

CIVICA | CGD

Civica Central Government & Defence

Intelligent solutions. Lasting impact.



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Intelligent solutions. Lasting impact.

New policies, advances in technology, restrictive budgets and rapidly changing cyber security risks put increasing pressure on government, while citizen expectations of your service continue to rise.

Our mission is to accelerate the digital transformation of public services, helping you create data-centric, secure solutions and intelligent, AI-driven services built around your goals, budgets and the needs of the citizens you serve. All with minimal disruption. All with expert support.

For over 20 years, our focus has been exclusively on central government and defence, establishing a track record of lasting impact. We understand your drive to strengthen critical change programmes, driving better outcomes for citizens, businesses and communities, and value for money for taxpayers. We can turn your imperatives into reality. Faster.

About us

Technology is accelerating at an unprecedented pace. AI and other new paradigms present a generational opportunity to transform services and efficiency.

We reshape public services through intelligent digital and data solutions, creating new insight and information advantage from data, whilst making processes more automated, more secure and cost-effective to run:

- We help deliver your priority programmes faster, helping you reduce overall CapEx and build enduring skills in your organisation. We will help you to increase self-sufficiency by embedding digital and data experts into your teams.
- Through AI-powered services, we improve experiences for citizens and reduce the cost to serve. We help to drive insight and automate services by preparing your data for AI, modernising your existing software and building new intelligent solutions to automate service fulfilment.
- Our support helps to evolve solutions and improve service resilience, reducing operating costs, delighting citizens and freeing up your resources for strategic initiatives.

We're a trusted partner with the domain expertise and security credentials required to work with your more critical and secure data and systems – we understand your challenges and how to solve them.

As certified partners and practitioners of Microsoft, AWS and many other ISV and technology partners, we can work with your platforms of choice to meet any public sector challenges.





Our public sector heritage

For over 20 years, we've focused exclusively on the public sector. We share your mission and focus; we understand the pressures you're under and are ready to partner with you.

Experts in key technology platforms

We are experts in the technology platforms you use every day, including Microsoft and AWS. We're highly capable of working with unique frameworks and accelerators, meaning we can reduce time to value and cut CapEx spend.

We focus on knowledge transfer

We share our knowledge and approaches with your team, helping you become more self-sufficient in the future.

Find us on all key purchasing platforms

We're easy to do business with, and we're found on all major CCS frameworks. Our commercial flexibility is combined with a proven agile approach.

Minimise risk, maximise ROI

We keep digital transformation low-risk and outcome-focused, helping you avoid disruption and demonstrate clear returns on investment.

The challenge is now



Full-scale digitisation of public services is predicted to deliver up to **£45 billion** in annual savings and productivity gains - equivalent to **4-7% of total public sector spend**.



An estimated **40% of IT budgets** will be allocated to maintaining legacy applications - a drain on resources that could otherwise drive innovation and transformation.



User expectations have risen dramatically, and satisfaction in public services has fallen to **68% over the past decade**, far below the **90% benchmark** of regulated industries such as banking.



The cyber threat landscape is more complex than ever, with a **50% year-on-year** increase in volume and a **3x increase in incident severity**, leaving the public sector susceptible to catastrophic data breaches.

Hundreds of impactful AI use-cases have been identified across government, yet data fragmentation and quality are severely limiting their effectiveness. Traditional options from many providers lack agility, while big bang approaches add risk, cost and extend time to value.

Civica is here to help you embrace AI, address your technical debt and seize the opportunities presented by digital transformation. It's time to create exceptional, data-driven citizen experiences.

We are a deeply experienced partner and we're here to help.



What we do



Expertise On-Demand

We share our knowledge, tools and approaches to build centres of excellence and enduring capability within your teams. Whether you require individuals or high-performing autonomous teams, we provide public sector domain experts who understand your challenges and have solved them before.

We'll help you move forward faster.



