

Digital360 in the cloud

Delivering end-to-end citizen services through **automation & cloud technology**

Why migrate your on-premise solution to a managed cloud service?

When considering whether to migrate to a managed cloud service you need to consider not just the total cost of the solution available to you but also the service levels and added benefits cloud can deliver.

Cloud technology is a key enabler of digital transformation and can unlock enormous value held in your data and dramatically reduce the hidden costs of your existing IT environment.

Digital360 is now available as a cloud service to deliver all the benefits of cloud plus a new browser-based solution that offers improved functionality, increased operational efficiencies and modernises service fulfilment.

We will manage your solution in our cloud environment and take care of security, maintenance and upgrades, enabling you to unlock cost savings, streamline operations and reutilise resources.



Cost savings



Improved user experience



Secure & compliant

Benefits of a managed service

Deliver efficient services

A key driver for cloud adoption is the demonstrable cost savings it provides enabling you to re-invest in delivering better services.

Build a strong platform for innovation

Our next generation of browser-based solutions brings innovation and future-proofed technology to empower your staff and improve customer experience.

Achieve more every day

Cloud-enabled solutions are easier to use and can help automate low-value tasks, your staff are able to focus on value added activities.

Reduce security & compliance risk

Cloud is a safer way forward and reduces risk due to the investment made in security and compliance.

Simplify your IT landscape

By moving to the cloud you can replace ageing technology with continuously updated solutions and infrastructure.

77%

of IT budgets are spent simply keeping the lights on ([Rimini Street](#))

8 reasons to move your Digital360 solution to the cloud



1. Tangible cost savings

Support diminishing budgets by reducing the cost of managing and maintaining your solution on-premise, enabling you to redirect resources to more valuable tasks.



2. Supporting your cloud strategy

Providing new ways of working and reducing the need for on-site expertise and technology by giving you access to Civica's skilled resource and leading technology enables you to focus on other areas of your business.



3. Operational agility

Scale your requirements and capacity up and down and implement new users, applications and processes in line with business needs.



4. Secure and compliant

We invest in security and compliance to reduce your risk and make it safe for your solutions and data to be stored in the cloud.



5. Business continuity

Disaster recovery and back up procedures ensures data can be recovered quickly; eliminating any downtime.



6. Proactive support

With real-time monitoring alerts, our experienced technical team can proactively manage and respond to issues ensuring your service is running as it should be.



7. Software upgrades

We manage software upgrades so your users can benefit from the latest version features and functionality.



8. Modern technology

Upgrading to our browser-based solution delivers an improved user experience, new and improved features and secure access on any device; enabling faster processing times, increased efficiencies and improved customer satisfaction.

New solution features

- ▶ **User experience** - intuitive, responsive and device agnostic browser-based interface
- ▶ **Latest technology** - future-proof your investment
- ▶ **Easily configurable** – low code forms and workflow
- ▶ **Enterprise search** - rapid access to data, documents, records and workflows
- ▶ **Easy work allocation** - prioritise with simple drag and drop
- ▶ **Graphical timeline** - for service area status and events
- ▶ **User dashboard** - quick navigation of records, work and popular enquiries
- ▶ **Dynamic help** – online user guidance
- ▶ **Mobile app** - on and off-line working capability for field-based staff
- ▶ **Flexible integration** – option to present all data on a single screen.

Start the conversation

