CIVICA

[2020
Markets Review

Building the smart software that
helps improve public services

]

Civica's software solutions are used to deliver better outcomes and greater efficiency right across the public sector.

Our cloud software is used by over 4,000 customers globally, supporting increasing digitisation and automation, all of which is underpinned by our deep sector expertise and technology know-how.

Local and State Government

Civica is helping local authorities around the world to transform community engagement and operational efficiency. We apply local knowledge on a global scale to address the increasing demand and expectations of citizens, which were magnified significantly during 2020.

Responding to COVID-19

We responded rapidly to help authorities support vulnerable people and maintain services while adapting working practices. We updated our software to deliver new capabilities and support new measures. This allowed our UK customers to provide over £1.6 billion in critical grants within weeks of emergency legislation and US customers to distribute funds under the Coronavirus Aid, Relief and Economic Security Act. Our payments software, which is used to process around £2.5 billion in secure transactions, also ensured payments to authorities could be maintained online throughout the pandemic.

With a strong performance on remote implementations, the Group maintained project delivery while accommodating movement of our own and council employees to working from home. Examples ranged from the Publica shared service in the UK to Hamilton City Council in New Zealand.

Using our flexible iCasework platform, we developed Community Helper and Track and Trace software to enable authorities such as Liverpool City Council and the London Borough of Redbridge to co-ordinate local activity. We also supported council partners directly via our OnDemand contact centre and processing services, handling a high level of enquiries and ensuring provision of the right information and services to local communities.

" Civica was the perfect partner for this project. The speed of delivery was absolutely remarkable. "

London Borough of Redbridge.

Business review

During the year we grew the use of our products including cross-border sales. Civica signed more than 110 new or extended contracts for our software, from digital engagement and case handling to people and financial management.

In **Australia and New Zealand**, we launched our new cloud optimised local government software suite, Authority Altitude. The latest evolution of Civica's Authority system is designed to improve community engagement and streamline council operations, including a range of mobile applications. It was selected by Palmerston North City Council, for example, as part of a wider transformation programme.

The business reinforced its position with existing and new customer programmes, such as at Snowy Monaro Regional Council where the joint project team migrated 1.2 million electronic documents and converted 31 million rows of data. We also extended our software-as-a-service applications for asset inspection and maintenance and road management. We continued to work with the state government of Victoria to develop the software platform and the successful delivery of business process services for the integrated management of infringements, fines and warrants.

Following major natural disasters Civica responded to help the New South Wales Office of Emergency Management. This sped up vital claims processes for bushfire and flood affected councils using our Recover mobile and cloud software, which was also recognised with the 2020 Mobile Innovation Award at the Australian Business Awards.

A preferred partner in **North America** for local governments in the Midwest, our Enterprise Resource Planning solutions form the backbone to operations across core functions of tax, finance and payroll.

In the **UK & Ireland**, we secured excellent new agreements across our product range. These included core revenues and benefits software for Oxford City Council, the London Borough of Barnet and Stroud District Council, and for 4 authorities via shared public company Publica. With ongoing focus on shared services in the sector, we built further on our leading position with new wins also for our financials and HR and payroll software.

We continued to support accelerating cloud adoption and digitisation and to invest in new technology. Our latest Regulatory Services suite, built on Civica's Cx platform, has now been selected to support more than 25 authorities. This includes Kent County Council which expects time savings of up to 80 per cent in its Trading Standards department. Our award-winning pension administration system also saw Civica secure new contracts worth over £5 million with Essex and Hampshire county councils and the London Borough of Southwark. With good new business supported by our place on the national Local Government Pension Scheme (LGPS) framework, our software now supports around 44% of the LGPS membership, plus police and fire services.

The Group's democracy & engagement business maintained a robust performance including support for the annual canvass of households to update the electoral register. Our Xpress mobile canvasser app became even more relevant, and we provided enhanced support for remote meetings within our paperless meeting app including in-app voting.

We also maintained our track record in strategic partnerships, for example with Hull City Council. Here, the partnership has created more than 150 jobs and £6.4 million in financial benefits while supporting digital transformation across the city.

Government and Justice

Civica is a trusted digital partner for more than 40 departments and agencies and their local partners. We design, build and deploy responsive digital services and workplace solutions to drive a better experience for the public and improve productivity for customers.

