Markets review

A unique breadth and depth of domain expertise, capability and customer relationships makes Civica the leading supplier to our markets. Every day our products and services help 2 million professionals around the world to deliver responsive services and better outcomes.

Local & regional government

North Lanarkshire Council

Civica's master data management solution, MultiVue, has enabled North Lanarkshire Council to improve the online experience for citizens through its award-winning portal. Creating a single and complete view of each citizen across previously fragmented and disparate data sources has ensured the council can provide simplified and seamless access to services with citizen data instantly available and automatically updated. The availability of enriched data is also helping to create innovative services such as an artificial intelligence-powered chatbot.

State of Victoria Department of Justice and Regulation

Civica's integrated infringement and fines management software is helping the Department of Justice and Regulation to streamline verification, processing and monitoring operations across the state of Victoria following introduction of the Fines Reform Act. Transition to the new system together with integrated business services included the transfer of more than 20 million live records, and during the year underpinned the processing of more than 2 million payments.

▶ East Kent Services Partnership

Our software platform for local government revenues and benefits has provided the foundation for the East Kent Services partnership of Thanet, Dover and Canterbury City councils to deliver a high level of service and savings of more than £6 million. Enabled by this software foundation and our specialist expertise, Civica also operates shared front-facing citizen services for the three councils in a strategic partnership designed to sustain and improve services while achieving new cost savings of up to £5.3 million.

With an unrivalled portfolio of market-leading software, digital solutions and managed services, Civica is helping authorities around the world to transform customer engagement and streamline service delivery.

Review of operations

UK & Ireland

During 2018 Civica grew the scope and scale of activity across our largest market and delivered a strong performance in the UK & Ireland. Driven by changing customer needs, the company made good progress underpinned by successful product and service delivery.

The Group signed more than 60 contracts for core business systems including our leading revenues and benefits, payments, financial and asset management software. New agreements included, among others, Stockport, East Ayrshire and North Warwickshire councils, the latter to provide a shared self-service platform which will see the authority working together with Nuneaton & Bedworth to enhance service delivery and efficiency.
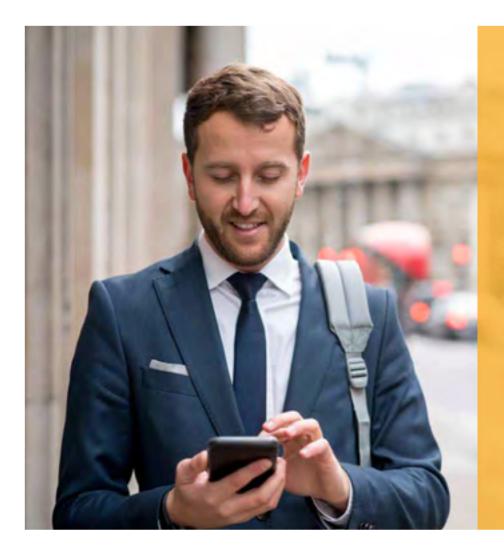
We advanced our cloud strategy across the sector, with new product introductions and customer migrations. Following the launch and initial sales of Civica's latest managed financials software, FinancialsLIVE, the platform solution was also successfully introduced to both social housing and education sectors.

Cloud payment systems provide a critical platform. With more than 20 new deals, and having also added

certain trade and assets from Northgate Public Services in the year in respect of its payments systems, Civica's payments technology is used by more than 175 authorities.

With a customer base comprising more than 90 per cent of local authorities, the business continued to expand the use of our products with existing customers through additional software and services. These ranged from digital platforms, transformation projects and support for new policies including Making Tax Digital, to OnDemand processing services, with new contracts for the London Borough of Enfield and Leicester City Council together worth more than £5 million.

We maintained an excellent track record in the delivery of strategic service partnerships across the country. New contracts included an innovative partnership built on Civica's software capability, to operate shared citizen and business services for the East Kent Services consortium of Canterbury City Council, Dover District Council and Thanet District Council. The agreement is helping to sustain high levels of service while saving up to £5.3 million for the councils.

Successes also included expansion of our activities in Hull with take on of OnDemand services for Network Rail which, following the end of the year, was awarded a Best

Supporting services for

50m
people

£15bn
of income and expenditure processed annually

300
councils using cloud-based solutions

in Public Sector 2018 accolade in the Top Companies for Customer Service survey.

During 2018 the Group acquired several complementary businesses, including debt recovery software specialist OneStep Solutions, master data management company VisionWare, and case management expert iCasework, whose cloud software is used to handle millions of cases annually. The acquisitions consolidated Civica's position as the leading partner for the sector with a stronger capability to help customers extract maximum business value through cloud software and automation.