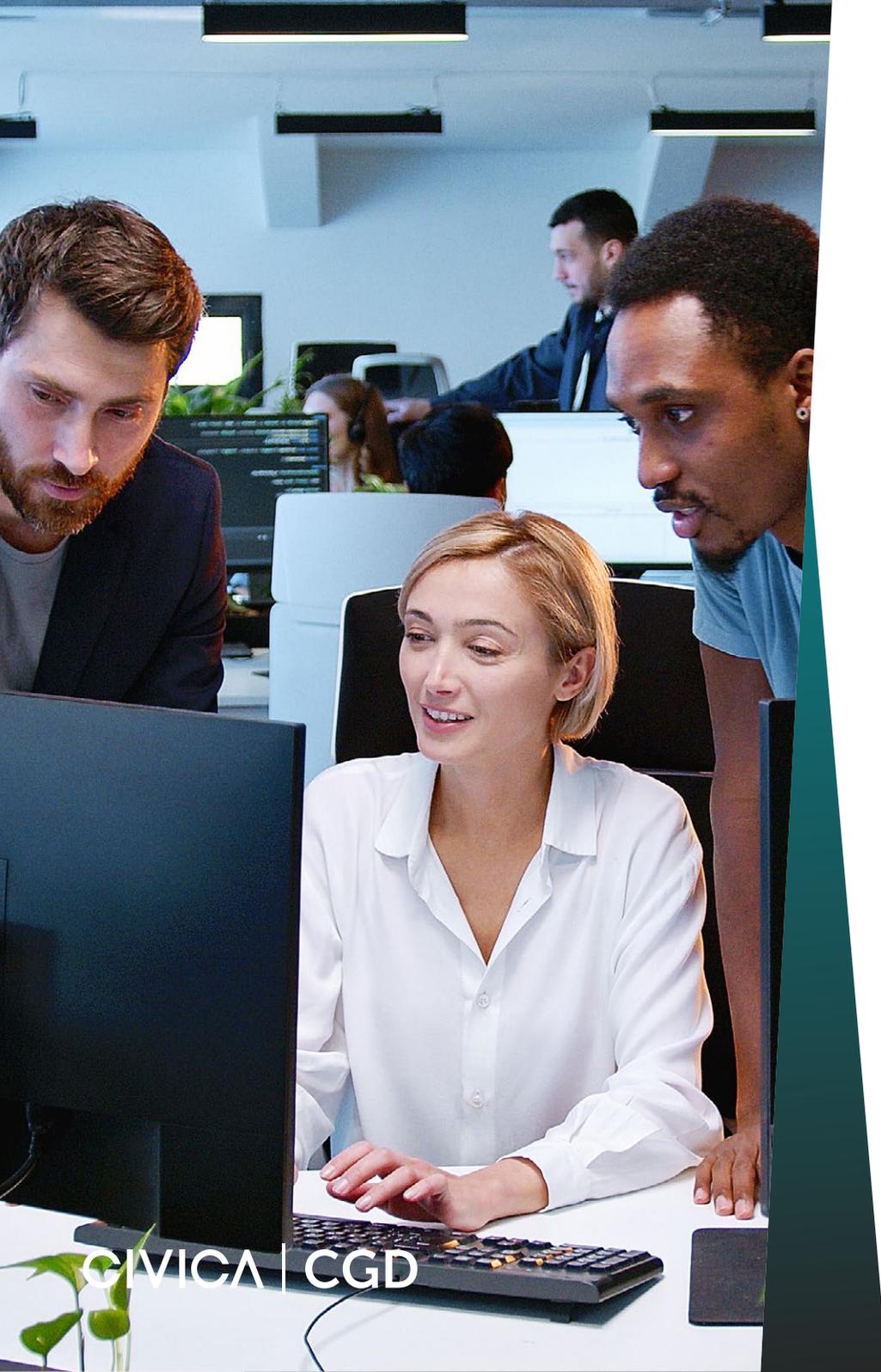
Intelligent Solutions

We design and build AI-driven intelligent software solutions using trusted data to transform your services. Alongside your teams, we create exceptional citizen experiences, modernise your existing software, integrate or deploy leading ISV SaaS solutions, or build new intelligent solutions, improving efficiencies and reducing the cost to serve.



