

# Welcome to Civica

Civica is a market-leading specialist in **digital solutions**, **critical software** and **outsourcing services** that help teams and organisations around the world to transform the way they work. We deliver mission-critical applications and digital solutions together with business process services to improve the provision of efficient high quality services for our customers and help them respond to increasing change and expectation. Above all in the markets we serve, people matter. Combining exceptional customer focus, experience and commitment, it is the **people** of Civica and our **culture** that sets us apart.

Drawing on a unique combination of people, technology and business process expertise, we supply organisations in the UK & Ireland, Australia, New Zealand, Asia, Canada and the USA.



Supporting more than  
4,000 organisations



In 10 countries  
worldwide



More than  
3,200 employees



Producing 14 years  
of unbroken growth

## A strong, stable & growing partner

Building on a combination of in-depth sector expertise and broad capability we provide a market-leading range of products and services with a clear strategy to help customers **do more**, **do better** and **spend less**. Civica is a partner for:

- ▶ **900** government organisations
- ▶ **6,000** schools & libraries
- ▶ **400** health & care providers
- ▶ **600** housing and asset management organisations
- ▶ **90%** of police & fire services
- ▶ **200** organisations in private sector regulated markets.

“The support of our partner Civica is helping us explore bold new ground.”

**Jack Hegarty, Managing Director,**  
Wychavon District Council

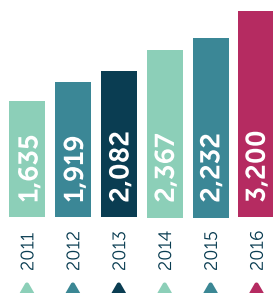
## Our vision & strategy

Our vision is to help organisations transform their services, achieving better outcomes through more connected and efficient ways of working enabled by the use of digital technology and automation. We aim to be the leading IT-based services partner in our chosen markets, putting **ideas into action** alongside our customers based on deep sector knowledge and a successful track record.



## Employees

The people of Civica are a differentiator for our business. We continue to build lasting relationships informed by a clear vision and guided by our core values of **knowledge, integrity** and **action**.



## Unbroken record of growth

The Group has achieved an unbroken 14-year track record of growth and the company continued to expand and evolve in 2015.

Group Turnover (Millions)



## Recent growth history

Civica has a successful track record of growth built over more than 25 years.

### Highlights

| 2016 | Highlights   | Acquisitions  |
|------|--|---|
|      | BPO partnership with Hull City Council to deliver £5m saving. New digital solutions in central government, local government and healthcare. Software platforms to support local government shared services. Financial and management software for 7 new care industry customers. | Norwel and IPL  |
| 2015 | OnDemand services for 65 authorities with 100% retention. Enhanced cloud solutions including Civica Secure Private Cloud. Enterprise finance suite for 110 schools in South Australia. New contract to continue outsourced library services for 370 schools in Singapore.        | Web Technology Group (WTG)  |
| 2014 | First local government BPO partnership in Wales with Denbighshire. Digital services transformation with South Hams & West Devon councils. Outsourced IT services for ARK Schools comprising 27 academies. Exemplar programmes for integrated health & social care.               | Asidua, Coldharbour Systems, Keystone, InfoMaster Pty and Inspiriti |
| 2013 | Strategic outsourcing partnership with South Worcestershire shared service. 8-year ICT managed service partnership with Lambeth Schools. Fully outsourced library service for Singapore Sports Hub. Civica solutions available on Government CloudStore.                         | Corero Business Systems   |



Digital solutions for 200 public services



Software for 3,000 organisations



Managed services for 300 customers

## Companies & offices

Civica Group Ltd. is part of a privately-owned group in which the OMERS pensions plan has the majority shareholding and which is controlled by a board comprising OMERS nominated directors and Civica management. Trading companies in the UK include Civica UK Ltd. and Civica Services Ltd. and in order to maintain clear focus, identity and accountability, the group is structured into sector-focused business units.

## Regional head offices

### United Kingdom

2 Burston Road  
Putney, London SW15 6AR  
Tel. +44 (0)20 7760 2800

### Civica also has offices in:

Altrincham, Bath, Belfast, Birmingham, Bristol, Cheadle, Chesterfield, Colchester, Gloucester, Hammersmith, Hull, Leeds, Luton, Newbury, Pershore, Rickmansworth, Worcestershire and Yeovil.

### Australia & New Zealand

163-175 O'Riordan Street  
Mascot, Sydney, NSW 2020  
Tel. +61 (0)2 8324 3000  
[www.civica.com.au](http://www.civica.com.au)

### Civica also has offices in:

Adelaide, Auckland, Brisbane, Cairns, Melbourne, Newcastle, Orange, Perth and Toowoomba.

### Singapore

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North Avenue 4  
#02-01 Autron Building  
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### USA

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