Australia & New Zeland

Civica's Authority suite is an enterprise-wide system built for local government to streamline service delivery and transform customer engagement. Progress during the year combined support for a large customer base, investment in new product capabilities including our new cloud-based Authority 7.1 software, and new wins, such as to support Strathfield Council's smart city vision.

Following the signing of the company's largest agreement to date, with the Victorian state government to support administration of new fines legislation, a rapid transition saw operations begin with the new

Civica-built system on 1 January 2018. During the year more than 2 million payment transactions were completed.

In addition to also developing public and hybrid cloud offerings, we advanced our technology strategy for the sector including building on automation and analytics capability.

USA

A preferred partner for local governments in the Midwest, Civica's Enterprise Resource Planning solutions form the backbone to operations of medium to large agencies. The company has a successful record of helping improve revenue collections for customers through effective technology and citizen engagement applications, including data migration for competitive replacements.

During 2018 the business combined the delivery of upgraded systems for existing customers with installations at new customer sites, including Logan County Auditor's Office in a competitive win again including data conversion.

The acquisition in May 2018 of master data management specialist VisionWare added to the Group's presence in North America. UK-based VisionWare has an established position in the US, helping government entities such as the State of Alaska to deliver quality services enabled by single, complete view of data across the organisation.

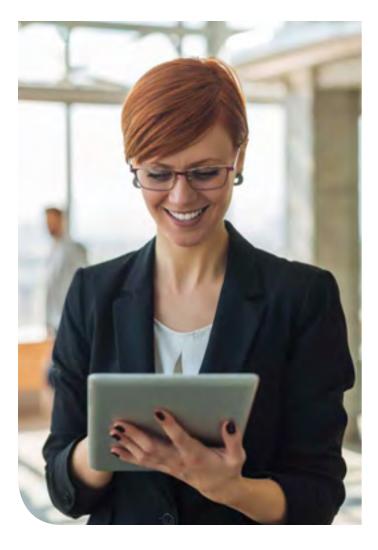# Government & national security

NI Direct

Civica has delivered more than 25 projects as part of the NI Direct strategic partnership. From an online disclosure system for criminal record checks which created a better customer experience whilst cutting average processing times by 60%, to a new driver licensing system implemented within 14 weeks, the company has helped government agencies to deliver a new generation of digital services while achieving savings of £17 million.

Her Majesty's Prison and Probation Service

An executive agency of the Ministry of Justice, HMPPS delivers prison and probation services in England and Wales, working to protect the public, reduce re-offending and support offender rehabilitation. Civica developed a national case management system for victims of serious crime, providing a nationwide view of over 60,000 cases. The flexible and reliable solution helps ensure consistent best practice delivery of sensitive victims' services by HMPPS.

▶ Department for Transport

Civica's cloud-based Collision Reporting and Sharing system provides a digital platform for police officers to capture and upload accurate collision data at the roadside, giving a clearer picture for the agencies involved and helping to improve road safety. It also streamlines case management, using automation and integration with third-party systems to minimise manual intervention and reduce the risk of errors. Used by more than 20 police forces, CRaSH has delivered savings of approximately £7.5 million per year for the agencies that rely on the system.

As a trusted digital partner Civica works with departments and agencies to envision, design, deliver and manage digital applications and services. Through digital specialists, outcome-based projects and end-to-end transformation, we help government to streamline services and improve lives.

Review of operations

Digital services

Working with more than 40 government departments, agencies and companies Civica provides a range of secure applications, digital solutions and managed services to support the provision of modern national services. Our secure, business-critical solutions are enabling organisations such as the Home Office, Ministry of Justice, Ministry of Defence, Foreign & Commonwealth Office and many agencies to transform government services.

Civica's dedicated Digital division has more than 20 years' experience of supporting central government and critical national infrastructure. The business provides a broad range of services, from strategic consulting to the design, development and management of front line applications ranging from a global crisis hub to a nationwide licencing service used by more than half a million people.

During the year Civica Digital continued to support existing and new customers. We extended our track record with, among others, the Home Office where the company has been engaged in more than 15 projects across departments, and the Rail Delivery Group, supporting its cloud-based product management system. In addition to government departments, new engagements included Acas and the Solicitors Regulation Authority.

In partnership with the Department for Transport we enhanced our cloud-based Collision Reporting and Sharing system, digitally enabling police forces in England and Wales for road traffic collision management. CRaSH is used by more than 20 forces, unlocking savings of c.£7.5 million per year for police and government agencies. New mobile functionality aids faster, more accurate reporting, reducing police workloads, helping agencies work together and improving road safety.

Civica also continued to support national organisations through deep expertise and capability in secure communications and information systems.

