



CIVICA

Transforming the way you work

Civica Financials

Financial management
information system for
the public sector

Introducing Civica Financials

Driving efficiencies and savings through a streamlined and integrated approach.

Our Pedigree

As public sector organisations continue to face significant reductions in central government funding and because of the unprecedented scale of financial challenges in the next few years, your financial management information solution is a crucial element of a transformational programme to digitise and re-design internal operations, cut costs, improve productivity and create a sustainable customer-facing model.

Civica Financials is a financial management information system (FMIS) specifically designed to fit the core requirements of the public sector and is based on 30 years of market knowledge and specialist user input.

Our service delivery team is experienced, committed and accredited ensuring implementations are achieved seamlessly so that Civica Financials is the easiest, lowest risk and most economic route to your new FMIS.

Providing the operational and reporting foundation to deliver consistent high performance and efficiency through an integrated and streamlined approach, Civica Financials will help your organisation to respond to key requirements including:

- Implement practical and effective financial controls
- Optimise cash flow
- Encourage self-service and personal responsibility
- Minimise risk and eliminate errors
- Reduce costs while increasing productivity
- Provide accurate financial information for all users
- Improve and enhance business processes and workflow

Civica Financials provides a low cost of ownership where the system is supplied as a site licence with no limits on the number of users, thus encouraging self-service. It is available as an in-house solution along with hosted, managed service and cloud options. As a multi-company solution, a shared service licence is available delivering additional savings and efficiency gains.

Why Civica Financials?

- Listed on the LASA and G-Cloud government frameworks
- Cost-effective solution
- Best public sector functional fit
- Highest standards in security, compliance and quality assurance
- Highly skilled technical and implementation teams
- A published innovative product road map consistently updated
- Excellent user reference sites
- A strong, stable and growing partner



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“We chose Civica because it was a cost-effective solution which meets the council’s needs. The Budgeting and Purchase-to-Pay modules together with the inherent workflow is increasing departmental efficiency.”

Dave Roberts, Head of Finance,
Newcastle-under-Lyme Borough Council



Supporting

240,000

public sector employees



Solution Overview

In excess of 80 local authorities, police forces, schools and housing associations use Civica's web-based financials to automate localised work processes, providing faster and more accurate decision-making.

Civica Financials is a multi-channel solution, based on a browser-based user access which enables simple connection both locally and remotely. The system provides 'thin client' access to minimise network traffic, promoting self-service and delivers specialist public sector functionality through its General Ledger (GL), Purchase-to-Pay (P2P), Automated Invoice Processing, Contracts, Debt Management, Asset, Budgeting/ Forecasting and Reporting modules.

The software is supplied on a site licence basis with unlimited user access providing financial and management information to all staff and customers in a simple, easy to use and relevant format. This is an essential element for effective performance, high CPA ratings and where homeworking and building rationalisation may become an integral part of future growth.

At its core is the General Ledger with its fully integrated eBudgeting and forecasting module replacing offline system mentality with 'one version of the truth' readily available to managers at all levels as well as incorporating within this system a comprehensive integrated payroll budgeting utility module. To enhance the GL solution even further is a Financial Asset Management module.

The Financials Debtor's module is one of the most powerful solutions in the portfolio whose core debt management strength allows it to be supplied stand alone.

The Financials Creditors module forms an integral part of the strong P2P solution that incorporates intelligent scanning, full ePurchasing with supplier punch out, purchase card and contract management.

All modules are serviced by an embedded report management solution providing over 250 reports as standard as well as allowing both customer and supplier access to the solution via the secure debtors and creditors portals.

A comprehensive but easy to use solution, Civica Financials includes inherent workflow and process management with business alerts that ensure cash savings and efficiency gains are at the heart of its success.

"Since implementing the Financials eBudgeting module, the budgeting process is a lot more streamlined. The council can quickly and easily involve budget stakeholders in the budget making and forecasting process, whilst keeping centralised monitoring and strategic direction in place."

Anita Fletcher, Team Leader (Systems Support and Exchequer)
Financial Services, Wychavon District Council



"Civica's web-based financials shared service is a key part of the council's transformational programme. This platform has allowed us to increase internal self-service by providing easier access to all of the Financials modules from one entry point. We have already seen improvements in our internal processes which have resulted in enhanced workflows."

