

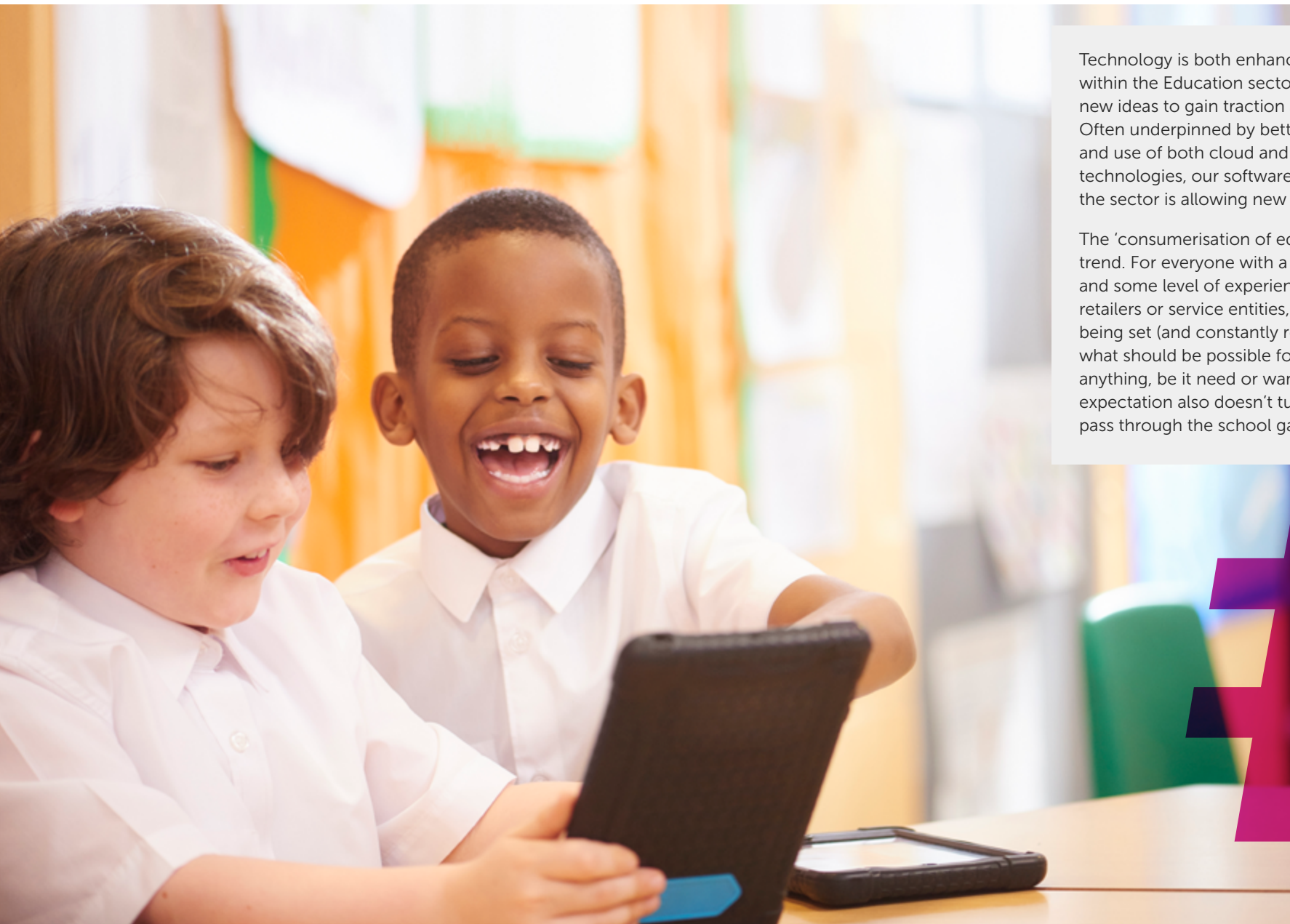
2021 Market Review Education

Building the smart software that
helps improve public services



Civica partners with thousands of schools, colleges and libraries around the world to improve teaching, learning and administration. With a focus on making management and administration simpler and less time consuming, we're helping schools shift time and energy back into the teaching. In the world of libraries, we're helping library services to operate effectively and fulfil their vital educational, social and cultural role.

Looking back, looking forward



Technology is both enhancing trends within the Education sector and allowing new ideas to gain traction as never before. Often underpinned by better use of data and use of both cloud and advanced technologies, our software and work within the sector is allowing new ideas to flourish.

The 'consumerisation of education' is one trend. For everyone with a smartphone and some level of experience dealing with retailers or service entities, expectation is being set (and constantly re-set!), about what should be possible for obtaining anything, be it need or want. That expectation also doesn't turn off as people pass through the school gates.