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

In Northern Ireland, Civica is a key partner under the Strategic Partnership Programme, which has seen more than 30 services transformed with more than 15 million new online transactions. A new Driver Licensing Online System has reduced processing times while improving the customer experience with satisfaction ratings increased to 98 per cent.

With advances in the application of connected devices, AI and robotic automation, we continued to progress

with innovative new technologies and to add new skills, outlining Civica's commitment to provide the latest technology for our customers.

Following the end of the financial year, we were delighted to announce the appointment of Steve Thorn as executive director. With a track record of putting insights and data at the heart of business-critical application design and development, Civica Digital is extremely well placed to help progress the Government's strategy as the sector looks to deploy modern digital services.

Software and Managed Services

Civica provides a range of specialist software applications to support regulation and administration for agencies and national organisations.

In September 2018 Civica acquired iCasework, a specialist provider of software-as-a-service (SaaS) applications for case management. Available on both public and private cloud platforms, iCasework software is used by more than 100 customers to handle millions of cases annually, from request handling to complaints management.

Its highly configurable correspondence solution for government allows for management of a wide range of actions, from Parliamentary Questions and Ministerial correspondence to Freedom of Information. In use at the Home Office, Department of Health and the Ministry of Housing, Communities and Local Government, the software is accredited for use in government and is available through the UK Government's Digital Marketplace.

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

The Group made progress in the year with new software and service engagements for, among others, government resourcing business PeoplePlus and Network Rail.

Delivering digital services for government for

20
years

Agile systems supporting

500,000
government employees

Savings of

£17m
through NI Direct digital services

Health & care

Lincolnshire Partnership NHS Foundation Trust

Civica is delivering its electronic Prescribing system for Lincolnshire Partnership, supporting the Trust's aim to maximise safety and efficiency in prescribing and medicines administration. Extensive capabilities to support in-patient, out-patient and community care settings, underpinned by a single medication record, ensure unified health care practice and assured decisions, helping safeguard patients across the County.

Maury Regional Health

The Group's enterprise master patient index (EMPI) software has enabled Maury Regional, which serves 280,000 people, to integrate data from multiple disparate health record systems and provide a master record with complete patient information. Providing a single view through the Maury Regional Health portal has increased patient satisfaction and enabled clinicians to collaborate between providers and make more informed care decisions.

▶ Royal Cornwall Hospitals NHS Trust

Civica is working with Royal Cornwall Hospitals to progress the Trust's digital vision and help improve patient care with our unified health platform Cito. Working from fully digitised case notes and integrating with 13 clinical systems, Cito provides a single view of patient information at the point of care, enabling better clinical decision making. It is also helping the Trust to redesign key services such as pre-operative assessment through increased automation and information sharing.

Review of operations

UK & Ireland

Civica's digital and cloud-based solutions are helping to achieve better clinical, financial and operational outcomes across the NHS and the private sector. From shared care records and electronic prescribing to automation of workforce and financial processes, we continued to expand our capability and our customer base.

Order intake comprised more than 30 agreements, underpinned by product development, cloud delivery and technology innovation to support more efficient and unified services.

Our clinical information management system, Cito, provides a foundation for digital health care, unifying digitised records and data into a real-time view of patient information and automating care pathways. With the first customers operational, Civica won 8 new contracts. These included Lancashire Care Foundation Trust, Guy's and St Thomas' Foundation Trust and University Hospitals of Leicester, one of the UK's largest acute trusts.
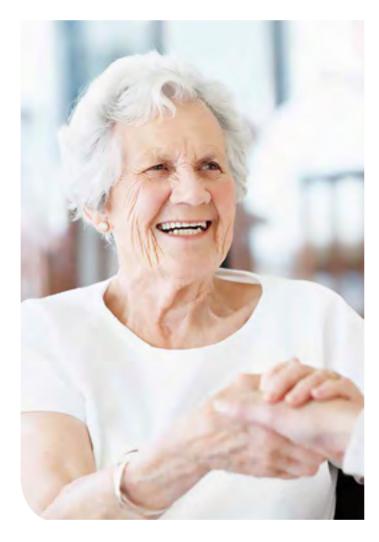
As highlighted by the Secretary of State, electronic prescribing and medicines administration is a priority to safeguard patients and improve efficiency. Civica Prescribing software, which scored highest on the NHS HCIS Framework for ePrescribing requirements, supports safer medicines management, and gained new customers including Lincolnshire Partnership NHS Foundation Trust.

Paris patient and case management software is helping community-based health and social care teams to deliver care across many settings, including through online and offline mobile working. Progress included Children's Services implementations for both Southern and Belfast Health and Social Care Trusts.

The business gained momentum with our latest managed cloud platforms for income and contract management and for patient-level costing and reporting, with 12 new contracts. Innovative developments underway include the use of cloud-based AI technology to analyse and gain insights from as many as 3 billion hospital data items.