Business review

During the year we expanded our activities to modernise customer engagement and reduce costs for government in response to markedly changing circumstances including Brexit. Despite the disruption brought on by COVID-19, we secured further engagements at the Home Office, Ministry of Justice, DEFRA and Ministry of Defence, and their aligned agencies.

With the digitisation of public services accelerating, the Group secured new digital partnership agreements including with Education Scotland and UK Road Offender Education. We also extended existing products, such as our innovative CRaSH software for road traffic collision management, adding new capabilities including online payments. And recognising the need for systems modernisation we launched a new Application and Platform Health Assessment.

Civica continued to build on our strong position in Northern Ireland. Together with new engagements for the Department of Finance and the Department for Communities, we developed the global first COVIDCare NI app with the Department of Health. Our Coding for Kids work with schools was also shortlisted for the Tech for Good project of the year.

The Group's growing range of products and services are available through the UK's Digital Marketplace, under the G-Cloud and Digital Outcomes and Specialists frameworks.

iCasework is our leading AI-assisted Software as a Service (SaaS) solution for intelligent case management. It is used by 130 organisations including the Home Office, HM Courts & Tribunals Service and the Commission for Equality & Human Rights. During the year we expanded sales into the Australian market including to the Government of South Australia.

As well as providing the capability to deliver our Community Helper and Track and Trace applications to support the response to COVID-19, we built on the iCasework platform to deliver Civica's next generation legal management system and new software for Coroners. Almost 50 customers have already selected these innovative products.

As organisations look to become more data driven, Civica is also helping customers like the Bank of England and Ministry of Defence turn data into usable insights. We provide a broad range of services to help organisations turn data into actionable outcomes, using our trusted data platform and intelligence tools including embedded and predictive analytics. We also continued our work supporting critical infrastructure and national security.

Civica delivers democratic processes for a wide range of customers. Successful large-scale programmes included the UK's general election and the Labour Party leadership contest. With the advent of COVID-19 we enabled the switch to online and remote voting with our CESvotes platform, including the first ever online ballot for MPs in the UK Parliament.

Building on our software capability we also run complementary business process services and during the year extended our work with Network Rail and secured a new contract with the Health & Safety Executive.

Public Safety

In the **UK and Ireland** we provide software and digital solutions used by more than 100 police and emergency services. These range from automatic number plate recognition (ANPR), for which Civica is one of the delivery partners for the Home Office National ANPR Service, to digital enablement such as for the Police Service of Northern Ireland.

Our fire risk management software is used by more than half of UK Fire & Rescue Services, with the latest new contract signed with Essex County.

In **the USA** Civica is established in the justice market in Ohio. Partnerships with the State of Ohio Department of Public Safety, and the Ohio Supreme Court have positioned Civica as a trusted partner in the sector. Products include next generation 911 and emergency dispatch together with Authority RedHawk which provides officers with person or vehicle checks.

Health and Care

Civica works with 500 health and care providers in the UK, Australia and North America. Our cloud software is used to help improve clinical, financial and workforce outcomes and, while 2020 brought unprecedented challenges, we delivered a strong performance with double-digit revenue growth.

Responding to COVID-19

While maintaining business as usual, we immediately diverted resources to support the national response including new software capabilities. Our COVIDCare NI app, developed with the Northern Ireland Department of Health in just 10 days, was a global first and, with more than half a million downloads, reduced pressure on call centres.

Innovations included a new app to update frontline health care workers in the UK together with extending our CarelinkGo mobile software to provide alerts for carers in Australia. The Group's practical support also ranged from assisting NHS recruiters via our Trac platform, to using the Civica Experience platform to gain patient feedback.

Having shown the speed at which new digital solutions can be conceived and deployed, we remain focused on more agile and innovative ways of working to safeguard public health.

Civica brought everything to the table to help us with our public health intervention.

Dept of Health, Northern Ireland.

Business review

In **Australia and New Zealand**, the Group provides leading software for aged care, disability, mental health and family services. We won new customers for our Carelink cloud software including Simply Helping, Midway Community Care and Latrobe Community Health Service, and added new capability. Following take-up of CarelinkAir we launched our new Roster application, in support of an increasingly mobile workforce.

NewHealth is used by many of Australia's largest health insurers, including HCF, to engage customers through multiple channels. During the year we launched our latest cloud software, Ensure, to manage the complete customer journey together with a new claims platform.

