

Welcome to Civica

We're proud to be one of the UK's leading software companies. For 25 years, our software has been helping to deliver improved public services and better outcomes for people and communities around the world.



We provide the software for
2.5m
professionals



We support vital services for
90m
people



We are proud to have achieved
18 years
of unbroken growth



2019 Group financial highlights

For the year to 30 September 2019

Group revenues

£425.6
million

Increased by 14%

(2018: £373.2 million)

Group recurring revenues

£215.2
million

Increased by 14%

(2018: £189.2 million)

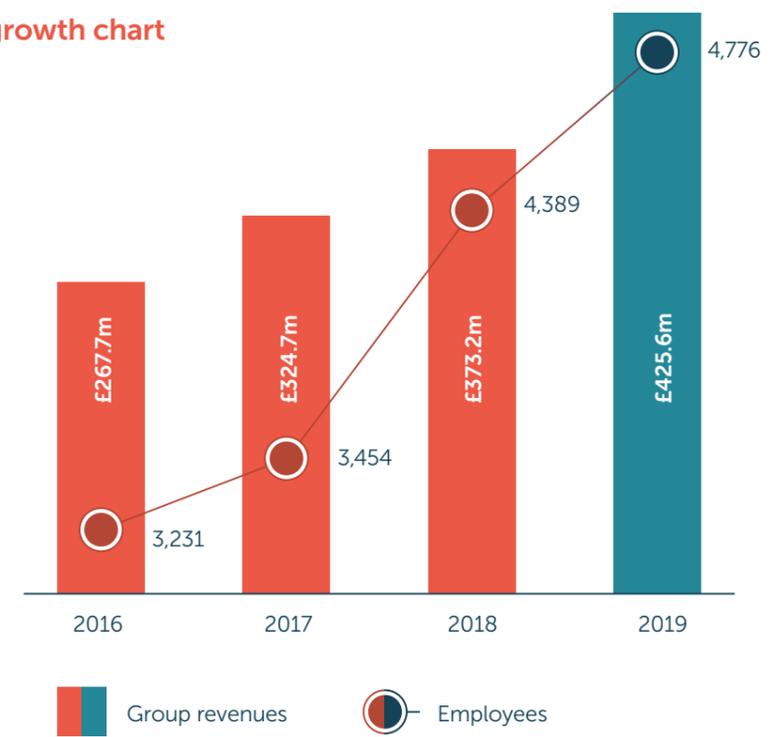
Group EBITDA*

£89.1
million

Increased by 15%

(2018: £77.7 million)

Four year growth chart



* Earnings before interest, taxation, depreciation and amortisation

Chairman's introduction



Simon Downing
Chairman



With our increased momentum in the key areas of cloud, digital enablement and data analytics to support improved public services, the outlook is very positive.

With a clear focus on helping our customers to improve public services, we continued to expand our business and create new opportunities during 2019. As one of the UK's largest software companies, Civica had another successful year delivering for our customers and meeting our financial and operational objectives.

Our outstanding record of strong and profitable growth remains unbroken for an 18th year despite operating in a more challenging business environment.

While expanding the use of Civica software we have increased momentum with strategic developments focused around cloud, digital enablement, technology innovation and data analytics, to help customers meet rising expectations to transform digitally.

We accelerated the adoption of cloud software applications – which accounted for two thirds of major sales and positions us well for future growth. Our broad range of cloud software is now used by more than 3,200 customers globally, supporting them to deliver more efficient, flexible and secure services while building a stronger foundation for future innovation.

Civica's ongoing strategic development is another area of great progress, underpinned by our global operating platform. We also continued to invest in our skills and capabilities, both organically and with the acquisition of five highly complementary businesses.

We are proud of our genuine and purpose-driven culture and as we expanded to almost 5,000 employees, we maintained our position as an employer of choice with high employee ratings globally.

We again invested 20 per cent of revenues into product and service development and, as a result, supported our growing customer base with innovative solutions that meet the needs across wider government and regulated markets. Notwithstanding a year of change and challenge for all involved in public services, we maintained good momentum with a record number of contracts including increased cross-border sales for key product offerings.

During the year to September 2019, we increased total

revenues for the Group by 14 per cent to £425.6 million, producing 15 per cent EBITDA growth and good cash generation. This was driven by sustained organic software revenue growth of 8 per cent, reflecting the successful execution of our strategy globally and which provides a strong foundation for the future.

We also strengthened our leadership with new additions to our management team and welcomed ex-Sage CEO Guy Berruyer to the Board as a non-executive director.

With an increasing reliance on software to improve public services, Civica is well positioned to support our customers' needs and their digital ambitions. Our track record for product innovation

and delivery, together with the strategic development of the business and a more certain UK national political scene, underpins our very positive outlook for the business and, of course, for our customers and employees.

On behalf of the Board, I would like to thank all of our people for their outstanding contribution and to thank our customers for their continuing trust and commitment.