Managed Services

Once live, we ensure your systems deliver maximum value and return on investment, adapting as policy changes, technology evolves, cyber threats grow and user needs shift. We can manage your new solution or support your existing tech stack, minimising operating costs as we go.



Expertise On-Demand

De-risk and accelerate your most critical programmes, all whilst freeing up costs. We embed proven domain experts and autonomous teams committed to agreed service deliverables.

Public sector transformation is complex. Having the right experience on your team is essential.

We embed our experts with the right skills, experience, approaches and tools into your department, working diligently to:

- Accelerate your critical change programmes
- Strengthen your delivery capabilities
- Support digital transformation
- Transfer skills to your staff

Our specialists work as a blended part of your team, helping you address urgent resourcing gaps while building skills and longer-term self-sufficiency.

Whether you need a single subject matter expert or a full blended team delivering to SLAs, our embedded model ensures continuity, clarity and rapid impact.

Only 9% of tech programmes in the Government Major Projects Portfolio were deemed “successful”, and 50% of digital and data recruitment campaigns failed in 2024.

Service offerings

Embedded Expertise

We embed individual specialists with the necessary skills, expertise, tooling and approaches needed to augment your teams. They share knowledge, build confidence and accelerate delivery, giving your people the support they need when they need it.

Managed Teams

Self-sufficient, multi-disciplinary teams, provided by us and tasked by you. Designed to work autonomously, using trusted tools and proven ways of working, so you get reliable capability and extra capacity when you need it most.

Capability as a Service (CaaS)

Autonomous, multi-disciplinary teams, managed by us and committed to agreed service levels for productivity or defined outcomes. Perfect for when you need extra capacity and guaranteed levels of productivity against defined outputs or deliverables.

Centres of Excellence

We bring leadership and expertise from our own teams to create centres of excellence within your organisation. With guidance from our senior leaders, we support you in developing class-leading tools, standards and processes that drive enduring capability, reduced risk and improved productivity long after we've stepped back.



Key benefits



Accelerate delivery across digital and data programmes

Our specialists plug into existing teams to improve pace, deliver faster and reduce overall programme costs.



Access to new tools and ways of working

We bring DevOps best practices, reference architectures, AI-assisted development tools and more, designed to improve productivity and complete projects quicker.



Get rapid access to proven public sector expertise

We embed specialists with deep experience of delivering in complex, high-accountability environments, de-risking your projects.



Reduce reliance on short-term fixes and consultancy spend

Our embedded model builds internal capability over time, reducing long-term dependence on external partners.



De-risk your most critical programmes

With our specialists supporting your teams, we guarantee levels of productivity or agreed outcomes.



Cost certainty

You pay a predictable monthly fee, giving you cost certainty based on a shared expectation of demand.

We can provide security-cleared individuals at SC, NPPV3, DV and above, from our pool of pre-vetted specialists to work on your most secure government programmes.

Real-world impacts



Army HQ

Building an enterprise architecture centre of excellence

Civica are the Army's enterprise architecture (EA) support partner, providing skills, tools and capability across Army programmes.

EA gives the Army clarity on how to combine existing platforms, data and capability to create new force effect and battlefield advantage. Our EA Centre of Excellence delivered architectures to support ASGARD, a new sense-decide-effect mission thread.

"ASGARD has accelerated the development, exploitation and practice of Architecture in the British Army as well as a novel approach to development and management of capability through the Mission Thread architecture approach developed by the Info DA architecture function. This has been achieved through a genuine 'one team' ethos between Army and Civica staff. I am grateful to the team for their support to me and ASGARD."