Sonia Powell, Support Services Admin Lead,
West Devon Borough Council



Module Overviews

General Ledger

Designed with virtually unlimited user-defined coding levels it includes a wide variety of journal options, unlimited budget types, profiles and commitment accounting all with online validation to minimise errors. Inherent transactional workflow with dynamic alerts ensures users of all levels obtain value from the system.

Creditors

Streamlines standard creditor transaction processing, to provide all the vital information about your creditors' invoices and payments. This ensures creditors are paid promptly and efficiently to meet Payment Performance Indicator timescales. Full VAT and CIS capabilities as standard with an online supplier portal available.

Procurement P2P

Automates the requisitioning, authorisation, purchasing and receiving functions. When used in conjunction with the invoice matching and payment processes provided by the Creditors and Bank Reconciliation modules, it provides a true 'requisition-to-reconciliation' solution. It helps ensure that best value is achieved in the procurement processes of the authority.

Financial Asset Management

Built with the accountant in mind and fully IFRS compliant, the module provides for full parent and child associations to provide component accounting. Fully integrated with the purchase, creditor and general ledgers for automated journaling and asset registration. On board reporting and alerter facilities allow for revaluation workflows and maintenance report schedules to be provided.

Service Highlights

- eBudgeting with budget holder hierarchy
- eForecasting with inflation schemes
- ePayroll budgeting
- Multi-dimensional drag and drop coding
- Project/capital monitoring
- Sophisticated online enquiry tools
- Cross-company reporting and billing
- Automated enquiries for non-financial users

Service Highlights

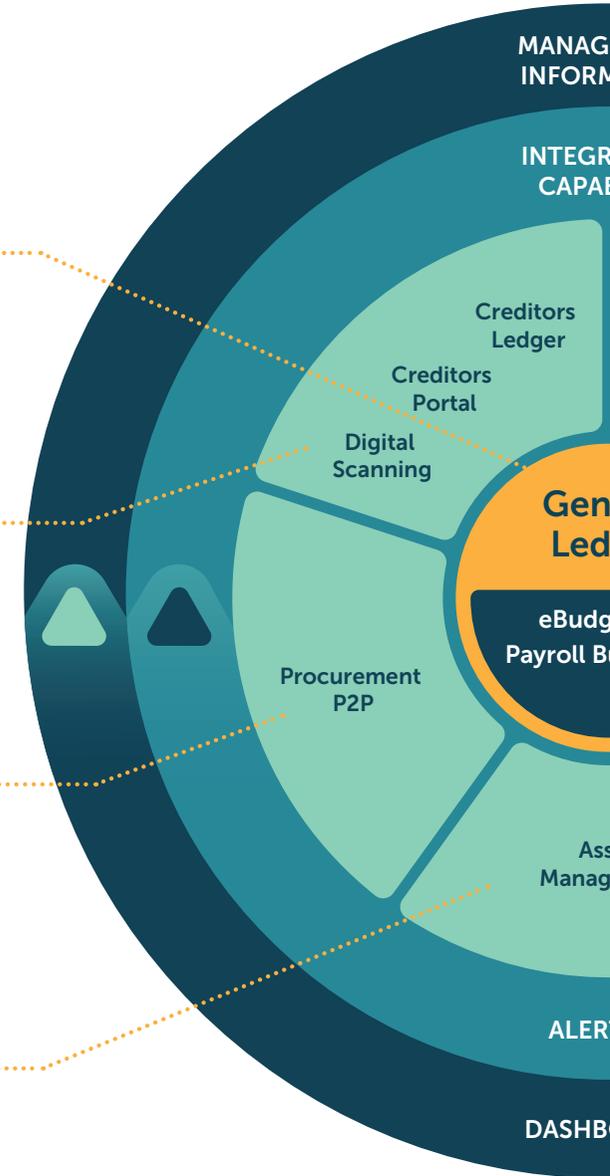
- Automated invoice processing
- Digital scanning
- Suppliers and creditors portal
- Automated CIS calculations and posting
- Transparency reporting
- Full KPI facilities