More than half of acute Trusts using CostMaster software have now successfully reported under the new Costing Transformation Programme (CTP) standards, a year ahead of the national mandate. Roadmap partner West London NHS Trust also completed the first mental health trust submission.

During a difficult environment for residential care providers, Civica continued to build on its strong record as the leading provider of financial, workforce and care management software in the sector. Providing systems to support new ways of working and deliver cost savings,

Civica delivers software and services to more than 500 health and care providers across the UK, Australia, Canada and the USA. Working across clinical and operational settings, the company is streamlining the delivery of unified care and enhancing financial and operational management.

such as the use of machine learning in its workforce optimisation solution, Civica gained new contracts including, among others, Norse Care and Advinia Healthcare.

Following the end of the financial year, Civica acquired e-recruitment software specialist Trac Systems. Used by 160 Trusts, the company's cloud software is the recruitment system of choice for the NHS, managing the complete process, from advertising vacancies and managing applications to induction, while supporting legislative compliance.

Australia and New Zealand

In August the Group acquired Geelong-based Carelink, a leader provider for the community care market with its cloud-based client management software. Solutions covering disability, mental health, aged care and child and family services support an increasingly digitalised and mobile workforce and enable people to access information online.

The acquisition provides a platform for growth in health & care, building on the activities of both companies to widen the deployment of our solutions globally. With 140 customers the business forms part of an expanded international health & care operation, with Carelink chief executive Craig Porte joining the international leadership team.

Civica's NewHealth platform provides an integrated system to streamline health insurance management from new product launch to effective claims processing. It is used to manage a third of Australia's private health policies, and more than AUD4 billion of claims each year.

Building on a strong foundation the company grew its involvement with customers, including a new large-scale agreement with HCF, Australia's largest non-for-profit health fund. The programme, for a core system replacement, underpins a wider transformation programme for HCF to ensure affordable, high quality and customer-centric health care.

USA & Canada

In May 2018 the Group acquired master data management specialist VisionWare. While based in the UK, the company has an established position supplying health customers in the USA. Using sophisticated patient matching algorithms, the company's Enterprise Master Patient Index (EMPI) identifies and matches patient records across multiple systems to ensure all records are accurate and up-to-date and to avoid duplication and error.

Civica continued to work closely with customers in Canada, where the company is helping transform community healthcare based on provision of an integrated system to support interdisciplinary care.

Cloud delivery to more than

20,000
clinicians

More than

£60bn
processed using Civica systems annually

Care billing of

£3bn
managed annually

Housing & community protection

BaptistCare

Australian community housing and care provider BaptistCare has adopted Civica's Cx Housing software after reviewing the market for the best solution to put tenants at the heart of its services. Cx will enable BaptistCare to focus on improving tenant services and engagement, providing up-to-date information at the fingertips of employees both in the field and in the office, while driving greater productivity and efficiency.

Police Service of Northern Ireland

Civica is working with PSNI as a strategic partner to design, build and support a new Criminal Justice Data Sharing platform. The new digital solution supports information sharing between numerous sources and agencies, joining together multiple pre-existing systems into one streamlined, integrated solution to speed up day-to-day processes and improve policing and public safety in Northern Ireland.

▶ The Community Housing Group

TCHG selected Civica's cloud-based housing software to consolidate systems and underpin a unified business model to support its future growth plans and its ambition to have more than 50% of customers transacting online by 2021. The digital platform will enable employees to access and update information anywhere, anytime and on any device, helping TCHG to deliver responsive tenant services enabled by real-time data.

Civica is the leading software partner for the social housing, community protection, emergency services and transport sectors, helping to support vital services and safeguard people and places.

Review of operations

Social housing

Civica has established a market-leading capability in the social housing sector supporting vital services for 5 million tenants. During the year the business delivered a strong performance led by sustained momentum for Cx, our cloud-based digital housing platform.

New wins included 12 Cx Housing contracts across the country from LiveWest, one of the largest housing groups in the south west, to West of Scotland Housing Association and North & East Housing Association in Ireland. We successfully launched the product into Australia, securing initial customers including BaptistCare, which supports people across New South Wales and the Australian Capital Territory.

Providing a complete housing platform, the business also gained further product sales in conjunction with Cx for our cloud-based asset management, housing options and community care software. New agreements included integrated housing and asset management for the Community Housing Group and Alliance Homes Group, the latter combined with our Coldharbour community care software to support its ambitious expansion plans with a flexible cloud platform.

Supporting

400

social housing providers and 5 million tenants

Software for more than

200

regulatory services

Critical technology for

130

police and emergency services

Following the integration of Abritas in 2017, Civica continued to make progress with web-based software for pre-tenancy services. Responding to new legislation, software to support the Homelessness Reduction Act was taken up by more than 60 customers.

