engagement and administering resident ballots through our democracy solutions.

With Cx designed to easily adapt for new technologies such as automation, AI and connected devices, we continued to advance our innovation strategy and partners programme which we expect to support future growth.

Community protection

The Group helps to safeguard people and places through regulatory, environmental and public safety solutions. Our latest Regulatory Services software was also launched on the Cx platform. It streamlines management and supports an agile workforce across licensing, trading standards, environmental health and community safety functions.

Customers committing to the new cloud platform included Devon County Council, supporting its Trading Standards service which operates on behalf of Devon, Somerset and Torbay, along with Peterborough City Council which operates a shared service for Cambridgeshire and Rutland County Councils.

Our new Cx Citizen Portal also enables citizens and local businesses to submit and manage licensing applications, service requests and complaints through any connected device, supporting a continued drive towards local digital services. We also extended our contract for the Taxi OnLine Application in London, including a new mobile platform.

"During the year, the business delivered a strong performance led by continued good momentum for Cx, our market-leading digital housing platform."

Police and emergency services

In the UK and Ireland, we provide software and digital solutions used by more than 100 police and emergency services. These range from specialist applications, such as automatic number plate recognition (ANPR), to transformational programmes to enable digital policing.

Underpinned by a security-cleared team and Police Assured Secure Facilities, our Digital division combines provision of national systems with support for individual customers, including Surrey and Sussex Police, Kent Police and the Police Service of Northern Ireland (PSNI). The Collision Reporting and Sharing system developed in partnership with the Home Office and the Department for Transport and now used by more than 20 forces, was an award winner at the 2019 Computing Cloud Excellence Awards.

We're also delivering the Criminal Justice Data Sharing platform for PSNI. By joining together multiple pre-existing systems into one integrated solution, the platform supports information sharing between the

police, the Public Prosecution Service, prison and forensic science services.

The Group continued with new software developments, such as extending Intercept, a mobile solution which allows agencies to capture, monitor and analyse ANPR data in real time, to provide an in-car solution for rapid response to vehicles of interest.

In the USA, we hold a leading position in the public safety and justice markets in Ohio. Strong partnerships with the State of Ohio, Department of Public Safety and the Ohio Supreme Court have positioned us as a trusted partner in these critical sectors. Products include next generation 911 and emergency dispatch and Authority RedHawk, which allows officers either in-car or on-station to gain immediate feedback on the person or vehicle they are engaged with.



Education and libraries

Our work with schools and colleges around the world is improving teaching, learning and administration, while also helping library services to fulfil a vital educational, social and cultural role.

Department for Education (South Australia)

Civica is working with the Department for Education to improve learning and care on the foundation of our cloud-based education management system. Following successful implementation with pilot schools in 2019, a state-wide incremental roll-out will support a community of 185,000 students and 30,000 teachers. The student-centred cloud software will provide learning, financial and administrative management and reporting systems to schools and pre-schools across metropolitan and regional South Australia.

Batley Multi-Academy Trust

Batley Trust, which operates five Academy schools comprising over 3,200 students, chose Civica's latest FinancialsLive cloud software to gain a single view of finances. Streamlining administration and reporting, the software will help the Trust to create efficiencies, enable better data-led decisions across its schools and support future growth. A single point of entry to all financial data and a real-time view of information will also improve financial transparency and reporting across the Trust.



Supporting

7,000

schools, colleges
and libraries

Review of operations

UK and Ireland

Delivering our cloud-based management and business software for thousands of UK schools and colleges is providing improvements and efficiencies, with an integrated view of students, finances and resources. The Group helps customers migrate to the cloud, with services from readiness assessment to ongoing management and optimisation.

Following the launch in the sector of our cloud financials platform, which is used across multiple markets, we gained more than 20 new customers representing more than 200 schools. By providing a comprehensive system for education teams, FinancialsLive found favour with, among others, Batley Multi-Academy Trust, Bellevue Place Education Trust and Portsmouth College. With new customers and a 100 per cent renewal rate, we're also the largest supplier of college MIS systems, helping institutions manage the lifecycle of learning.

Our cashless solutions are used to provide services for over one million school and college students and staff every day

As well as our existing cloud payments software, the solution has a wide application from catering and vending to libraries, using smart card, biometric and proximity tagging technologies.

During the year the Group launched a new safeguarding audit tool, enabling institutions to centralise safeguarding compliance across multiple sites, track policies in line with latest guidance and benchmark against best practice. We also continued to develop the use of our HR and Payroll software and services for schools, with 13 new customers including Sigma Trust and Stanmore College.

More widely, Civica Assessments provides a cloud-based assessments platform for marking high volumes of papers for use by awarding bodies, certifying authorities, testing organisations and other educational institutions. During the year, it handled test papers for 1.5 million candidates in 48 different countries.

In the libraries sector, our Spydus software provides the leading digital platform to manage the changing needs of a modern library service. During the year we made further progress with our distinctive consortium model, supporting groups across the country and adding new customers, including the Greater Manchester Libraries group of nine local authorities.