Chris Griffin, Chief Architect to the Army





Intelligent Solutions

De-risk your transformation and modernise your services without disruption.

Building modern digital services starts by laying the right foundations and creating the conditions for success. This means:

AI Enablement

Address data silos and data quality whilst creating the right data foundations to power digital services, drive information advantage and power AI.

Legacy Modernisation

Address technical debt; modernise the legacy tech that is weighing you down and costing you money. Create a modern, lower-cost portfolio that supports change, freeing up budget and resources for transformational change initiatives.

Intelligent Digital Services

Create new, intelligent, automated digital services, leveraging AI and your trusted data foundations to deliver exceptional, personalised experiences for Citizens and public servants.

AI Enablement

Deploy safe, impactful AI to create new insight and information advantage. We ensure your data is fit for purpose with the necessary platforms, governance and approaches, maximising its value.

AI is reshaping services, but often hampered by poor quality or siloed data. Used effectively, it has the power to remove mundane tasks, speed up case handling, identify threats, detect fraud and much more. When it's trained on or uses poor data, the decisions it makes reflect those flaws. Bad data foundations mean bad intelligence and bad outcomes.

We help government departments become and remain AI-ready by building the governance, processes, data and platforms that create information advantage and deliver impactful AI at scale.

Service offerings

AI & Data Strategy

Assess the potential and plan for change to enable AI, drive information advantage and maximise value from your data. We ensure your data strategy is primed and ready to support better decision making.

Data Readiness

Ready your data for AI. Ensure your data is understood, high quality, trusted and fit for critical decision making and AI use cases by establishing robust data architecture, standards, governance and quality management.

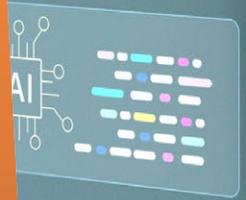
AI Governance

Operationalise safe and responsible AI. Establish the organisation, principles, policies, processes, standards and tools needed to design, develop, deploy and use AI safely and responsibly.

Data Platforms

Establish modern data architectures and platforms to liberate data from silos. We deliver the trusted insights needed to create actionable information advantage, powering AI use cases.

While 93% of enterprise leaders are investing or looking to invest in AI agents, 95% still struggle with fragmented, siloed data.



Key benefits



Aligned to government standards

Our approaches align with government-recognised best practice from the Data Management Association (DAMA) and ISO42001 for AI Governance.



Improve data quality

Impactful AI starts with great data. We equip your teams to achieve better AI, decision making, operational efficiency and more accurate reporting, meaning you work with trusted insights at all times.



Data management accelerators

Achieve cleaner, better-structured data and a faster path to deploying safe, scalable AI, using our re-usable frameworks for data governance and quality that are proven to accelerate robust data management in government.



Democratise your data

Maximise the number of users that can realise value from data by liberating data from silos and integrating it, making it available to all with the right to access.



Secure data applications

Our security-cleared specialists work with some of the UK's most secure public sector data and environments. We can help drive effective AI or unlock information advantage from your most secure datasets.



Build enduring data capability

We help your teams build enduring data literacy, stewardship and engineering skills, promoting internal self-sufficiency and reducing long-term reliance on external support.

Public sector organisations can reduce processing time by up to 50% when using automation on well-prepared data foundations. Falling behind isn't an option. Public services need to be AI-ready, now.

Real-world impacts

+ Defence Equipment & Support (DE&S) supporting better decisions

DE&S buy and support all the equipment and services that the Royal Navy, British Army and Royal Air Force need to operate effectively. Lack of data standards and poor data quality was impacting the effectiveness of equipment procurement and support.

We established robust data models, effective governance structures, data quality tooling and processes to drive high-quality data. By enabling tracking of equipment maintenance and staff training records, we helped DE&S transform their training processes to become 100% digital.



Legacy Modernisation

De-risk your legacy portfolio, free up costs spent servicing legacy debt and improve the productivity of users by modernising applications or replacing them with modern SaaS alternatives.

