

Mid-year update

Performance overview

During the six months up to 31 March 2025, Civica continued to perform in line with expectations and vision to become a global GovTech champion, delivering growth in recurring software revenue. The company maintained its strong track record of operational and financial delivery, with continued progress across core markets and capabilities. With operations in seven countries across North America, Europe and APAC and more than 20 years of experience, more than 6,000 customers trust and partner with Civica, using its software to deliver critical services to more than 100 million citizens.

Strengthening capabilities and resources

- **Ownership transition and strategic backing**
 - **Blackstone**, the world's largest alternative asset manager, completed its acquisition of Civica in May 2024. Under new ownership, Civica has been accelerating its international expansion, increasing investment in cloud, data/analytics and scaling its GovTech ambitions.
- **Strategic acquisitions**
 - **Loop Software Pty Ltd.** In November 2024, Civica announced it acquired Loop Software and its core product Daymap, a student and learning management platform, to strengthen its education offerings, reinforcing that M&A remains an active strategic lever.
- **Cyber resilience**
 - Strengthened its cyber resilience and operational excellence, reinforcing its commitment to safeguarding critical systems for government and public sector organisations:
 - Rolled out **Microsoft Defender** and advanced the deployment of **Microsoft Sentinel**, enhancing threat detection, response, and visibility.
 - Reduced critical vulnerabilities through targeted remediation, leading to a marked improvement in Civica's external security ratings.
- **Recognition**
 - Earned a place in the *Financial Times Best Employers UK 2025* list, highlighting its commitment to being a leading workplace.
 - Ranked among the leading UK tech suppliers in *Tussell & techUK's Tech Titans Report 2025*, which ranks the top 150 companies driving 84% of public sector tech spend.
 - Recognised as a Best Place to Work in India in the *Great Place to Work* ranking.
- **Customer support**
 - **Civica Support Cloud** launched, providing a single platform for customers to raise support cases — a foundational step in simplifying and streamlining the support experience.

Market highlights

- **Local Government**
 - Consolidated its position as the leading supplier of specialist software to UK Local Government.
 - Bassetlaw District Council moved Cx Asset in the cloud, delivering best-in-class asset management for council housing, ensuring compliance and tenant safety.
 - North Wales Police implemented the TranSend Fleet Management solution, benefiting from efficiencies with technician tablets, and have become a reference customer for several police forces and other customers.
 - Clackmannanshire Council implemented Civica property maintenance solution to manage repairs for all residents, improving efficiency and reducing costs.
- **Health and Care**
 - West London NHS Trust, serving 800k+ people, adopted Civica Prescribing to replace paper charts with a safer digital system, ensuring patients receive the right medication on time.
 - Family Nursing & Home Care Jersey implemented a cradle-to-grave care model, using advanced scheduling to connect maternity, nursing, and rapid response services, ensuring coordinated care for all residents.
 - Thames Valley Cancer Alliance rolled out a liver surveillance pathway across hospitals and NHS trusts, inviting 80%+ of patients with cirrhosis or advanced fibrosis for 6-monthly ultrasounds to support earlier cancer detection.
- **Education**
 - Launched a new partnership with Inspira to serve the assessments market, combining Civica's MarkManager eMarking platform with Inspira's leading eAssessment platform, supporting large-scale, nation-level exams with volumes of over 1m.
 - Funded and hosted sessions with 12 MAT CFOs, producing a playbook of proven methods to strengthen financial resilience and generate additional operating income for school groups.
- **People & Workforce Management**
 - Civica Learning Management system helped Health and Social Care Northern Ireland train 70,000 staff efficiently, streamlining learning across HSCNI.
- **Central Government & Defence**
 - UKROED: Successfully migrated the platform underpinning the national Driver Offender Retraining Scheme, improving resilience and service delivery.
 - Homes England: Implemented an enhanced citizen-facing experience, including improved digital access to the Help to Buy Scheme, enabling more efficient support for homebuyers.
- **Democracy & Governance**
 - Administered the University of Oxford Chancellor Election, a high-profile online vote with 30,000 participants, two rounds of preference voting, 38 initial candidates and turnout above 80%, attracting worldwide media coverage.
 - The Co-operative Group AGM was delivered as a hybrid event using Civica's CESJoinIn and CESVotes solutions, giving 3.8m members the opportunity to vote online or by post.
 - Four councils (Cotswolds District, Sevenoaks District, Havering and Haringey) used Civica Polling Station technology in by-elections, enabling secure digital verification and ballot issuance in place of paper-based methods.