CIVICA

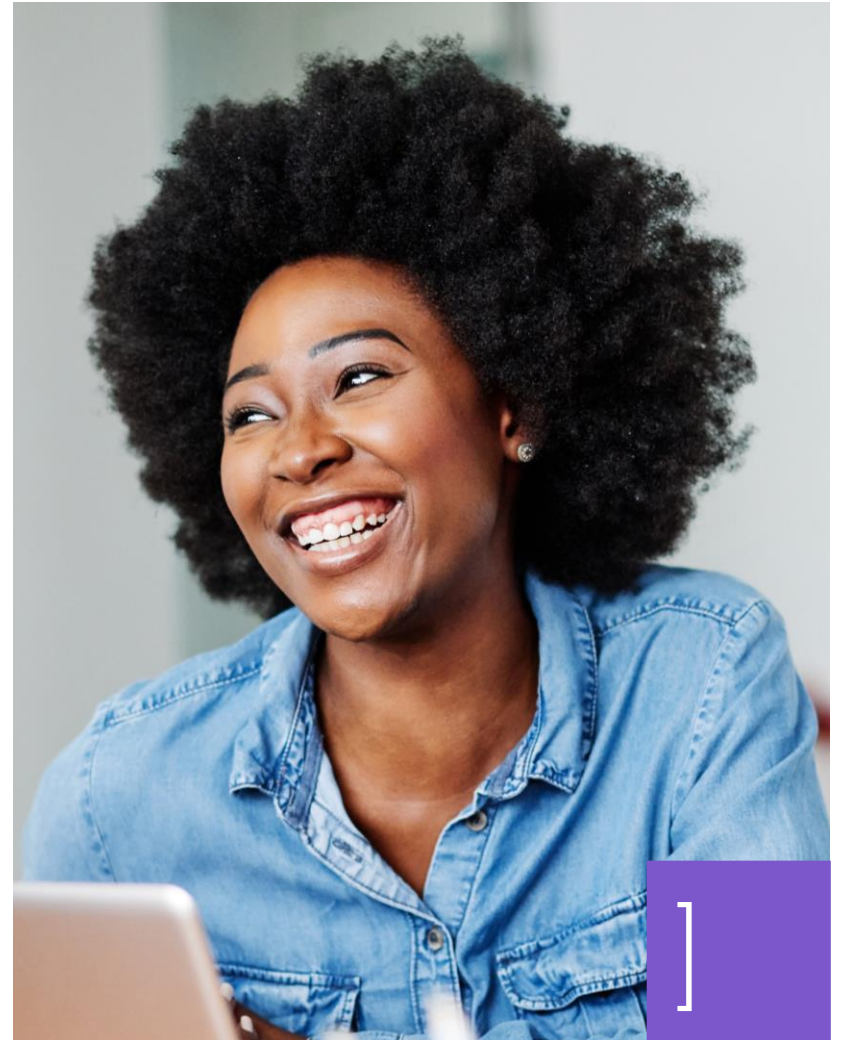[# Revenues & Benefits

Transforming services for the future

It's time for a new solution

Revenues and benefits teams are at the sharp end of local authority services – and under growing pressure to be fast, agile and cost-efficient.

So, the technology they rely on must support this ambition. Teams need to be able to communicate efficiently, have processes automated as much as possible, see a single view of data and, of course, operate seamlessly in today's hybrid work environments.

Yet for many local authorities, with increasing demand often stretching resources beyond capacity, achieving these goals is challenging. Cloud technology can help by supporting you to deliver responsive services while lowering cost. It's time for a fast track to digital transformation.

Cloud makes the difference

Cloud technology gives you the flexibility to deliver the best revenues and benefits service. The foundation for your digital transformation, it makes it possible for you to unlock the value of your data and dramatically reduce IT costs, while creating a better experience for your staff and the citizens you serve.

Delivered in the cloud, Civica Revenues & Benefits supports teams to deliver a responsive service from the initial point of contact through to successful fulfilment – anytime, anywhere.

70+
teams supported

You can trust in Civica

- 70+ revenues and benefits teams supported

- 4,000+ organisations trust us as their cloud partner

- 150+ cloud software and services available on   G-Cloud

Why Civica Revenues & Benefits?

Cloud-first is the destination where most public sector organisations are heading. The reasons are straightforward: for your organisation and your customers, cloud offers simplicity, security and affordability with:

- **Simplified, ever-evolving IT**. Moving to the cloud means you replace ageing technology with solutions and infrastructure that are continuously updated

- **Real savings**. No need to manage revenues & benefits systems in-house, so you can redirect resources to more valuable goals

- **Security and compliance**. Our cloud security investment means your solutions and data are safe

- **Better user experience**. Cloud delivery means services are intuitive to use and accessible from any device

- **Operational agility**. Scale your service up or down as needed, with support and upgrades built in.