The Group continued to support schools through mentoring as part of our wider social programmes. This includes support for Young Enterprise and our Coding for Kids initiative in Northern Ireland which aims to raise awareness and interest for IT skills and careers.

" Our cashless solutions are used to provide services for over one million school and college students and staff every day. //

Australia and New Zealand

We've established a strong position in Australia, supporting about 40 per cent of the schools market and a leadership position in the libraries sector.

Our cloud Education Suite brings together essential information management and teaching tools to provide the systems foundation to drive school improvement and efficiency. Throughout the year the business continued to work closely with customers from independent and jurisdictional schools to large-scale programmes, such as for the Department for Education (South Australia). For the latter, the initial pilot phase was successfully completed before its state-wide roll-out to more than 900 schools with 185,000 students.

Across Australia, new agreements with schools and colleges included, among others, Edmund Rice College, Chevalier College, and Geraldton Grammar School.

Our customer-centric cloud software, Spydus, is at the forefront of library innovation, helping libraries embrace their role as modern day digital public spaces while improving services and efficiency. Take up of the latest software included, among others, Moreton Bay Regional Council, Queensland Technical and Further Education (TAFE) and Libraries ACT which provides services for two million visitors across the Territory.

We also continued with exciting innovations, including an AI-based library search and management platform, built together with Stonnington Library in Victoria and using technology first developed by Microsoft.

Singapore

We've continued to build on a strong track record in Singapore with our libraries solutions, comprising cloud software together with managed library programmes. During the year we extended our involvement with customers, including the Attorney General Chambers, the Singapore Armed Forces Training Institute and the Singapore Tourism Board.

Regulated markets

We're an established supplier to a wide range of organisations across regulated sectors of pension administration, legal and financial services, transport and utilities.

Department of Education Northern Ireland

Civica is working in partnership with the Department of Education to help streamline the NI Teachers' Pension Scheme. The seven-year, £6 million programme is based on our Universal Pensions Management (UPM) cloud software which allows members to manage their pensions online in a fully accessible and secure environment, where they can view or update personal information and plan pension withdrawals.

The software is already widely used across all types of pension schemes. It will provide the platform to streamline and automate services for the 65,000 active pension schemes belonging to deferred and retired members, while also supporting its digital-first ambitions, including member self-service.

Network Rail

Network Rail operates 20,000 miles of track used for more than 4.6 million rail journeys daily. Working with the company's digital team to drive its transformation vision, Civica delivered an enhanced 24/7 customer contact platform in just nine weeks. We're helping to improve the customer experience and streamline operations by harnessing data and emerging technologies, including real-time analytics. Handling 360,000 contacts annually across multiple channels, Network Rail's helpline was recognised in the Top Companies for Customer Service survey, and awarded Best in Public Sector.



Supporting

275

organisations with
specialist software



Review of operations

Pensions

Our Universal Pensions Management (UPM) software provides a single integrated system for pension administration and payroll. It is widely used in both public and private sectors to automate processes and ensure compliance for all types of schemes, processing more than one million pension payments each month.

With increasing demands on pension scheme providers and increasing focus on member engagement, the company delivered a strong performance. As in other sectors, we extended cloud-based solutions, including a significant new £6 million contract with the Northern Ireland Department of Education to provide a new system to administer teachers' pensions and enhance services for 65,000 scheme members.

Building on a strong track record, we grew the use of UPM to support administration of the Local Government Pension Scheme together with new agreements including, among others, the Church of England Pensions Board and the University of Manchester.

As well as large-scale implementations and digital transformation programmes, we progressed new developments and innovations. These include robotic processing to further automate routine tasks, using machine learning and AI to speed up administration and improve data insight and digital portals to improve member engagement.

Transport

The Group expanded our activity in the transport sector with the acquisition and subsequent integration of cloud software specialist TranSend Solutions.

The addition of modern electronic point of delivery (ePOD) and integrated route planning systems, places us in a stronger position to deliver efficiency and compliance benefits for transport and logistics operators, complementing our existing Tranman fleet management software.

The acquired business continued to perform well, increasing its customer base to more than 75 organisations with new agreements such as for Wessex Water. The software-as-a-service platform also provides a foundation for innovation in wider asset management applications across the Group.

We continued to extend our delivery record by providing digital solutions in the sector, including to organisations like FirstGroup and Network Rail.

Our UPM software provides a single integrated system, processing more than one million pension payments each month.

Financial services

From data analytics and automation to the design and development of secure end-to-end digital solutions, we're helping customers to transform user experience, operational efficiency and risk management. We've continued to build on our established position for customers, including the Bank of England.

New agreements included a five-year deal with Standard Life's 1825 business, to support its growth ambitions by consolidating a number of disparate technology systems into one simplified, cloud solution to benefit both clients and colleagues.

Legal and records

We supply legal software and digital solutions to more than 180 customers in both public and private sectors. These solutions underpin improved productivity for legal teams and high quality services that clients can access quickly and easily.

The acquisition in 2018 of iCasework added a leading capability in software-as-a-service applications for case management. During 2019 we developed new solutions for the legal sector on the iCasework platform, including for coroners, for which we secured 16 new software sales.