Customers continued to deploy new systems including Cx programmes for, among others, Orwell Housing, Central & Cecil Housing Trust and EPIC Housing, the latter choosing an integrated solution comprising also cloud-based FinancialsLIVE software. At Prospect Community Housing, a new tenant portal saw 35 per cent of tenants using self-service within 3 months. We also advanced our development strategy, with Cx designed to easily adapt for new technologies such as connected devices, automation and AI.

Community Protection

The Group helps to safeguard people and places through regulatory, environmental and public safety solutions. During the year the business continued to progress development of our latest cloud-based software for the sector on the proven Cx platform. Cx Regulatory Services is designed as an integrated application to improve citizen engagement, streamline management and support an agile workforce across licensing, community safety, environmental health, trading standards and private sector housing functions.

Customers committing to the new digital platform included Durham County Council, one of the UK's largest authorities, as part of its wider digital transformation programme to encourage citizen self-service and to increase productivity across multiple departments.

Take up of new Cx Licensing software included Redcar & Cleveland Borough Council and Rugby Borough Council, the latter also signing up in the year for the complementary Cx Housing.

Police & Emergency Services

In **the UK and Ireland** Civica provides software and digital solutions used by more than 100 police and emergency services. These range from specialist applications such as automatic number plate recognition to transformational programmes to enable digital policing.

Underpinned by a security-cleared team and Police Assured Secure Facilities, Civica's Digital division combines provision of national systems such as the cloud-based Collision Reporting & Sharing system currently used by over 20 forces, with support for individual customers including Surrey & Sussex Police, Kent Police and the Police Service of Northern Ireland (PSNI).

In a multi-million pound contract PSNI chose Civica to deliver its new Criminal Justice Data Sharing platform. The new system will support information sharing between the police, the Public Prosecution Service, prison and forensic science services, joining together multiple pre-existing systems into one integrated solution to streamline processes and drive efficiency.

With the National Enabling Programmes rolling out a national Microsoft Office 365 platform to forces in support of the Policing Vision 2025, we also launched a new programme to assist forces to prepare for the opportunities presented.

The Group continued with new software developments, including Intercept, a mobile solution which allows agencies to capture, monitor and analyse ANPR data in real time and to respond rapidly to vehicles of interest. Supporting improved fleet safety and efficiency, new agreements for our market-leading Tranman software included the Northern Ireland Fire & Rescue Service and the Northern Ambulance Alliance, the latter helping to save £1 million for the partnership of the North East, North West and Yorkshire Ambulance Services.

In **the US** Civica holds 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 Civica US as a trusted partner in these critical sectors. In 2018, these partnerships led to the development of an electronic ticket data exchange system between the State of Ohio, local courts, and local law enforcement agencies, saving hours of manual data entry time.

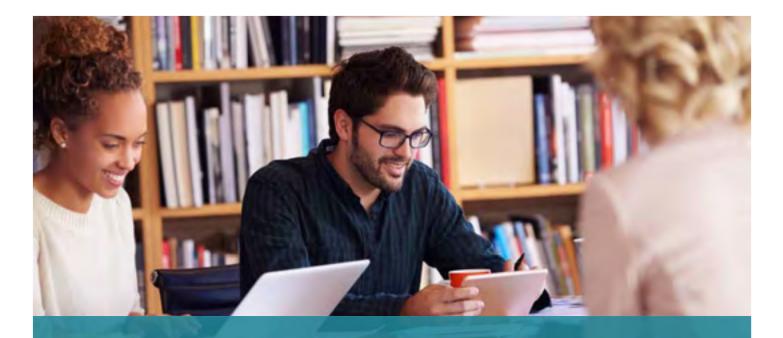# Education
& libraries

Langley Park Learning Trust

Civica worked with Langley Park to support the multi-academy trust's expansion as it grew by 33%, bringing together primary schools, secondary schools and a free school. FinancialsLIVE cloud software has allowed Langley Park to streamline its financial processes on the foundation of a common database across its estate and enabling the Trust to use a single bank account. Providing real-time access to data, the system enables consistent reporting, reduced administration and greater opportunities to maximise income.

Roehampton University

Civica worked closely with Roehampton University and Microsoft to build the case for moving its IT estate to a public cloud platform and ensuring a cost-effective migration to Azure. Civica's expert software asset management service gave Roehampton a clear view of its software use, identifying savings of up to £3.5 million through right-sizing its estate and defining a clear approach to achieve the university's objectives in moving to the cloud.