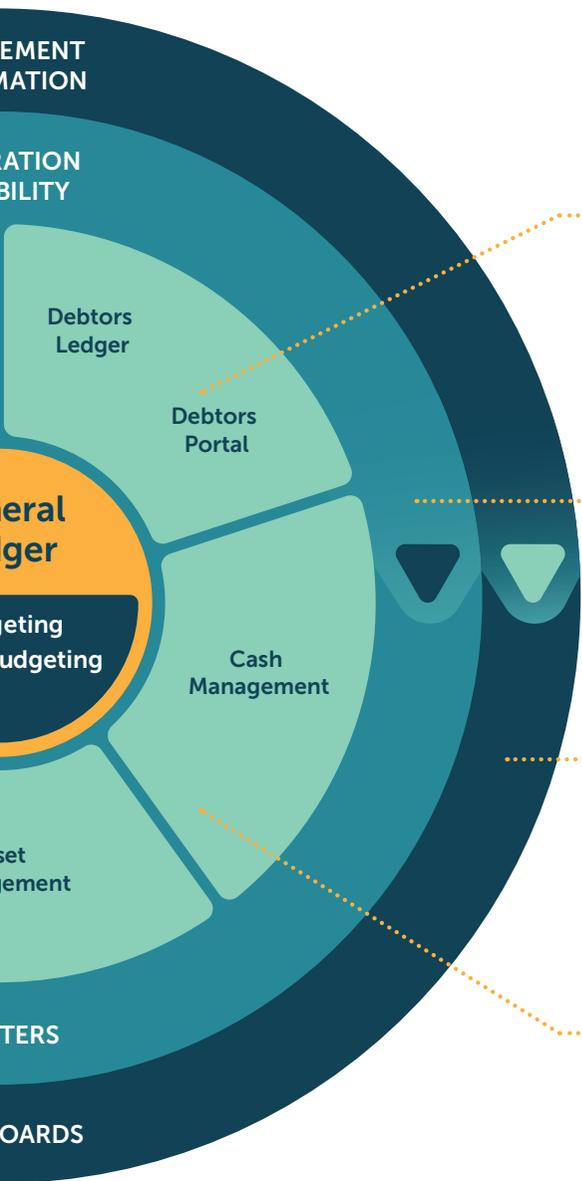
Service Highlights

- Multiple approval facilities
- Real time budget checking
- Self-billing and payment requests
- Punch out technology
- Procurement hub
- Central procurement options
- Contract monitoring
- Releases and retentions
- Multi-year commitment accounting

Service Highlights

- Fully compliant IFRS component accounting
- Unlimited parent and child associations
- Full integration with General Ledger
- Industry standard depreciation methods
- Multi-book capabilities/modelling
- Picture and location information per asset





Service Highlights

- Unlimited recovery stages and routes
- Arrangement handling
- Legal recovery integration
- Customer online portal
- Emailing of invoices and recovery letters

Debtors Ledger

Automates the invoicing and collections management processes. This ensures that the charges on citizens and third parties, and the payments made by them, are managed effectively and efficiently thereby helping to reduce the costs involved in billing and collections. Online documentation viewer provides instant access to printed matter.

Service Highlights

- SSIS packages for all major imports
- Import and export using Excel
- No special training required
- Data validation with user security
- Auto error and resubmission of failed jobs
- Data can be 'pushed' online from third party applications

Integration Capability

Provides powerful import and export facilities using easy to use Microsoft SSIS packages, coupled with flexible data reformatting capabilities, so that a user can import a file from the desktop with just a few clicks of the mouse. Integration is achieved by embedding Civica provided components into third party applications. This ensures that data is interchanged seamlessly.

Service Highlights

- OLAP Cube options
- Dashboards
- Crystal Runtime licensing for all users
- 250+ report templates as standard
- Report bursting facilities
- Report scheduling
- Auto emailing of reports in most outputs
- Financials/third party archiving

Management Information

Comprehensive analysis and reporting tools ensure that information is delivered quickly and consistently at whatever level you require, whilst users only have access to the information they have been given permission to view. Comprehensive enquiry facilities are provided within the application modules together with drill-down facilities to enable full information analysis – including document images where appropriate.

