



## The Civica Automation Suite

Civica's Business Process Automation toolkit

Helps staff to work smarter and not harder



Increases efficiency and productivity



Automation between the front and back office



The Civica Automation Suite is a "Business Process Automation" (BPA) toolkit which will automate manual processes in order to contain costs.

The toolkit is designed to help staff to work "smarter" and not "harder" by automating those routine manual tasks that exist in every department in any organisation where the person responsible for the task is thinking "there must be a better way of doing this"!

Most IT systems include an automation engine which provides a basic capability to automate the running of the business application. However, most businesses recognise the value of extending this functionality to incorporate the automation of routine housekeeping activities which underpin the system and to create customized linkages between the disparate application systems where needed. This approach means that the automation can be tailored specifically to the exact environment of the organisation, delivering proper business automation, as opposed to application automation.

Another key goal of any organisation is to provide employees with all the information they need to make sound business decisions. This is best achieved by proactively monitoring business critical items and generating alerts, or triggering remedial actions to be performed as soon as defined thresholds are reached.

Effective use of the Civica Automation Suite will reduce risk, increase performance, and optimise business results across processes that serve your customers, suppliers, and employees.

The business benefits from deploying the Civica Automation Suite include:

- ▶ Improved departmental efficiency without increasing number of staff
- ▶ Reduced risk of process problems due to manual error
- ▶ Increased run frequency of time consuming processes
- ▶ Fully managed out-of-hours processing
- ▶ Improved business efficiency by constantly monitoring business critical factors
- ▶ Increased business continuity in times of office interruption
- ▶ Continuity of other work which currently has lower priority.

**Process automation can be reactive or proactive.**

**In reactive mode**, a process can be started by a “trigger”, such as a diary event; a file arriving in a specific folder; an incoming email or just that a superior event has terminated normally.

**In proactive mode**, a process can be set to run periodically at a defined time interval and the outcome can be measured against user specified thresholds, to generate a notification or alert when a condition is reached which warrants attention.

The Civica Automation Suite provides the capability to operate in both modes simultaneously, so that a condition can be defined and monitored such that, should the condition be met, this can immediately trigger a reactive process which could start to action the remedial process.

**“The automation team has been fantastic, helping us to push the product to its limits. We’re already saving over 80 hours per month and I’m being conservative”**

Jane Harvey  
Midlothian Council

**“Could I just add, by way of independent comment, that Eastbourne BC is already using this product and are blown away by both its capacity and its potential. We have plans to automate everything!”**

Chris Higgins  
Eastbourne Borough Council

The Civica Automation Suite can be used to automate a disparate number of business problems, such as:

- ▶ Task Management
- ▶ File Movement Management
- ▶ Data Consolidation
- ▶ Report Distribution
- ▶ Backup Management
- ▶ Spreadsheet Updating and Checking
- ▶ Application Health Monitoring
- ▶ Business Alerting
- ▶ Web Scripting (optional)
- ▶ Crystal Report scheduling and data extraction (optional)
- ▶ Business Dashboards (optional)
- ▶ Excel Table Comparison (optional)

**The Civica Automation Suite can be purchased at departmental level as a tactical solution or at a corporate level for a strategic solution.**

For more information, please contact your Account Manager who will be pleased to explain the available options and considerable benefits that authorities like yours are already starting to see from their own projects.