▶ Department for Education South Australia

Civica partnered with the Department for Education in South Australia to transform learning and care outcomes across 900 schools with the Civica Education Suite. Supporting a community of 185,000 students and 30,000 teachers and administrators, the software-as-a-service solution will deliver against the Department's key outcomes, to improve learning and care underpinned by enhanced analytics and reporting, and to ensure consistency in systems across sites to improve reliability, support and resourcing.

Supporting

7,000
schools, colleges & libraries

Payment solutions for

1m
students & employees

Cloud software handling

200m
library loans

Review of operations

UK & Ireland

Civica delivers cloud-based education management and business software for thousands of UK schools and colleges, providing improvement and efficiency with an integrated view of learners, finances and resources. The Group supports customers in their migration to the cloud, with a portfolio of services from readiness assessment to ongoing management and optimisation.

Building on our financials platform which is used across multiple sectors, during the year we launched FinancialsLIVE, our latest cloud solution and our most comprehensive system for education finance teams. The system found favour with initial take up including Langley Park Learning Trust and Co-op Academies Trust.

Civica continued to develop the use of our HR & Payroll software and services for schools, with 8 new customers including among others North East Learning Trust, Osborne Co-operative Academy Trust and East Durham College. Following the end of the financial year, the Group also acquired e-recruitment software specialist Trac Systems.

In May 2018 Civica acquired Nationwide Retail Systems, an established provider of payment solutions for the education sector and the market leader in cashless catering systems.

The business provides services for over 1 million school and college students and staff on a daily basis. Following the end of the financial year the Group launched Civica Cashless Solutions as an integral part of our platform Payments business.

In addition to Civica's existing cloud payments software used across schools, the acquisition increased our market presence, adding specialist capabilities including an innovative identity management solution. Adopted by customers including Gwynedd Council and Tudor Grange Academy Trust, the solution has wide application from catering and vending to libraries, using smart card, biometric and proximity tagging technologies.

Civica's college MIS system, REMS, saw further growth in our customer base and a 100 per cent renewal rate, with further education institutions continuing to manage the entire learner lifecycle.

In the libraries sector Civica made progress with our distinctive consortium model, supporting groups across the country and with new customers including Southend-on-Sea, joining the South East consortium, and Active Northumberland libraries.

Australia & New Zeland

Civica is the foremost provider with approximately 40 per cent of the schools market in Australia and a leadership position

Civica is working with 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.

in the libraries sector, and during the year the company delivered an excellent performance.

Our flagship Education Suite provides a complete cloud-based school management system. New contracts included a long-term agreement worth more than AUD80 million with the Department for Education South Australia, to help transform learning and care across 900 schools. Civica's Education Suite will provide the modern technology to support a community of 185,000 students and 30,000 teachers and administrators.

Our cloud software also provides a cost-effective way to manage school operations for independent and jurisdictional schools, finding favour with, among others, Perth Individual College, Hillside Christian College and The Montessori School, Kingsley.

During the year Civica built on our established partnership with leading specialist Frog Education and agreed a new collaboration with EdSmart, which provides a cloud-based system for streamlining and enhancing administration and relationship management.
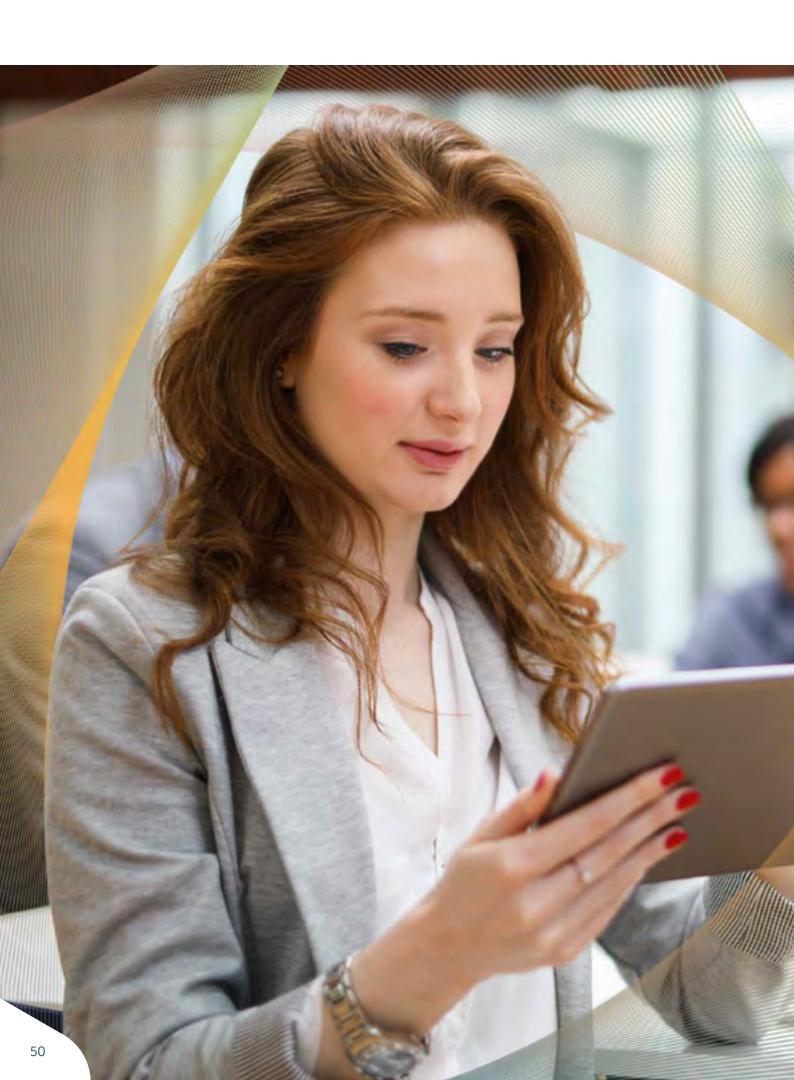
Civica's cloud-based and customer-centric system Spydus is at the forefront of library innovation, helping libraries embrace their role as modern day digital public spaces while improving services efficiency. We