Service Highlights

- Income and expenditure reconciliation
- Standard bank files for all UK major banks
- Cash flow forecasting
- Automated matching one to one, one to many and many to one

Cash Management

Fully automated Bank Reconciliation module including income as well as expenditure, effectively removing all 'pick and tick' manual reconciliation. Fully integrated Civica solution designed to work together with CivicalCON as well as third party applications. Transactions are imported electronically, or entered manually, using data entry screens for bank statements, income management and expenditure reconciliation.

Civica Financials optimising efficiency to deliver maximum value to all stakeholders

Implementation and support methodologies

Overview

Civica understands what elements are required to provide a successful implementation. We work with our customers to provide the appropriate levels of training and consultancy to enable the solution to be maintained and supported by the users. This ensures not only the successful provision of new systems and technology, but also the realisation of tangible and sustainable business process improvements, cost and risk reductions.

Our approach to the provision of implementation services works within a broader business transformation framework to ensure that project activities are aligned to the customer's overall project requirements and outcomes.

Civica Financials offers an unrivalled helpdesk staffed by professional technical and operational consultants with vast industry experience.

The support desk provides a complete tracking service allowing users to follow the progress of their calls through a web portal.

Service Highlights

- Proven track record in the design, delivery and support of financial management solutions
- Highly experienced and accredited team of technology architects, qualified CIPFA consultants and Prince 2 project managers to ensure seamless implementations
- Customised implementation service geared to individual requirements to fit the designated time constraints
- A service that is designed to reduce risks associated with implementing new systems and functionality
- The implementation team works with users to ensure minimal interruption to existing services
- Choice of post go live support services
- An active user group run by the users of the financials solution



“We have nothing but praise for Civica and the team. They are always on hand and very quick to respond. They often go beyond the call of duty to sort things out.”

Ian Mitchell, Senior Accountant, Broxtowe Borough Council



Managing purchase transactions of over
£6 billion
per annum

Technical capability and requirements

Overview

In line with Microsoft standards, the system operates under the Windows domain security model for password and user authentication. Further layers have been developed within the product to enable and limit the use of facilities within the system.

Utilising multi-company provides the customer with the ability to logically split systems within the one application allowing for discrete configurations and data sets. This opens up the possibility to work collaboratively with other authorities sharing the technology, knowledge and potentially staff.

Civica solutions can be provided both on premise or hosted within our accredited data centres.

Service Highlights

- Solutions built on Microsoft's Windows platforms
- Active directory integration for single sign on
- SQL server database engine supported
- Feeders provided for interfacing with existing systems
- Multiple end-user access methods available via the web browser, rich modules and CITRIX/remote desktop interface
- Full remote hosting and managed services available
- When hosted all data is retained and protected by ISO27001:2013
- Various levels of disaster recovery available

"We entrusted our Debtors module to the Civica Cloud in 2009, where it works seamlessly with our on-premise financial system. Since then we've had continuous service, no downtime, and peace of mind that our data is completely secure."

Richard Lancashire, Principal Finance Officer Transactions, Rotherham MBC



Helping our customers administer public funds worth

£20 billion
per annum



Other Capabilities

Civica has a broad range of products and services to support the public sector, including:

Automation Solutions

Civica's Automation solution automates many routine manual processes including the monitoring and managing of software applications, data consolidation, business process automation, service availability reporting and automated scheduling.

Income Management

CivicaCON handles cash receipting, income management and ePayments from all sources across all departments 24 hours a day. The solution manages more than £1 billion in secure electronic transactions annually.

Corporate Debt

Civica Legal Debt Recovery gives local authority debt recovery departments, private practice solicitors and businesses the ability to control and maintain their debt recovery process, calculating interest, fees and costs incurred and generating all documentation.

Integrated Practice and Case Management

The system includes a library of documents and workflows linked to a central database. Closely managed business processes enable users to accurately record time, minimise costs and improve staff and fee earner utilisation.

CIVICA

Transforming the way you work

About Civica

Civica is a market leader in specialist systems and business process services. Through experienced people who understand service delivery, the Group provides software, cloud services and outsourcing to help customers transform the way they work. Drawing on a unique combination of people, technology and business process expertise, Civica supplies more than 3,000 organisations in the UK, Ireland, Australia, New Zealand, Singapore, Canada and the USA.

For more information

To find out more about how Civica Financials can help your organisation, please contact: **FinancialsAccountManager@civica.co.uk**

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