

# CIVICA

## Civica Cloud Services

A trusted partner at every stage  
of your cloud journey



## A leading **cloud partner**

Cloud technology is a key enabler of digital transformation and can unlock the enormous value held in data. As a cloud-led business, our vision is to harness the potential of digital, data and cloud together to support our customers' digital ambitions, underpinned by flexible, modern software.

### Civica in the cloud

**2,600+**  
customers

**4,000**  
schools and libraries

**250,000**  
government employees

**30m**  
users of customer-facing platforms

**20,000**  
care providers and 160 care services

**£2.5bn**  
in secure payments annually

**100+**  
new cloud sales in 2018

**£4.18m**  
savings for University of Roehampton

# Reasons to consider a move to the cloud



## User experience

You want to empower users with a more flexible experience; from anywhere, on any device, at any time



## Greener

You want to make the most of more efficient and renewable energy driven environments and reduce physical equipment to save office space for greener, more sustainable initiatives



## Speed

You don't want to wait for in-house resources to be available



## Software

You're running old or unsupported software, which could pose a security risk



## Security & disaster recovery

You're worried your current environment may not be as secure as it should be and want to make sure you're have the appropriate disaster recovery protection in place



## Old hardware

You want to replace legacy systems and benefit from more modern technology



## Control

You want enhanced control, without demanding resource from your IT teams



## Resource

Lack of resource and expertise required to manage in-house

# What do you want from **cloud**?

We support your business objectives and provide the innovation and agility needed for you to deliver better outcomes for your customers.

**Supporting digital strategy**

We provide peace of mind with a trusted and flexible platform so you can maintain and support your key business activities.

**A stable platform**

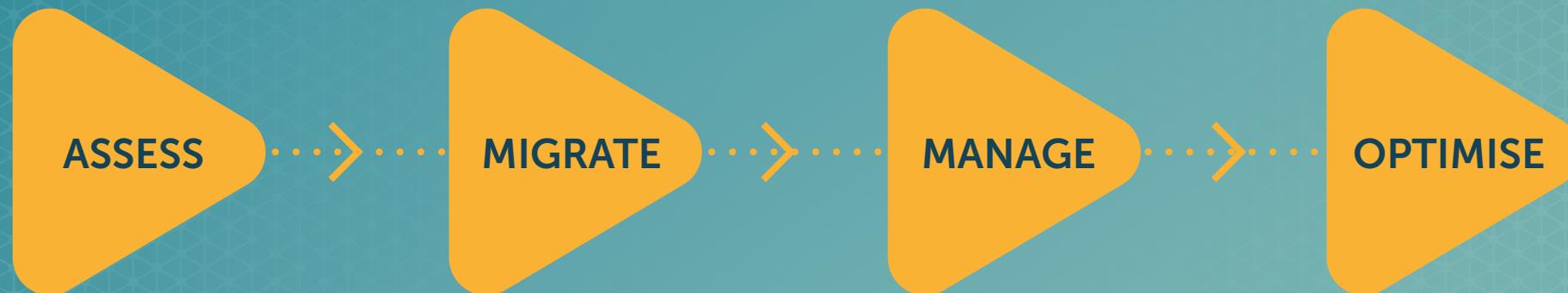
We work with you to make sure your people, processes and tools are ready for cloud, and that cloud can support new ways of working.

**Operational enhancements**



# A unique approach to your cloud journey

We take a staged approach to make your journey to cloud as smooth as possible. At every stage of our proven process, we consider your organisation's needs and objectives. We'll provide you with the **AMMO** you need to get you to the cloud at a pace that suits you.



**We'll assess which of your applications are ready for a move to the cloud.**

Then, we'll help you develop a phased migration plan to suit your organisation's needs and objectives.

**We provide all of the technical and project management support you need.**

We work closely with you to define a clear and effective roadmap to implement a cloud strategy tailored to your organisation.

**We can manage your private, public or hybrid cloud infrastructure for you.**

This includes round-the-clock monitoring to provide the levels of security, availability and disaster-recovery your organisation needs.