reinforced our leadership in the sector with strong momentum driven by product investments, new contracts and successful delivery.
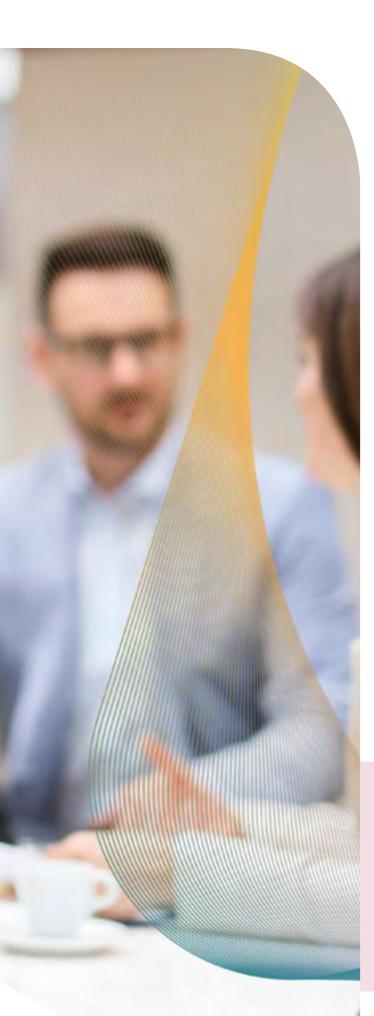
Strong take up of Spydus10 software included new agreements with, among others, Northern Beaches Council, City of Gosnells and the Inner West Consortium, as well as a consortium of nine councils in Western Australia led by the City of Albany. We continued also with exciting innovations, including Spydus Home which provides personalised information for staff at a glance, with further developments underway to extend the use of AI and machine learning.

Singapore

Civica continued to build on a strong track record in Singapore with our libraries platform comprising software technology together with staffing and collection services and managed library programmes.

The business proceeded to win new business, including a further multi-million dollar contract with the National Library Board of Singapore. The agreement sees Civica continue to provide the technology for the National Library, 26 public libraries and the National Archives of Singapore, to support the Board's broader educational learning agenda.

Regulated markets

Pension Protection Fund

Civica's UPM pension administration and payroll system provided the software foundation for the Pension Protection Fund to bring member services in-house for its Financial Assistance Scheme, which supports 150,000 people. The integrated software platform enabled PPF to build a tailored system including secure member website, with a positive impact on the quality of service that members receive and an expected 39% reduction in the cost of administration per member.
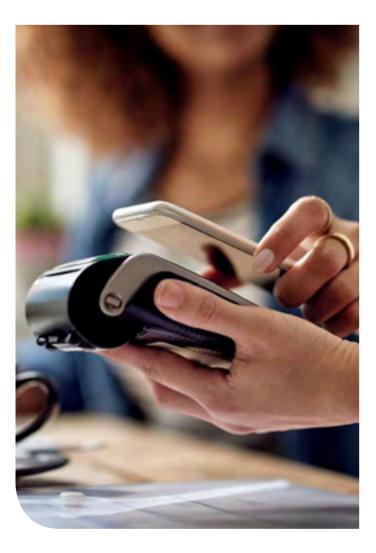
United Utilities

Civica's Tranman solution for fleet and workshop management has helped United Utilities to better manage and maintain its fleet of 8,000 vehicles, equipment and plant. With accurate and comprehensive data to hand, and improved automation, the system has delivered greater business insight and help the company to almost double workshop productivity levels in seven months.