Modern systems typically cost 60-70% less than their legacy counterparts. Legacy systems are a drain on operational budgets, a source of reputational risk and a blocker to transformation. But the cost and risk of replacing them wholesale often lead to inaction.

Once modernised, we ensure systems remain evergreen, delivering ongoing value as your needs change. Reduce technical debt and improve service performance, without starting from scratch.

We help you take a phased, low-risk approach to modernising your applications, ensuring service continuity while systematically upgrading performance, security and function.

An average of 28% of central government organisations' technology estates are classified as "legacy", and 50% of current government IT spend is dedicated to servicing legacy systems.

Service offerings

Modernisation Strategy

We help you assess risk, create a plan to reduce technical debt and build a clear, phased roadmap for modernising your application portfolio. We give you a prioritised plan aligned to citizen needs, operational resilience and compelling return on investment.

SaaS Replacement

Legacy applications hold your teams back. We replace outdated software with modern, cloud-based SaaS solutions, handling data migration, process alignment and user onboarding. This allows your services to become more efficient, compliant and future-ready.

Cloud Migration & Optimisation

We migrate and optimise your applications for secure, high-performance cloud environments. This improves resilience, reduces operating costs and ensures your systems can scale and flex in line with evolving service demand.

Application Enhancement

Where replacement isn't practical, we refactor and enhance your existing applications, improving performance, unlocking integration potential, leveraging AI and improving automation and user experience. The result: better experiences, faster delivery and more value for users.

System Evolution

We take on responsibility for operating your transformed applications, ensuring they remain evergreen and continually evolving them where necessary, freeing your teams for service delivery and strategic initiatives.



Key benefits



Cut the cost of ownership and support

We reduce your ongoing costs to operate, cutting down the time it takes to make improvements. Increase agility and make changes faster and at lower cost.



Increase performance and reliability

Ensure systems stay fast, stable and accessible, even under pressure, by upgrading infrastructure and architecture.



Unlock integration and data flows

Eliminate duplication and inefficiency by connecting applications, enabling smoother workflows and better decision-making.



Minimise risk through phased delivery

Our proven approach upgrades portfolios step by step, keeping services running for citizens while delivering lasting transformation.



Future-proof your digital estate

Build secure, scalable services that evolve with your needs, ensuring they're ready for AI, automation and rising citizen expectations.



Free up your teams for what matters most

We manage complexity behind the scenes, so your internal teams can focus on delivering services, not firefighting systems.

By moving away from the legacy systems that are holding you back, you can reduce maintenance costs by 40%, significantly lower support desk volumes and decrease hosting costs through cloud migration.

Modernisation doesn't need to be disruptive; it needs to be deliberate.

Real-world impacts



Home Office

Making UK sports safer for supporters

UKFPU works with the Home Office and forces to reduce violence, antisocial behaviour and disorder at football events.

Civica migrated a key system that supports the collection of evidence of criminal actions and supports convictions and Banning Orders.

The new environment Civica provided has increased security and reduced operating costs, all while aligning with the Home Office's technology and cloud strategy.





Intelligent Digital Services

Create digital experiences that citizens demand whilst reducing the cost to build and run them. We help implement intelligent, automated, AI-driven digital services built on low-code platforms.

Digital front ends can often mask a tangle of manual processes and disconnected systems, slowing response times and frustrating users. We help you untangle the complexity, creating seamless, efficient experiences that work as well behind the scenes as they do on the surface.

We help government organisations to build end-to-end digital services that are truly designed for citizens, powered by trusted data and built for change.

We explore, prototype and deploy AI-powered, GDS-compliant digital services on low-code platforms. We create frictionless, personalised, highly automated citizen experiences that reduce the cost to serve.

The UK Government is severely under-digitised, with only 50% of UK public services having a digital channel.