**Once you're in the cloud, we work with you to make sure you maximise the value of your cloud environments.**

We provide detailed reports which also help you gain transparency and control over costs.



# Cloud Readiness Assessment

It's no secret that the cloud can deliver benefits including cost savings and service improvements. For your organisation to gain the maximum benefit, you need a cloud strategy that meets your needs – for now, and in the future.

Our Cloud Readiness Assessment identifies which of your applications are cloud-ready, and gives you the tools you need to support your business case for cloud adoption.

“Civica helped us build a convincing business case for moving to the cloud, which included projected savings on IT costs of £4.18 million over 10 years”

Hiren Patel, University of Roehampton

[Read case study](#) ▶

We do this in the following key stages:

Initiation	We meet with you to understand your goals and objectives so that we can design a solution that's fully in line with your needs.
Discovery	<p>We'll conduct a <b>Strategy review</b> to make sure that key senior stakeholders fully support your cloud run strategy workshops to look at cloud from a strategic rather than technical perspective.</p> <p>We'll then conduct a technical assessment to provide you all the information you need to fully understand the opportunities, benefits and obstacles for moving to the cloud. We'll review where your organisation is now, and look at the opportunities cloud can bring you. We combine all of this in a report, which forms the basis for the next phase of the Cloud Readiness Assessment.</p>
Executive report	<p>We identify and assess the potential options, exploring suitable cloud platforms on which to move your applications.</p> <p>Once you have a strong business case and have defined what success looks like, we carry out a more in-depth assessment to create a cloud transformation plan for your organisation. This will consider all dependencies, including people and organisational change.</p>

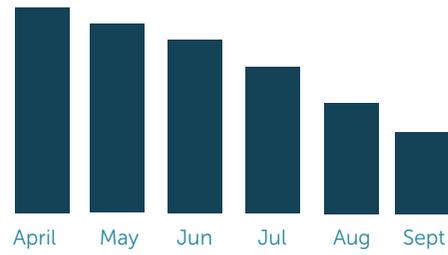


Home

Export assessment

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### Monthly cost estimated (GBP)



### Cloud readin





# Cloud Migration

Providing all the technical and project management support you need for a smooth migration to the cloud.

We have a team of dedicated technical and project management experts to support your migration. We can support you whether you're looking to move to a public, private or hybrid cloud environment, and will work with you to deliver the project with minimal disruption to your organisation.

"Civica is one of the inner circle of trusted suppliers we rely on to advise us and help us take the right approach. They provide expertise we simply don't have in-house."

**Jon Brainch**, Senior Technical Officer, Buckinghamshire County Council

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## The key phases of a cloud migration project:

### Project scope and costs

We'll take the defined success criteria and approach agreed in the Cloud Readiness Assessment to build a structured programme design to make your cloud project a success.

We'll include clear information on costs so you know what you're paying for and when.

### Detailed project design

This phase will produce a clear prioritised cloud adoption plan for your organisation. We can consider just the technical activities, or produce a future operating model across people, technology and governance.

A dedicated Project Manager will conduct regular reviews to keep you informed as the project progresses.

### Deployment

We understand how organisations need to evolve to make the most of cloud.

We follow recognised project management processes so your migration runs as smoothly as possible. Our approach means we deliver projects on time, within budget, and with minimal disruption to your business.

# Cloud Migration – 4 key features

1



## Minimum disruption to business activities

A controlled approach to planning and managing all migration aspects means your key business activities remain unaffected. If needed, we can move your critical services to your new cloud environment out of business hours.

2



## Testing, testing

We carry out testing across various stages to make sure your new solution performs as expected. Our tests are extensive, giving you peace of mind that everything is running smoothly.

3



## Risk and issue management

Your dedicated project manager takes responsibility for risk identification and analysis. This means you can focus on your day-to-day activities safe in the knowledge that risks are handled quickly and appropriately.

4



## Migrating knowledge – not just applications

When you're up and running, we'll run a formal handover. Alongside the technical migration, we'll support your teams in becoming cloud-ready, providing the skills, tooling and ongoing support for your new cloud environments.