▶ Network Rail

Network Rail operates 20,000 miles of track used for more than 4.6 million rail journeys daily. Working alongside the company's digital team, Civica delivered an enhanced 24/7 customer service platform in just nine weeks, and is helping to streamline operations and improve the customer experience by harnessing data and emerging technologies including real-time analytics. Following the start of the partnership, Network Rail's helpline was listed in the top ten of the Top Companies for Customer Service survey, and Best in Public Sector.

Civica is a growing supplier to a wide range of organisations in regulated markets, including travel & transport, financial and legal services, pension administration and utilities, helping to deliver better services and increased productivity.

Review of operations

Financial Services

From digital strategy consulting, data analytics and automation to the design and development of secure end-to-end digital solutions, Civica is helping the financial services sector to transform customer experience, operational efficiency and risk management.

The business continued to build on its established position with digital consulting, project services and on-site resources for customers including Nationwide Building Society, the Bank of England and a leading international prepaid services organisation.

Pensions

Civica's 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 1 million pensioner payments each month.
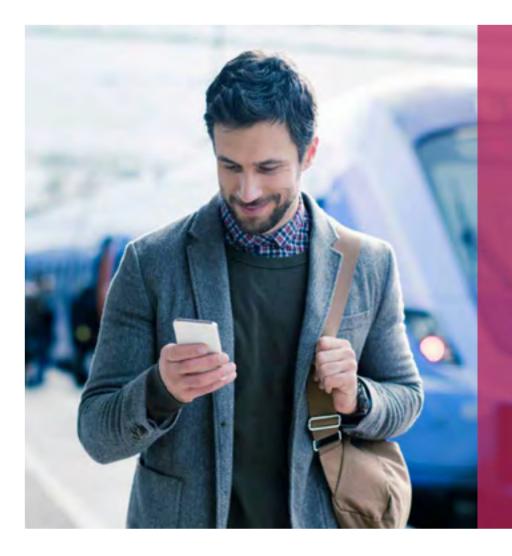
With increasing demands on pension scheme providers and increasing focus on member engagement, the company delivered a good performance. As in other sectors, Civica extended cloud-based solutions, such as for the Superannuation Arrangements of the University of London (SAUL), to support services across 50 institutions.

Building on a strong track record, we grew the use of UPM, notably to support administration of the Local Government Pension Scheme where it is used to calculate benefits for over 2 million members. New contracts included further agreements with, among others, West Yorkshire Pension Fund and Hampshire County Council, which also took on administration of the West Sussex Pension Fund.

In addition to large-scale implementations, including a new platform for the Pension Protection Fund's Financial Assistance Scheme, 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.

Legal & Records

Civica supplies legal software and digital solutions to over 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, and during the year benefitted from new mobile apps.

Processing

1m
pension payments each month

Online travel platform for

9m
customers

Systems to manage

2m
mobile assets

Progress with customers included, among others, a shared services partnership between Brighton and Hove City Council and the county councils of East Sussex, West Sussex and Surrey. The company was also selected by the Solicitors Regulation Authority to provide digital applications development as part of a wider transformation programme.

Civica is the leading supplier to the Coroners market, and sustained momentum with 8 new customers for its case management software. A new Registrars solution was also developed in the year in response to market demand.

Travel & Transport

The Group expanded software, digital solutions and managed service activities with organisations including FirstGroup and the Rail Delivery Group, the latter for ongoing provision of a large scale cloud-based product management system. Civica also signed a new contract to provide contact centre services alongside the Network Rail Digital team.

Civica also supplies the market-leading Tranman fleet management software. Harnessing new technologies, the software delivers cost and utilisation benefits for operators of essential and high-value fleets from Eddie Stobart to the Metropolitan Police.

An approved supplier for the Driver and Vehicle Standards Agency's Earned Recognition scheme, Civica's solution allows operators to monitor their performance easily and automatically submit reports to the DVSA, resulting in fewer inspections while ensuring vehicles comply with legislation.

Service-led engagements also ranged from cloud-based services for heavy equipment transport operator FTX Logistics to software asset management for Associated British Ports.

Telecoms

Civica supplies expert services and customisable products that deliver applications more quickly and cost effectively.

The company offers development services for the provision and support of operational support systems, together with the WanStaX portfolio of licensable software components. The latter enables rapid development of next-generation networks globally including Carrier Ethernet and Gfast, the ultra-fast broadband standard.

Civica continues to support long-term partnerships including Sckipio, Microchip and Virtual Access. Providing a variety of telecoms-based solutions over 10 years, our combination of expertise and the WanStaX product capabilities has enabled Virtual Access to support its full life-cycle legacy migration services on a number of key projects.