

Civica Empower

Harnessing feedback to improve employee engagement and drive organisational change

Civica Empower gives your people a voice. Our leading cloud-based employee experience platform helps you develop local leadership on the front line, and supports organisational improvement at board level by harnessing real-time feedback to provide meaningful, actionable insights.

Healthcare is facing an immense workforce challenge with over 100,000 unfilled vacancies in the NHS and more nurses leaving the profession than joining each year. Understanding what your employees are feeling positive about and where their frustrations lie is vital in the creation and retention of a happy, healthy workforce and will help drive organisation-wide improvement.

Civica Empower harnesses real-time feedback to provide meaningful insights, giving you a complete, holistic view of employee experience from front-line to board level.

It enables you to collect real-time feedback about frustrations or even positive experiences to monitor the work-related mood in your organisation. Local leaders can respond to and share comments, celebrate successes, and facilitate solutions to problems, promoting positive team working and local ownership of improvements.



Actionable insights through powerful text analysis



Captures real-time feedback from your people



Reduce employee turnover and sickness absenteeism.

Turn data into actionable insights

Our unique text analysis engine helps senior managers to understand qualitative feedback. Civica Empower generates actionable insights about leadership and management, employee experiences, systems and processes, communication and information, service and product delivery. Helping to create an environment where your people thrive and improvements across your organisation are supported.

"In 27 years of nursing I've never seen such a proactive way of addressing staff satisfaction"

University Hospitals Bristol
NHS Foundation Trust

2m+ membership records securely held

200+ partnered healthcare organisations

5.5m communications to patients and NHS members every year

Why choose Civica Empower?

- Improve organisation culture and staff wellbeing
- Give your employees a voice and support local leadership
- Reduce staff turnover and sickness absenteeism
- Drive improvement with actionable insights from powerful emotion, thematic and sentiment analytics
- Gain a complete view of employee experience from front-line to board level
- Achieve tangible cost and time savings through improved workforce productivity and retention.

Key Features

- Scalable real-time employee experience platform
- Tailored to organisational structure with one site for each team
- Collect employee feedback via desktop or mobile app (iOS & Android)
- Mobile app with push notifications and geo-fencing
- Moderate, share and respond to employee feedback
- Real-time reporting of work-related mood and comments
- Automated text analytics: themes, sentiments, emotions
- Organisation development and improvement tools.

To find out more about Civica Empower or any of our other Engagement Solutions, please contact us at:

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