Service offerings

Service Innovation

Our public service specialists innovate with you, reimagining what your service might look and feel like, ensuring it is effective, secure and inclusive for every user. We assess your existing service, identify quick wins and long-term improvements to boost adoption, trust and citizen satisfaction.

Service Discovery & Design

We take time to understand your users, the context in which they operate, and design exceptional experiences to achieve the outcomes they crave. We explore how technology and AI can remove manual tasks and support service fulfilment.

Rapid Prototyping

We quickly turn ideas into working prototypes to test concepts, validate user journeys, and prove value before full-scale development. This reduces delivery risk, shortens decision cycles, and ensures resources are focused on the right solutions.

Accelerated Build

We deliver production-ready services at pace using secure, low-code approaches and GDS accelerators. This reduces development time and cost while ensuring your services are scalable, policy-compliant and ready to evolve with changing citizen needs.

Improve Service

We provide an ongoing managed service to monitor, adapt and enhance live services in line with user feedback, policy changes and technology advancements. This ensures your services stay relevant and cost-effective over time.



Key benefits



Deliver faster outcomes for citizens

AI automates processes, reducing time-to-resolution for critical services with end-to-end digital workflows. This replaces slow, manual processing.



Boost satisfaction with intuitive experiences

We design around user needs, not system constraints, ensuring every interaction is accessible, inclusive and easy to complete.



Build compliant, future-ready services

Our solutions are GDS-aligned, secure by design and built to scale, ensuring you stay aligned to policy and ready for what's next.



Lower OpEx costs and increase efficiency

Eliminate paper-based tasks and disconnected legacy tools with automated, integrated services built on scalable platforms.



Minimise errors and duplication

AI automation and data integration reduce rework, improve accuracy and free up staff to focus on more valuable tasks.



Prove value fast and adapt over time

Rapid AI-powered prototyping and low-code development mean you can test, iterate and deploy in days, not months.

We take time to understand the context, abilities, motivations and behaviours of your users, and design insight-driven services around what they really need.

Real-world impacts

Department for Environment Food & Rural Affairs (DEFRA)

Simplifying reporting of waste electrical and electronic equipment (WEEE)

