

## Coventry City Council secures better service at lower cost by choosing Civica OnDemand

Coventry awards three-year outsource deal to manage its Academy and Northgate systems



With £160 million in annual housing benefit and council tax support payments, and collections of £210 million in council tax and business rates, Coventry needs a reliable, resilient IT system and partner.

The clock was ticking from the moment Civica took over the IT function in October 2014. In the run up to April 1st, bills have to be produced and systems prepared for the roll-over into the new financial year. This project was fully managed by Civica working closely with the Coventry management team.

When Coventry City Council implemented its Academy Revenues and Benefits system it chose to purchase vital systems and control services from its software provider rather than set up its own in house team.

### Partnership approach

When Coventry found that Civica offered the same proven robust service but with improved value for money, it was an obvious contender to take on the work. However, the most significant factor that led to Civica winning this critical three-year deal was that Coventry really liked the Civica partnership ethos and willingness to share good practice.

Civica's Business Process Services team provides a fully managed service across all major systems (OPENRevenues, Northgate and Academy) for seven councils including Gloucester, Luton, South Worcestershire and Denbighshire.

Civica OnDemand System Support provides the same high quality services that the above partnerships receive to the wider Local Authority market but on a short or long term basis. Civica covers all features of this vital work including projects, upgrades, patches, DBA and all aspects of database administration.

**"Why Civica? We needed a supplier with technical expertise in the IT that runs systems dealing with hundreds of millions of pounds of public money. These are big sums and we can't afford to put them at risk. We just haven't got the expertise in-house any more".**

**Tim Savill, Head of Revenues and Benefits,**  
Coventry City Council



Helping process  
**£160 million**  
in payments

### Seamless transfer

## The benefits

- ▶ Provides IT expertise in the support of business-critical systems
- ▶ Guarantees resources are available as needed
- ▶ Offers greater flexibility and lower costs than recruiting new permanent staff
- ▶ Ensures rapid problem-solving thanks to a close partnership
- ▶ Ensures smooth installation of software upgrades
- ▶ Frees up in-house IT staff to focus on strategic projects
- ▶ Lower cost compared to in-house solutions
- ▶ Provides ongoing resilience support resources to clear backlogs and tackle peaks in demand

### Improved customer satisfaction results

Six months into the deal, the team at Coventry working with Civica continue to secure further added value. Tim added,

**“One of the things we like with Civica is that the demarcation between what we do and what they do is open for discussion – they apply common sense. Civica is happy to do a bit more to relieve our staff and we like the added value this brings as we’re looking to free up precious resources within the Council”.**

### Clearing backlogs with OnDemand Resource

Coventry also utilises Civica’s OnDemand Resource service which gives them access to highly skilled and experienced staff to clear backlogs of work and provide ongoing resilience support resources in Appeals, Benefits and Revenues. Tim says,

**“Being able to buy in expertise when needed is attractive. We don’t have to train the staff and have the risk of bringing new people in, with so much uncertainty in funding streams. We have found Civica OnDemand Resource to be very responsive”.**

### Partnership Approach

**“We went with Civica because they demonstrated knowledge of the services, and our impression – which has now been proved correct – is that it felt like we were entering a partnership rather than a standard outsourcing relationship. There was a joint approach to problem solving. This partnership approach was a big factor in our decision”.**

**Tim Savill, Head of Revenues and Benefits,**  
Coventry City Council



Helping  
manage  
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