"I'm a big Civica fan and wouldn't hesitate to recommend them to colleagues in other councils. They have good people working for them who know what they are talking about."

Phil Ward
Business Manager – Revenues & Benefits,
Newark & Sherwood District Council
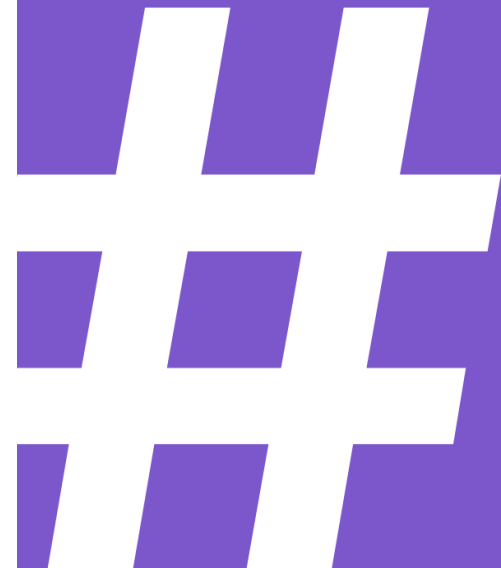
End-to-end citizen services

With Civica Revenues & Benefits, local authorities can collect revenues effectively while delivering critical local services, benefits and support.

It supports digital transformation, offers all the benefits of a cloud-first strategy and creates a better user experience through web services and a browser-based user interface.
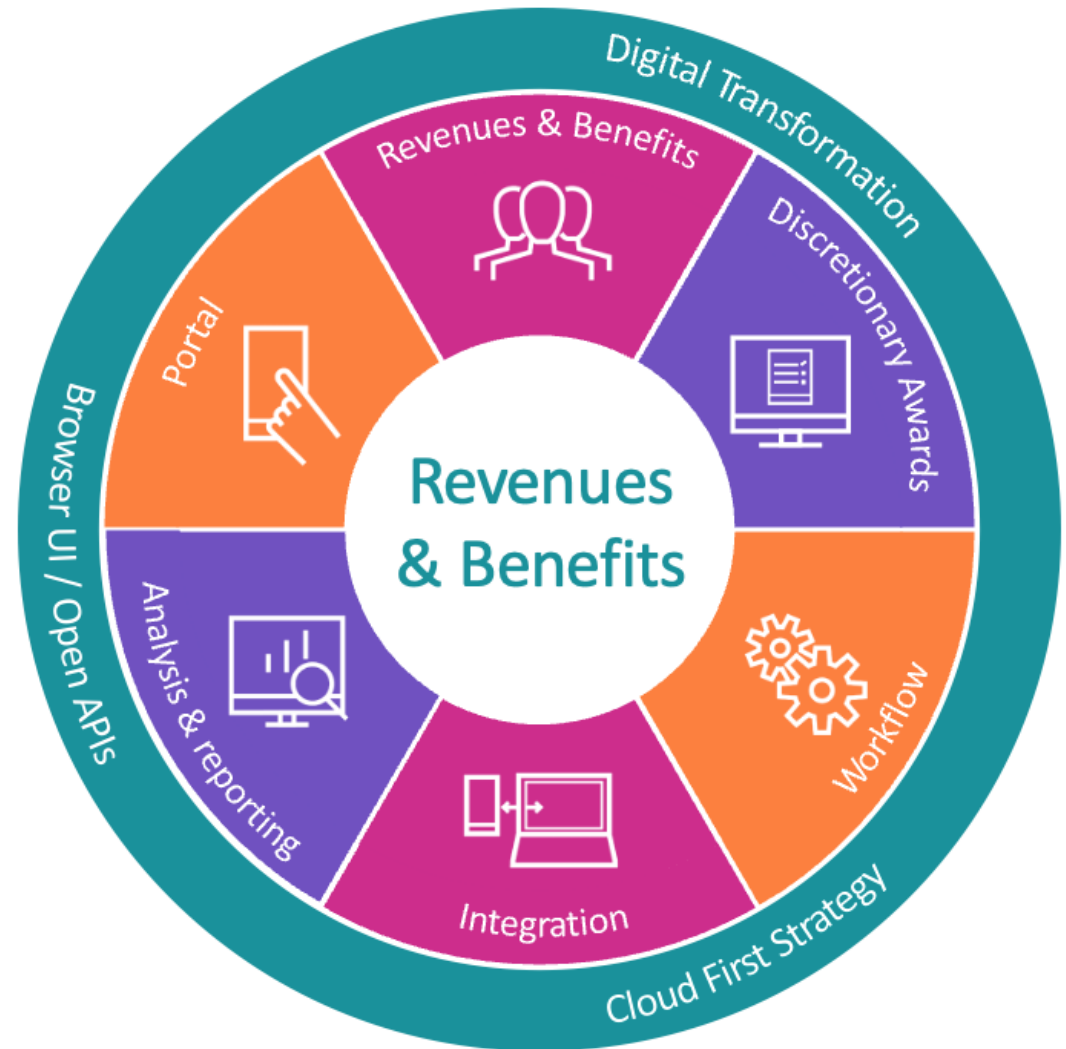
Transforming the way you work

