

# CIVICA

Transforming the way you work

Together,  
we connect  
**housing and  
people**



“After careful consideration, we chose Civica’s Cx Housing and Asset Management digital platform as they provide the integrated management capabilities we need to make our processes more customer-centric and help drive long-term efficiencies. We needed a solution where our employees and customers could engage in a more flexible and agile way while allowing us to integrate new and emerging technologies in the future. The software will help support us in achieving our ambitious goals, including **more than 50% of our customers transacting online and increasing our group operating margin by 25% by 2021.**”

**Andy Willetts,**  
Executive Manager, Community Housing Group





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# Rethinking operations to meet an evolving landscape

## The challenges

**Changing regulations & reforms**

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**Diverse customer needs**

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**Budget constraints**

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**Risk & compliance**

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**Housing shortage**

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**Homelessness**

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**Integrated care**

## Our solution

### **Together, we connect housing and people**

From delivering a single view of your customers and assets to proactively managing cost and compliance, we can work with you to deliver your digital agenda, connecting people and communities.

## Responsive

Working together to deliver the right services at the right time



## Engaged

Supporting customers to connect with you & your partners via a channel of their choice



## Intelligent

Connecting data to gain deeper insight about your customers & their homes



**Delivering better outcomes so you can be more...**

## Protected

Safeguarding you & your customers with secure systems, data & processes



## Progressive

Empowering employees to work smarter & embrace change using new technologies



## Efficient

Delivering better & more personalised services by automating business processes



# Tackling diverse challenges

Across the sector, change seems to be the only constant. The social housing market has diverse needs and while organisations are under continuous pressure, many have transformed into agile operators to meet current demands. Due to changes to central government policy, an ageing population and a severe shortage of housing supply, social housing providers must adapt to the constant changes and demanding landscape they operate in.

We recognise the financial constraints placed on some social housing associations while others are merging to drive their growth ambitions and increase capacity. We also understand the increasing demands from the customer to achieve better insight of the data they hold, to integrate services with ease, and to better connect employees and customers through the right channels.

Whatever the challenge, through our deep sector knowledge, we're constantly evolving with you, developing new software to support you in delivering responsive services, at a lower cost.

## Whatever your priorities, Civica can help

We work in partnership with 400 housing organisations. For more than 30 years, we've delivered unified solutions to help social housing providers manage the provision of safe, secure and suitable homes.

Our cloud software, digital solutions and managed services assist you to drive improvements, creating deeper insight of your critical data, effective cost and compliance management, as well as supporting your digital agenda. We help you deliver responsive multi-channel services, better connect employees and customers in the community, unlock significant savings and adapt to economic and societal challenges with speed and ease.

### Key areas of expertise in social housing

- ▶ Housing & asset management
- ▶ Digital platforms
- ▶ Compliance & risk management
- ▶ Data insight
- ▶ Customer Relationship Management (CRM)
- ▶ Mobile & agile working
- ▶ Rent arrears & voids management
- ▶ Workforce & contractor management

# Civica by numbers

We work with:



social housing organisations



customers

Every year our systems:

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2m+ Process over 2 million repairs

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2.5m Manage 2.5 million properties

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7.9m Oversee 7.9 million choice-based lettings bids

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£15bn Process £15 billion of income & expenditure

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£2.2bn Administer £2.2 billion payment transactions

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£22bn Provide rent & arrears data worth £22 billion

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# Delivering better outcomes for people and communities

Civica's digital housing and asset management platform can help you gain better insight and integrate your services with ease. Using cloud software, we connect employees and customers through the right channels, at any time, to meet the rising demands of your customers.

Our experience and detailed knowledge of the social housing sector mean our platforms are specifically developed for housing providers to support you in three key ways:



## 1. Create a single view of your data

Civica's digital platform for social housing connects disparate business areas to create a single view of your critical data. This empowers you to dramatically speed up operations, so that your teams can quickly understand the number of customers on your housing waiting lists, the value of rent arrears owed or understand the financial consequence of every decision to inform future customer actions.

Our cloud software helps your employees, customers and partner organisations to access relevant information, securely at their fingertips, at any time.

"As we continue to grow the number of homes we offer, it's essential to have a single view of our housing assets and financial management, such as a real-time view on rent payments and arrears. Combining Civica's Cx Housing and Financials software will allow us to work smarter by automating services and streamlining processes; helping to drive both time and cost efficiencies."

**Rachael Fullwood,**  
Finance Director, EPIC – 'Empowering People & Inspiring Communities'



## 2. Control costs by minimising compliance risks

Using predictive techniques such as AI and robotic process automation, Civica can help you proactively identify potential problems before they occur, reducing risk and supporting compliance of your data and assets at all times.

Our cloud software will give you a complete view of how much each property costs to maintain, so you can effectively plan, manage and control your assets' repairs and maintenance budgets. More importantly, you'll be able to better manage your in-house and contractor workforce to maximise productivity.