# Cloud Management

Supporting you in getting the most from your public, private or hybrid cloud environments.

Cloud brings a variety of benefits, but you won't realise them if you don't manage your infrastructure properly. If you don't have the expertise in-house to keep your cloud environment in peak condition, we'll do it for you.

## Reduces management overheads

Civica specialists monitor your cloud infrastructure from our UK-based service centre. This means your teams can focus on higher value activities, such as app development, knowing your cloud environment is in good hands.

## Data and application security

We apply anti-virus and malware protection to your operating environments, along with any required patches/updates for the software components we manage. We can also advise you of any testing you should run to guarantee your cloud infrastructure is as secure as possible.

## Manages backup and recovery

We regularly backup the systems we host in our data centres to meet business continuity requirements. For your own environment, we'll review the recovery services available to make sure they meet your requirements.

# Additional services and benefits



## Round-the-clock monitoring

We can run services 24/7 to cover critical systems and applications



## Backup retention

We keep backups for longer than standard retention periods to meet business or regulatory requirements



## Flexible reporting

We can flex reporting to meet your needs



## A key point of contact

You'll have a dedicated Civica service manager



## Technology roadmaps

We hold regular technology reviews to help you maximise your investment and understand how software changes may impact your cloud environment



## Disaster recovery

We'll ensure you're updated, informed and back up and running should a major event occur





# Cloud Optimisation

With our Cloud Optimisation service, you'll gain – or regain – control over your cloud spend and environments. You'll be able to improve governance and control, manage risk and increase the value you get from cloud.

Our service combines insightful reporting on your public, private or hybrid cloud environments with expert analysis and consultancy from Civica specialists. We use an industry-leading cloud-based reporting service, receiving real-time data feeds from public cloud providers. It's quick to set up, with no need to install software on your servers, or add to your IT team's workload.

"With Civica Cloud Optimisation, we have a clear picture of how much we're spending and what we're spending it on. The service gives us the information we need to have fruitful discussions with the business and make more informed decisions."

**Jon Brainch,**  
Senior Technical Officer, Buckinghamshire County Council

[Read case study](#) ▶

## Increases governance

Avoid unbudgeted and uncontrolled spend, and prevent teams from creating cloud subscriptions that won't be used. Gain more control over access rights and permissions, and clarity on what projects/teams are spending on cloud.

## Reduces risk

By increasing governance, you'll benefit from increased security of your cloud environments. This added visibility also means you can appropriately resource your cloud strategy.

## Controls costs

Accurate, meaningful reporting means you can align cloud spend to business needs and benefit from flexible financial management.

## Increases value

You'll only pay for what you need, so you can make better use of cloud to drive innovation and transformation across your organisation.

# So, what might you want to optimise?

Our monthly reviews focus on the following aspects of your cloud usage to make sure you're getting the most from cloud

1

## Low usage? Too much?

Identify low-use areas to re-allocate to smaller areas.

2

## Replace older servers

Can you upgrade to newer instances to benefit from increased functionality and lower cost?

3

## Scheduling to optimise use

We'll help you understand which servers need to run 24/7, and which can be scheduled for fewer hours to cut the number of hours you pay for.

4

## Lower-cost regions?

Is it possible to move from a higher-cost region to a lower-cost region?

5

## Remove what you're not using

We can pinpoint storage that's no longer required, and identify instances with little to no usage so you're only paying for what you need.