Focused through our Endeavour programme, we continued to expand the use of Group products into Australia including our CostMaster and Civica Experience software.

We provide customers in the USA and Canada with our Paris patient record system and our Enterprise Master Patient Index (EMPI) software, which matches data across systems to ensure an accurate single view. The acquisition of learning technologies specialist Agylia, following the end of the financial year, added further to our activity in the USA.

While recognising the huge demands on our customers during the pandemic, we secured more than 40 contracts in the **UK and Ireland**, underpinned by our cloud-first strategy. We also progressed our product roadmap and were delighted to be awarded Best Cloud Finance Solution in conjunction with South Tees Hospitals NHS Foundation Trust at the Computing Cloud Excellence Awards.

Good progress for our clinical information systems included agreements with Guy's & St Thomas', Pennine Care and Coventry & Warwickshire Partnership NHS Trusts. We advanced our growth strategy with the acquisition of Infoflex, adding highly complementary software for integrating care and treatment processes in the NHS used by 130 Trusts. We also gained momentum with Civica Prescribing software to modernise medicines administration.

Following the end of the financial year, we signed our largest deal to date in the sector to provide an integrated digital platform for Greater Manchester Mental Health NHS Trust. The deal, which builds on our Cito software, is worth more than £10 million. Earlier, the Greater Manchester Digital Platform adopted Civica's MultiVue software to provide a single view of citizen identity.

Increasing cloud adoption for our market-leading CostMaster software has led to exciting new innovations, included AI-based analytics solution Aurum. Developed in conjunction with our NorthStar lab, Aurum identified £40 million of potential savings from patient-level data in just 24 hours, in a pilot project with 6 NHS Trusts.

We also expanded Civica's workforce solutions to a unified capability for people management and performance. With the acquisitions of Agylia and Equiniti HR Solutions following the end of the financial year, our cloud suite is now used by 800 organisations to manage the recruitment, engagement, development, remuneration and wellbeing of employees.

In the residential care sector we continued to support customers through a very difficult environment, including new agreements. Following the end of the year, we acquired Medical Billing and Collection, the UK's leading medical billing provider to the independent care sector.

Social Housing

Civica is the leading software partner for social housing, working with 400 housing groups, local authorities and their partners. Our cloud software is used to deliver more responsive and cost-effective services and an improved experience for 5.3 million tenants.

Responding to COVID-19

As in other sectors, we assisted customers in re-focusing resources to support tenants in their communities, such as software to manage provision of emergency accommodation to those in need. We also adapted software to enable repairs staff to deliver food and other services to vulnerable people and to direct hardship credits directly to tenants struggling with payments.

Business review

We continued Civica's strong momentum with Cx Housing, our innovative cloud software for social housing management. The customer-centric system supports priority areas of cloud deployment, self-service and staff mobility to drive the digitisation of housing services. Since launch more than 50 organisations have now chosen Cx and during the year we were successful with 75 per cent of new customer bids.

The introduction of Cx into **Australia and New Zealand**, has expanded our addressable market, and we also gained new sales in the region including Unison Community Housing and Mission Australia.

Our Cx suite includes asset and contractor management applications to manage operations, workforce and finances more efficiently and meet compliance and safety requirements. Demonstrating the potential of the Cx platform, the same framework has also been used to develop our latest Regulatory Services software for local government.

Following the move to home-based working, we successfully switched to deploying new customer systems remotely, supported by our resilient infrastructure.

As well as enabling more flexible and efficient services and a better online experience, the greater adoption of cloud solutions provides a stronger foundation for future innovation. Civica is also providing customers with wider business solutions including the Group's financials, payment and HR and payroll software, as well as supporting tenant engagement and administering resident ballots through our democracy solutions.

Housing providers are increasingly recognising the benefits of better data management to enhance tenant services and efficiency and to drive innovation. Drawing on our deep data and business intelligence expertise we are helping the likes of top-ten housing association Sovereign to harness advanced data insights and reporting. Civica's MultiVue master data management software is also helping customers such as the Wheatley Group to create a single trusted view of its tenants.

In the **UK and Ireland** we secured excellent new contracts including with the London Boroughs of Harrow and Redbridge, Your Housing Group and Places for People, the UK's largest provider of social housing. Worth more than £11 million, the latter programme will enhance the management of more than 90,000 homes on the foundation of an integrated property management solution.