Launched in August 2021, the [CivicaEats mobile based app](#) allows pupils or parents to order schools meals in advance. With waste reduction benefits from food preparation matching the demand on the day, the app also helps remove unsafe options from student's choices, supporting their dietary or allergy management needs. The waste reduction also generates cost and environmental benefits for the school. Integrated with our Cashless system for payment and Saffron catering management system, we see this sort of highly consumerised app becoming the norm in Education.

Further driving compliance and cost controls, we've extended the move to mobile across our solutions with Saffron Check bringing auditing, messaging and electronic purchase management to the fingertips of catering operators in the workplace. Our kitchen management solutions continue to evolve to meet the needs of our catering partners and their consumers. We're looking forward to releasing additional capability to support our users' commitments to social responsibilities such as food waste reporting and the CO2 impacts of their catering activities.

At an institutional level, we see far more of a commercial mindset and approach being taken, with the ongoing formation of multi-academy trusts (MATs) in the UK, or the aggregation of MATs to form larger singular MATs, with scale benefits. The need for modern management and governance practices in these enlarged organisations becomes even more acute and will need to be properly supported by suppliers and partners to the education sector to enable the operational benefits to be realised.





Civica's acquisition of Parago, a UK based specialist in schools' asset and estate management and governance, adds to our existing software products used for schools management. In Australia, our Maze product remains the largest used commercial schools management system, with over 1,400 schools using it as their administration and finance solution. In the last year, an additional 220 government and independent schools in Australia went live with our flagship Education Cloud Suite product. With the upgrade of this product in April 2021 to include Community Engagement, Timetabling, Academic Reporting and Markboard, this gives an indication of what schools want – like commercial enterprises, one fully integrated system, with data and functionality in one system and accessible anywhere.

In Australia the rollout of our statewide cloud schools management solution Civica Education Suite for the Department of Education South Australia which will ultimately support over 800 schools and pre-schools, continued. Most pre-schools are now live with full deployment targeted to be completed by end of late 2023.

Back in the UK, [Cavendish Learning Trust \(CLT\) have also made the move to an integrated cloud system](#), that gives them more of a complete enterprise-like view across the four schools, 1,700 students and 265 staff within their care. Through the implementation of Civica's Education FinancialsLive and PeopleLive software, CLT hopes to gain more of a complete picture, save time and money and crucially, be able to spend less effort on management and administration and more time on teaching.

With the challenges of Covid – triggering school closures and remote learning, digital technology and a transformation in the approach was pushed to the fore. With that home learning change, key challenges emerged, often connected to socio-economic area – device availability and capability along with broadband and wifi connectivity, being the most common. Whilst virtually no-one is advocating any sort of return to mass or even partial home-schooling, the use of technology to enhance education (or even make it function, full stop) has been proven. This experience, with its ‘necessity is the mother of invention’ underpinning, will push both the likes of Civica and customers in the education sector to keep examining where digital technology can be usefully applied.

The Education sector has been through significant change over recent years and technology has been both the enabler and driver of such change. Moving forward, we believe Education ERP (Enterprise Resource Planning) has the potential to be a further driver of change enabling institutions to have a single look and feel across multiple systems, full integration across all applications and a single sign-on to ‘core’ systems. Such systems won’t simply be back office financial solutions. Civica ERP capability, can help deliver full functionality across the suite of Educational requirements from MIS, HR & Payroll, Financials, Cashless, Catering, Asset Management, Assessment and eLearning all under one umbrella platform.



Hubs of knowledge

With their pivotal role in the community, libraries have continued to be an area of focus for Civica. Operated by more than 500 libraries across Australia, Singapore, New Zealand, the UK and Republic of Ireland, our Spydus library management system has cemented its position as a market leader. In 2021, over 37 million items were borrowed from Spydus supported libraries in Australia and New Zealand alone. We maintained our strong track record in Singapore, and [extended our involvement with the Ministry of Education winning a new 5-year contract](#). 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.

COVID-19 challenged many libraries to adopt a new norm and quickly incorporate digital approaches in their service offering which we worked with our customers to respond to. As a result of our commitment to support the library community and quick response to the pandemic and changing work practices, we implemented book quarantine as a new way of taking books out of circulation for a fixed period to eliminate any possible risk of surface-based virus transmission.

With the success of the Spydus library management system in the APAC region and across the UK, we've now leveraged that expertise for the benefit of library users in the Republic of Ireland, supporting national programmes to inspire, connect and empower communities and improve reading and literacy. [The new software will support the Irish government's 'Our Public Libraries 2022' national public library strategy](#).

Public libraries across Ireland provide a range of learning and culture services with over 17 million visits per year: accessing more than 13 million physical books and tens of thousands of eBooks and eAudiobooks. The new five-year contract will run across all of Ireland's 330 library branches and 29 mobile libraries.

// Digital transformation and adopting new ideas is the new norm – and the education and library sectors continue to embrace the ideas, generating benefits for students, users, staff and managers. That's inspirational to be around and exciting to be part of."

Stewart Mcluskey, Divisional Managing Director, Civica Education

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