



Transforming the way you work

Creating value, driving growth

Welcome to Civica. We're the leading provider of business-critical software, digital solutions and managed services for our public sector and regulated markets. Providing the software technology and automation behind essential every day services, we help organisations around the world to deliver better outcomes for people and places.

Our unique combination of people, technology and sector expertise makes us a leading partner for customers across national, regional and local government, health and care, social housing, education and public safety, together with commercial organisations in highly regulated sectors.

In creating customer value and driving growth, it is our people and culture that sets us apart. As an IIP Gold company, we continue to invest in our people and are recognised as one of the top places to work nationally. Driven by an experienced team and a clear strategy, Civica produced a record year of growth in 2017 with global revenues increased by 21%.

Global capability, local focus

Across the UK & Ireland, Australia, Canada, New Zealand, Singapore and the USA, we support:

900 local authorities globally

500,000 government employees

200 commercial organisations

400 health & care providers

400 housing organisations and 5 million tenants

6,000 schools, academies, colleges & libraries

130 police & fire services

Our vision for a changing landscape

The pace of change and expectation is accelerating. With a digital revolution reshaping our experiences and the way we work, our vision is to help organisations around the world to do more and to achieve better outcomes through more connected and efficient ways of working.

- ▶ Supporting 3,000 major customers in 10 countries
- ▶ More than 4,400 employees
- ▶ Streamlining services for 100m people and businesses
- ▶ Producing 16 years of unbroken growth



Business critical software used by 3,000 global organisations

Digital solutions for 500 major customers

Managed services for 400 customers

Our people and values

We are proud to have a team and a culture at Civica which sets us apart. We remain committed to investing in the development and support of our employees, and maintaining the Civica culture which underpins our position as an employer of choice and our performance as a business.

- ▶ Investors in People Gold accreditation
- ▶ Glassdoor Top 50 employer
- ▶ Graduates and apprentices make up 3% of our team
- ▶ 119,400 hours of L&D delivered in 2017
- ▶ Added 600+ people since 1 October 2017

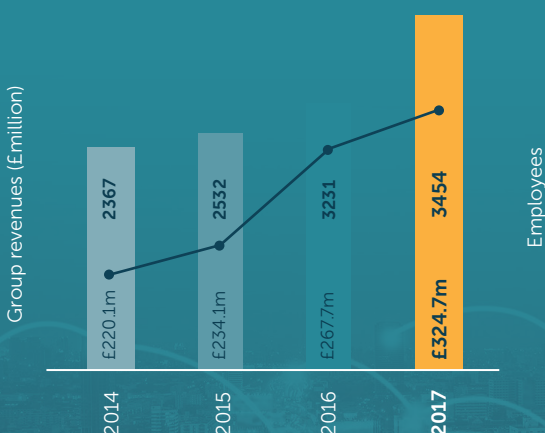
Our acquisitions

Civica has a successful track record of unbroken growth since 2001. Acquisitions form an integral part of our strategy to enhance our capability to support customers, and since 2014 have included the following:

○	Feb 14	Coldharbour Systems
○	May 14	Keystone Asset Management Solutions
○	Aug 14	Inspirti (England Consulting Pty)
○	Nov 14	Asidua Holdings
○	Sep 15	WTG Technologies
○	Apr 16	Norwel Computer Services
○	Apr 16	IPL Group
○	July 16	SFW
○	Dec 16	Abritas
○	July 17	Carval Computing
○	Mar 18	OneStep

Overall revenues

During 2017 Civica extended its unbroken record of sustained and profitable growth with a record performance. Group revenues increased 21% to £324.7 million, with earnings before depreciation, amortisation and exceptional charges increasing to £68.7 million.



About Civica

The Civica Group is majority owned by funds managed and/or advised by Partners Group, a global investment management firm headquartered in Switzerland. The Group is structured into six main operating divisions, and is controlled by a board made up of Partners-nominated directors and Civica management.

Where is Civica?

United Kingdom*

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Ireland*

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*We have offices in an additional 38 locations throughout the UK and Ireland.

Australia & New Zealand*

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*We have offices in an additional 6 locations across Australia and New Zealand.

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India

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USA

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