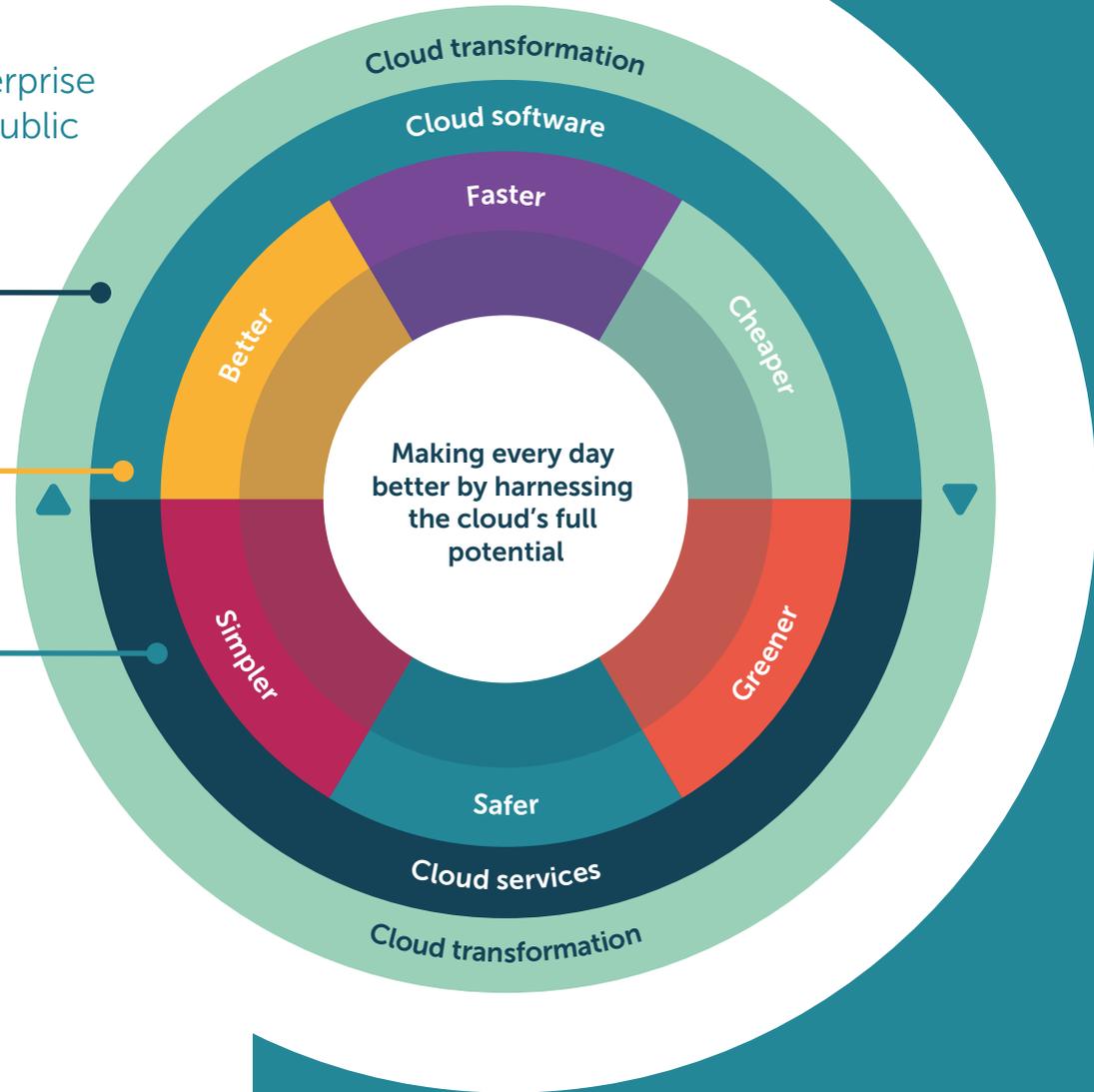
# Civica Cloud Suite

Our Cloud Suite of transformation experts, enterprise cloud software and professional services help public service organisations make every day better by harnessing the cloud's full potential.

Our dedicated transformation team who support our customers throughout their cloud journey.

Our suite of enterprise cloud software designed specifically for public service organisations

Tailored cloud services to ensure your successful assessment, migration, management and ongoing optimisation





Start your cloud journey today.  
Email [cloud@civica.co.uk](mailto:cloud@civica.co.uk) to book  
your Cloud Readiness Assessment



Cert No. 663  
ISO 9001  
ISO 14001  
OHSAS 18001