Better revenue collection. With an efficient administration, you can maximise collection of council tax and business rates.

Timely payment. Live data and a single customer view ensures payments can be made accurately and on time.

Customer self-service. With portal access on any device, customers can self-serve 24/7, reducing demand on your teams.

Comprehensive reporting. Insightful reports and management information help you to improve services and fulfil the requirement for government returns.

Efficient discretionary payments. You can administer discretionary payments from online form to assessment, notification and payment.

Streamlined workflow and user experience. Simplify service delivery and processing, enables your team to work efficiently from any location.

More efficiencies

Civica's cloud revenues and benefits solution radically streamlines how your teams work

With this new cloud software, your revenues and benefits operation becomes part of your digital and cloud strategies. High levels of automation mean staff are freed from routine tasks to focus on issues that need real human expertise. And because Civica Revenues and Benefits is browser-based, teams can work equally well at home or in the workplace.

The portal lets citizens, housing associations and landlords self-serve easily, reducing avoidable contact and further freeing up your teams.

Increase efficiency with:

- Less manual intervention

- Reduced demand on services while empowering citizens

- Over 30 revenues and benefits forms available via portal

- Intuitive screens and browser-based, WCAG AA-compliant software

Processing over

47k

new Housing Benefit claims per year

Integration and automation

APIs and cloud technology unlock value in your organisation

Built on modern, open technology, Civica Revenues and Benefits connects data between your different systems and applications. Your teams get immediate access to all citizens' data, so they can provide a more responsive service and speed up the end-to-end citizen journey.

Solutions can be configured to suit your working practices, and high levels of business process automation make it possible to report by exception and lift the burden on key staff. Jobs scheduling, alerts, reconciliations and file transfers can all be automated.

Using our automation and integration you get:

- A single, holistic view of citizens and properties

- Integrated workflow that streamlines end-to-end processing

- A solution customised to your organisation's needs

An efficient solution for councils with shared services

To help shared services run efficiently, we use a unique database design to run the service from a single application and database server.

Based on priority, integrated work queues allocate work across the shared service organisations, to a single virtual back-office team. Users are automatically directed into the relevant organisation's workspace to process each piece of work.

So that records are kept separate for each shared service authority, all data, except customer detail, is associated with the relevant organisation. Each authority can generate its own statutory, control and monitoring reports.

With a shared service solution you can achieve:

- Simplified processes
- Greater service resilience across organisations
- Reductions in both IT hardware costs and IT resource
- Increased responsiveness to workload peaks and troughs
- Work processed in accordance with priority, reducing avoidable customer contact.

Delivering shared services to

16

local authorities

What are the benefits?

Civica Revenues and Benefits helps local authorities to:

Deliver digital transformation

A single, integrated digital platform supports all channels and touchpoints, helps you to drive customer self-service and supports digital inclusion.

Reduce operational costs

Better productivity and resource utilisation reduce demand on services and enable you to deliver more with less. Paperless processes save space and increase efficiency.

Future-proof technology investments

Ongoing development and enhancements are all part of the solution. Plus, powerful performance reporting and management information provides insights into how to optimise your solution.

Support agile and blended working

Give teams access to critical information from anywhere, on any device, 24/7. Staff have a simple, intuitive user journey with minimal need for training – and see a single, holistic view of each citizen.

Automate business processes

Accounts and claim forms are updated from citizen-submitted transactions, while extensive process automation reduces back-office admin, drives compliance and enables service efficiencies.

Improve service delivery

Communicate more efficiently with citizens and deliver consistent service with a single view of interactions across revenues and benefits.

CIVICA

Transform now with Civica Revenues & Benefits.

Ready to see how? To find out more and book a demonstration please email localgovernment@civica.co.uk

INVESTORS IN PEOPLE™
We invest in people Gold

Cert No. 663
ISO 9001, ISO 27001, ISO 22301, ISO 14001, OHSAS 18001, ISO 20000

🌐 civica.com/revenues-benefits

✉ localgovernment@civica.co.uk

in linkedin.com/company/civica

▶ /CivicaUK

🐦 @CivicaUK