CIVICA

Trusted Data Analytics

Collect actionable insight to support better decision-making and improve business performance

Transform data into actionable insights with a secure, trusted data platform and intelligence tools - keeping your business on the right track.

Improved decision making   **Highly scalable, visual solutions**   **Accessible data analytics**

Today, **81% of organisations** say data should be at the heart of everything they do. That's no surprise, given that the benefits include revenue growth, operational improvements, cost reductions and a better customer experience. But many organisations struggle to deliver the required analytical capabilities, owing to challenges such as rapid growth in data volumes and sources, limited in-house data and analytics skills, or inability to scale skills to meet growing demand.

Civica helps organisations to make better use of data to support improved decision-making. We design, build and manage Trusted Analytics Solutions on secure, scalable cloud or hybrid platforms that:

▶ Put actionable insight into the hands of decision makers

▶ Deliver self-service data visualisation solutions

▶ Provide predictive analytics.

Our solutions help to create truly insight-driven organisations, where valuable information back up key business decisions and trusted data delivers predicted outcomes.

Modern business intelligence (BI)

We can help you migrate from traditional and legacy BI solutions, replacing them with modern data and analytics platforms that provide fully featured enterprise reporting and data visualisation solutions. Non-technical users can interact with the data to create their own reports and visualisations, and use collaboration tools to interpret and act on the insights generated.

We apply our user experience (UX), data visualisation and graphic design expertise to transform the way data presents itself, moving from plain reports to high-quality visuals. An improved user experience allows for more effective data interpretation and decision-making.

Embedded analytics

We can embed static and interactive reports, queries, data visualisations and dashboards into your enterprise portals and applications. This approach enables you to surface insights at scale to your employees or customers, using a consumption based licensing model.

Predictive analytics

We build complex predictive analytics models that help to determine likely outcomes based on analysis of historical data. These models typically embed into automated processes to provide intelligent workflow solutions.

We've developed a number of off-the-shelf models that our skilled data scientists can quickly and easily adapt and embed within your business:

▶ **Propensity to pay** — predicts the likelihood of individuals repaying tax debts, meaning you can take the appropriate action and a benefit from a better rate of debt recovery

▶ **Rent arrears** — predicts the likelihood of tenants falling into rent arrears, allowing you to take preventive action at an early stage.

70% of decision makers report planned or current initiatives are 'data-driven'

Faster reporting, better decisions, improved outcomes

Why Civica?

▶ Our data analytics consultants are **Certified Data Management Association** practitioners, with extensive data management expertise and experience

▶ Our **tried-and-tested approach** to data quality management, master data management and data governance ensures your analytics solution is based on a **foundation of trusted data**

▶ We apply accelerators to de-risk and speed up delivery of embedded analytics and enterprise BI solutions for our customers, **enabling faster ROI**

▶ Our pre-built predictive analytics models allow customers to **benefit quickly** from solutions that support common scenarios

▶ We're a **Microsoft Gold Certified** Partner for analytics.

Our approach

We start by working with you to understand your objectives and priorities, so that we can scope out your Trusted Data Analytics project to meet your needs.

We build the solution incrementally over time so trusted analytical output is delivered early and often, driving confidence with the data in the organisation.

Our platform

We build Trusted Data Analytics solutions on the Civica Insights Platform. This cloud-based analytics ecosystem comprises a range of pre-configured Microsoft Azure cloud services, Microsoft Power BI, Civica MultiVue (our master data management solution), and relevant third-party products.

We integrate these capabilities into solution stacks for rapid, scalable deployment of affordable analytics solutions tailored to our customers' needs.

We can deliver solutions that are entirely cloud-based, or should you have more complex requirements around your data, we can combine cloud-based Power BI with data that resides on your premises providing you with:

▶ Accurate and timely regulatory or financial reporting

▶ Near-real-time monitoring of operations against KPIs to drive performance improvements

▶ Better customer insights that deliver more personalised products and services

▶ Predictive models to identify individuals at risk and help drive better outcomes

▶ Identification and prevention of fraud.

Helping police improve road safety

Civica's Collision Reporting and SHaring (CRaSH) application offered to Police Forces and private fleet operators, used embedded visual analytics to meet new reporting requirements for analysis of collision trends. Helping to improve road safety and manage reports to monitor team workloads.

In just 8 weeks, we scoped and developed themed dashboards each made up 5 pages of interactive visualisations for two distinct audiences. We incorporated Row Level Security (RLS) to limit access to underlying data depending on the user's assigned role. Read the full story.

Intelligent insurance for DAS

We build the foundations for a high-quality Business Intelligence reporting for legal insurance provider, DAS. Civica laid the technology groundwork to help build a best-of-breed team of BI experts. Read the full story here. By deploying an information management solution and data warehouse integrated with business intelligence capability, DAS could:

▶ Create a single view of the truth

▶ Build high-quality intelligence reports

▶ Improve insights and decision making across the organisation

▶ Develop and upskill in house BI teams.

> Government agencies, charities, educational establishments, social housing providers, and firms in the banking and insurance sectors **trust Civica with data analytics**

Find out more

To find out more about how Trusted Data Analytics can support you in becoming data-driven, visit us online or contact us today.