CIVICA

Application support, maintenance and enhancement

Have confidence. Your applications are available, fully supported and future-proof with Civica

Focus your company's technical expertise on new business by removing the day-to-day effort in supporting and enhancing your critical business applications.

Expand existing services

As systems and processes degenerate over time, organisations find it increasingly difficult to focus on their core business:

- **Needing to expand the business**, with the help of further adoption of IT

- **Held back** due to their technical resources

- **Spending too much time** supporting existing business applications

- **Concerned with the quality of service** their current service partner is delivering in the support of these critical business applications.

Moving support, maintenance and enhancement of these crucial applications

100+

customers across public services, education and commercial sectors

and XaaS solutions to Civica, with its 25+ years of experience, will give you the confidence to focus your own technical experts on your new business ventures and improve the reliability and longevity.

Migration Services

Our proven Service Transition Framework is aligned with ITIL®, and is backed by Civica's ISO 9001 certificated Quality Management System.

Through the transition, Civica will ensure:

- Your application will run uninterrupted

- Stakeholders are kept informed and engaged

- A seamless transition for your employees and customers

- Existing incidents/problems continue to progress

- Proposed application changes continue on plan

- We fully understand your business roadmap and where the application will support it.

Why migrate?

- Extend the value & lifespan of existing applications

- Optimise application monitoring and servicing

- Refocus staff on higher-value tasks.

- Business continuity and confidence in technologies

- We're trusted advisors to 100+ organisations

- Dedicated teams whose knowledge gained from migrations stays within the team.

"Severe weather always presents a challenge, but with Civica's support we're improving the user experience through access to consistent and comprehensive information, enabling us to deliver a world-class service in relation to managing risk and the safety of the major road network and its users."

Rob Sollis, Project Sponsor, Highways England, Severe Weather Information Systems (SWIS)

CIVICA

Healthy applications and a happy workforce

Why Civica

- 25+ years of experience of providing managed application and platform services

- We manage high-profile and business-critical systems, many of which handle sensitive or secure data

- We are technology agnostic

- Civica is a certified partner of both Microsoft Azure, AWS and niche providers such as UKCloud

- We have a proven service transition framework for bringing services developed elsewhere into Civica management

- We are ITIL aligned and certified to ISO 27001, ISO 9001, ISO 14001 and Cyber Essentials Plus standards

- We routinely deliver major changes for the services we support without compromising service availability or performance

- We have the experience and capability to deliver GDS-compliant services, including government-approved facilities suitable for SECRET and TOP SECRET projects.

Service operation

Our second and third line service desk is staffed by experienced engineers who work personally on resolving incidents and problems.

Your dedicated team of Application Support Analysts, Software Engineers and Technical Leads takes great pride in their work and your application. Engaging with you in a supportive approach and delivering with integrity, ensuring the protection of your interests.

Incident Management is governed by Service Level Agreements (SLAs) that meet your business requirements and are agreed with you.

Your tickets can be created and tracked 24x7x365 against agreed SLAs via our Service Portal.

We'll provide transparency of the service and gain your feedback through regular conversations, service reporting and service reviews with a keen focus on continual service improvement.

Your dedicated Service Delivery Manager oversees the service and willl:

- Keep you informed on all aspects of the service

- Attend and lead regular service reviews

- Provide frequent service reports detailing, but not limited to, service trends, adherence to the SLAs, the Change Roadmap, and Continual Service Improvement updates

- Be your first point of escalation, backed up by our Head of Service Management and Managed Application Services Director.

Enhancements

Civica and our staff are constantly looking at emerging technologies with a view to how they can be adopted to improve our customers' systems.

Working with your stakeholders, Civica is dedicated to rapidly enhance the application to meet all of your business needs. Due to our size, flexibility, and experience, we will successfully manage any changes to your applications, small or large, from conception to completion.

Start the conversation now }