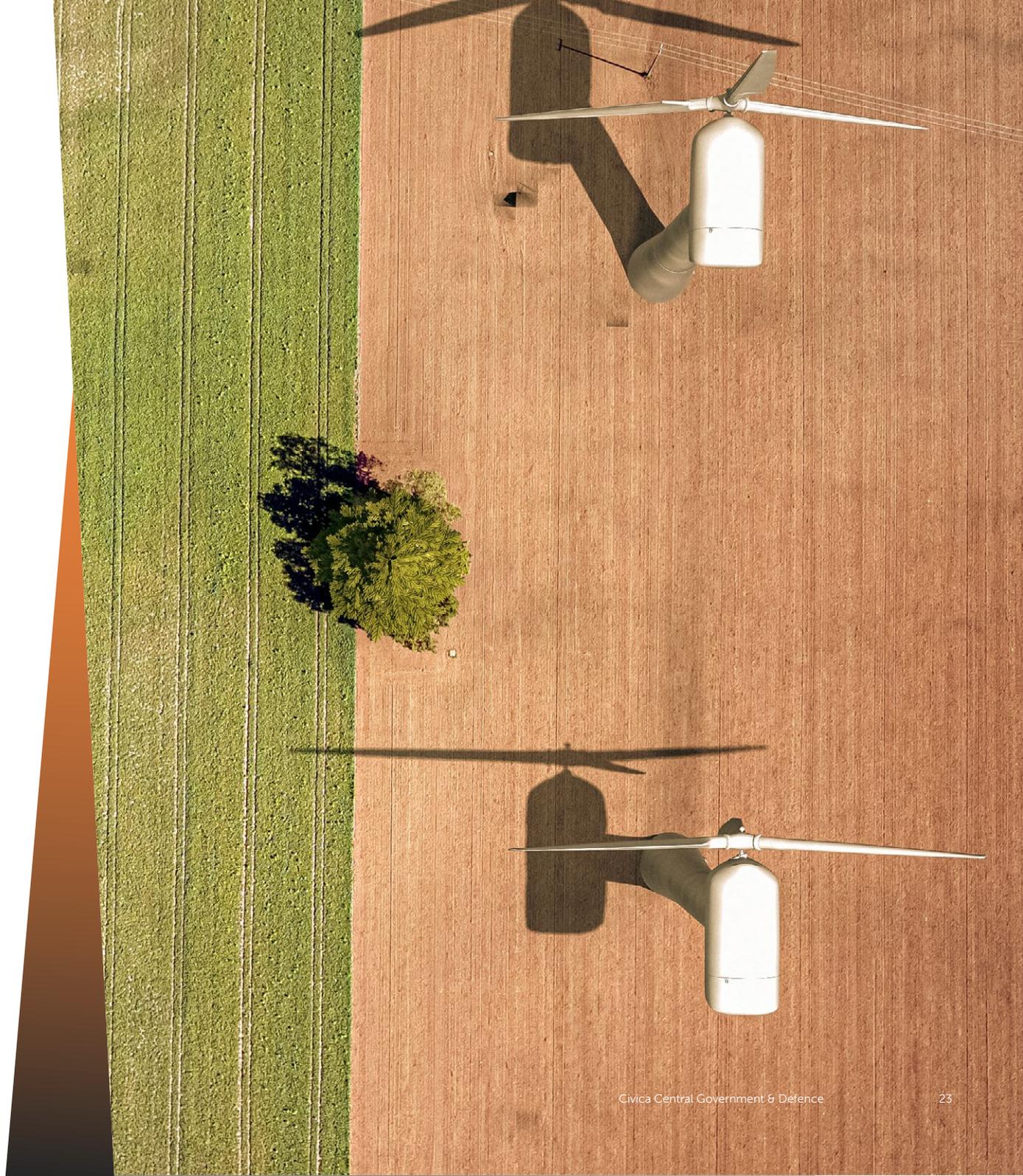
The WEEE service is used by 180 organisations to record evidence of proper waste handling

We supported in creating a GDS-compliant digital service, delivering a five-fold improvement in evidence transfer efficiency. The new system processes 10,000 evidence notes and evidence transfer transactions annually.

“We really appreciated the open mindedness with which Civica approached the project. They didn’t push an agenda, they simply wanted to help us work out the best solution for our user’s needs.

We built good relationships with the project team and felt like we could approach them at any time”

David Auty, Product Manager, Environment Agency





Managed Services

Lock in lower management costs for your live services, guaranteeing security and uptime. We ensure your systems evolve to meet changing needs. Our managed application service removes complexity, freeing your teams for other priorities.

The world and your organisation are constantly changing, with shifting policies, user demands, technology stacks and security threats placing new and often complex demands on your application portfolio.

Citizen needs are also in flux; public services need to evolve to meet them. However, in-house teams are often already stretched, and reactive support models can't scale.

Our managed services are designed to provide secure, proactive and adaptive support for the systems your citizens rely on, whether they're built by us or not.

We don't just keep the lights on. Our managed services ensure your systems deliver greater value and return on investment, adapting to changes in policy, technology, cyber threats and user needs.

We manage your new solution or legacy tech stack, helping you reduce costs, freeing up your resources for other priorities.

In 2024, 123 outages impacted NHS England, often forcing staff to fall back onto manual, paper-based processes. Having a managed service partner in place can help prevent outages such as these.

Service features

24/7 Incident Management

We provide round-the-clock incident support with AI-assisted resolution aligned to your SLAs. Critical applications stay online, protected and performing, even under pressure.

Performance Monitoring

We track application performance in real time, so your systems stay responsive, even during peak demand. That means fewer delays for users and faster service delivery at scale.