Education

Civica works with thousands of schools and colleges around the world to improve teaching, learning and administration, while helping library services to fulfil a vital educational, social and cultural role.

Business review

With the education sector suffering major disruption throughout 2020, we focused on areas of practical support including our cloud solutions. Following launch of our latest Spydus software, we also helped libraries to maintain services via our digital platform when physical branches were closed. Civica continued to support young people through our social programmes, including UK partnership with Young Enterprise, Civica's Coding for Kids initiative in Northern Ireland and Room to Read in Asia Pacific.

In **Australia and New Zealand** Civica software is used by more than a third of the schools market. Our cloud Education Suite brings together essential information management and teaching tools to provide the systems foundation to drive school improvement and efficiency. During the year the business continued to work closely with customers from individual independent and jurisdictional schools to large scale programmes, such as for the Department for Education South Australia.

Civica's customer-centric library 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, two of Victoria's largest library services Eastern Regional and Yarra Plenty Regional Libraries, which manage combined loans of 9 million items annually, together with Queensland Technical and Further Education (TAFE). Use of AI in Spydus saw Civica win the 2020 Cloud Innovation Award at the Australian Business Awards.

We maintained our strong track record in **Singapore**, and extended our involvement with the Ministry of Education winning a new 5-year contract worth up to $95.7 million. The agreement sees Civica providing our latest library management software in the cloud together with library collection and professional services for over 350 schools, to support the Ministry's Learn for Life strategy.

In the **UK and Ireland** Civica's broad portfolio includes education and resource management, financial management, HR and payroll, cashless catering and parent payments. We added new and complementary software assets with the acquisition of Fretwell-Downing in March 2020 and, following the end of the financial year, Parago Software.

Parago Software as a Service (SaaS) applications support more than 2,000 education customers around the world, helping to manage estates and assets and share resources between multiple sites. The addition of Fretwell's Saffron cloud suite extended our support in schools into catering management and food compliance. It enhances activities from child nutrition and allergies through to food waste reduction, and has enabled paperless working.

While education activity was impacted by continued uncertainty and restrictions, the experience reinforced the increasing focus on cloud adoption and digital enablement. Progress included adoption of our cloud financials platform by Northern Education Trust and Orchard Hill Academy Trust. And we continued to develop the use of Civica HR and Payroll software and services, with new customers including Bath and Wells Academies Trust, Babington School and South West Essex Academies Trust.

New digital engagements more widely included a transformation programme with Education Scotland to provide new digital tools and services to support its work alongside schools on quality and improvement in education.

Civica Assessments provides a cloud-based on-screen marking platform for high volume tests. It is used by awarding bodies, certifying authorities, testing organisations and other educational institutions, processing 2.5 million papers annually. Following the end of the financial year we extended our capability more widely for online assessments with the acquisition of Calibrand Ltd.

Registered head office

Camelia Investment
1 Limited

South Bank Central
30 Stamford Street
London
SE1 9LQ
United Kingdom

Tel: +44 (0)3333 214 914

Registered number

10969863

Auditors

KPMG LLP
15 Canada Square
London
E14 5GL

Regional offices

United Kingdom and Ireland
South Bank Central
30 Stamford Street
London
E1 9LQ

Tel: +44 (0)3333 214 914

10 Weavers Court
Belfast
BT12 5GH

Tel: +44 (0)3333 214 914

Australia and New Zealand

163-175 O'Riordan Street
Mascot, Sydney
NSW 2020

Tel: +61 (0)2 8324 3000

India

Notus Pride
Sarabhai Campus
Bhailal Amin Marg
Vadodara 390007

Tel: +91 (0)2652 335 557

Singapore

6 Harper Road
Leong Huat
Building #04-08
Singapore 369674

Tel: +65 6511 7888

USA

52 Hillside Court
Englewood, Ohio
OH 45322

Tel: +1 937 836 4499

CIVICA

INVESTORS IN PEOPLE
We invest in people Gold

Certification No. 663

ISO 9001, ISO 27001, ISO 22301,
ISO 14001, OHSAS 18001, ISO 20000

civica.com/

linkedin.com/company/civica-pty-limited/

/Civica Asia Pacific

@CivicaPTY