Cost Optimisation

We continuously refine your architecture, licensing and service model to drive down operating costs without compromising performance or availability.

Service Evolution

We don't 'set and forget.' Our team continually identifies improvements aligned to your goals, user feedback, policy shifts and emerging tech to deliver improved satisfaction and adoption. You grow, we flex.

Built-In Sustainability

We help you track and reduce your digital carbon footprint, building greener services through smarter architecture, cloud optimisation and energy-aware design.

Transparent Reporting

Our self-service dashboards give you instant visibility of incident status, SLA performance and service availability. No chasing, no guesswork, just clear insight when it matters most.

AI-Ready Operations

We align your live services with your AI ambitions, ensuring your data, platforms and processes are ready for what's to come.

Reputational Security

We safeguard your services and your name, with threat modelling, cyber resilience and compliant infrastructure that keeps sensitive data protected while avoiding reputational damage.



Key benefits



Ensure service continuity and resilience

Keep mission-critical systems online and performing, even under pressure, with 24/7 monitoring, rapid response, and AI-assisted issue resolution.



Improve service quality and outcomes for users

We measure the things that matter to your users. Not just SLAs. Continually evolving the service to move the dial and achieve better outcomes.



Extend the lifetime of your IT investments

We keep your systems refreshed and free from technical debt. Ensuring you squeeze maximum value from your technology assets.



Free up internal teams to focus on strategic delivery

We take care of day-to-day management, maintenance and optimisation, so your people can focus on innovation, not firefighting.



Lower unplanned OPEX and smooth support costs

Move away from reactive support and spiralling incident costs. Our predictable, scalable model gives you cost certainty and budget control.



Protect reputation with security and compliance built in

From threat modelling to vulnerability management, we keep your services safe, secure and aligned with regulatory expectations.

Our predictable cost structure is designed with budget-conscious government organisations in mind. We free up your staff and budget, allowing your focus to shift towards more strategic initiatives.

Real-world impacts



Rail Delivery Group (RDG)

Simplifying fare setting across the UK rail network

RDG required a product management system to help with better managing the annual setting of UK rail fares, a system that manages the complex fare setting process for 24 train operating companies, ensuring compliance to national guidelines.

The annual data challenge is complex. This needs scenario modelling to test the validity of proposed fare structures across 600,000 distinct journeys.

Civica has supported this critical system through more than a decade of modernisation and continues to adapt the platform in response to technology changes and rail reform.



Ready to accelerate your service transformation?

We've been supporting the UK's public sector for over 20 years. Our track record in central government and defence is built on trust, capability and delivering real impact.

It's not guesswork – it's tried-and-tested expertise, tailored specifically to the needs of your people and proven to deliver ROI.

Whether you're looking to reduce technical debt, enable secure AI, improve data quality, or deliver faster, more intuitive services across teams, the time for change is now.

We make digital transformation possible, ensuring that you can make a positive impact on your citizens and communities alike:

For your citizens

- Streamline permit or licence applications.
- Use data to improve road safety, prevent injuries and save lives.
- Simplify access to government help and grants for those who need it most.

For your organisation

- Reduce the operating costs of your services.
- Enjoy greater cost certainty and predictability.
- Improve service resilience and reduce risk of disruption.

We understand public sector challenges. Let's meet them together.



You're in great company

Over 60 central government and defence organisations trust us to deliver their most critical digital and data solutions. We build lasting partnerships with government, based on a mutual understanding of the mission, a focus on outcomes and value, and a trust to deliver. That's why over 98% of our clients choose to work with us time and again.



Department
for Environment
Food & Rural Affairs



Home Office



Department of
Justice



Ministry
of Justice



Department
for Transport



Foreign &
Commonwealth
Office



Ministry
of Defence



Rail Delivery Group



Intelligent solutions. Lasting impact.

Contact us

Speak to our team today to discover how Civica can support your organisation's goals.

For more information, please visit civica.com