"It's important to be able to closely monitor, analyse costs and profitability while streamlining invoice management. Integrating Servitor with Civica Financials provides us with real-time management information so we can quickly analyse costs."

**Steve Wilson,**  
Operations Director, Unitas Stoke-on-Trent



## 3. Drive your digital agenda

Our bespoke housing platform supports you to accelerate the delivery of online customer services. Understanding the need to move online for speed and ease, we can facilitate mobile working, helping your employees to work within communities to securely share real-time information with your customers, employees and partners, while also supporting a paperless agenda.

### **Prospect increases self-service by 35% in three months**

Prospect Community Housing improved customer communications and increased channel shift by using Civica's customer portal, with 35% of customers switching to self-serve in the first three months.

## Specialist software and services to support you

- ▶ Automation & integration
- ▶ Business insight & analytics
- ▶ Cloud services
- ▶ Collections management
- ▶ Customer services
- ▶ Data security
- ▶ Digital mail
- ▶ Elections management
- ▶ Engagement solutions
- ▶ Financials management
- ▶ Fraud management
- ▶ Governance & meetings management
- ▶ HR & payroll
- ▶ IT managed services
- ▶ Master data management
- ▶ OnDemand resource
- ▶ Payments & cashless
- ▶ Resource planning for residential care



# Unified solutions for social housing

With an unrivalled portfolio of cloud software, digital solutions and managed services, we support social housing providers to provide vital services and safeguard people and communities.



## Cloud software

**Civica's Housing Management software helps you deliver efficient, connected and responsive services to customers. Through financial, payments and HR & payroll software, we help you manage your organisation's operations, workforce and finances more efficiently.**

Our cloud software is hosted on the Microsoft Azure platform so you're always using the latest application best suited to your business needs. Civica integrates seamlessly with other applications to create a complete Enterprise Resource Planning (ERP) digital platform for social housing.



## Digital solutions

**We support your digital agenda and evolving customer needs. We'll work with you to identify the art of the possible and create a clear roadmap for change. From chatbots to connected devices and robotic process automation, we can help you build digital services that both save money and free-up vital employee time.**

Civica's software helps you make better sense of your data as you can collect, manage and securely share information with stakeholders in real-time. In turn, this allows front-line employees to respond to customer enquiries faster, increasing productivity and improving customer satisfaction. Managers can use the latest business information to take corrective action when necessary.



## Managed services

**Our specialist services include delivering back-office functions and contact centre operations. Our partnerships support organisations to improve workforce productivity and deliver significant savings.**

We make sure you have the right processes in place to maximise your investment in technology. This ranges from supporting your migration to the cloud so you gain control of your applications to improving workforce productivity.

In tandem, our flexible OnDemand processing services addresses resource gaps or workload peaks in processing, administration, mail services and contact centre support. We provide the right resources at the right time, helping you achieve service improvements and savings.

 **In the Cloud**

**2,600+** customers

**288,000** residents access housing services

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

**£2.5bn** in secure payments annually

# Cloud software for social housing



**Connecting  
housing and people**  
with Cx - the digital  
platform for social  
housing

<b>Housing management</b>	<p><b>Creating a single view of your customers</b></p> <p>Our cloud-based housing software is at the heart of our digital platform for social housing. It connects customer and property data to create a single version of the truth, allowing you to effectively manage your customers differing needs and the property they live in. Using this accurate information, your workforce can make informed decisions and deliver responsive services whether they're out in the community or responding to enquiries at the office.</p> <p>The integrated customer relationship management and communication modules allows you to streamline customer engagement and other stakeholders through their preferred choice of communication.</p> <p>The built in portal allows 24/7 access to encourage customers to engage at a time convenient to them. While our mobile solution assists your teams to work at any location, online and offline, using any device.</p>	<ul style="list-style-type: none"> <li>▶ Supports you to deliver a tailored, responsive service based on differing customer needs</li> <li>▶ Improves decision-making with real-time, intelligent data</li> <li>▶ Accelerates digital engagement with customers, workforce &amp; partners</li> <li>▶ Supports your mobile &amp; flexible working strategies</li> <li>▶ Facilitates use of chatbots to AI using Cx web-services and open APIs.</li> </ul>
<b>Asset management</b>	<p><b>Facilitating the safety &amp; compliance of all your property-based assets</b></p> <p>Our asset management software allows you to proactively look after your property-based assets while managing safety and compliance across your portfolio.</p> <p>It provides a single solution for stock condition analysis, planned maintenance, component accounting, asbestos registering, servicing and inspections, and risk management. It supports you to provide safe and secure homes for your customers.</p> <p>You can easily integrate with your internal and external systems, allowing the secure sharing of information with your workforce, suppliers or customers.</p>	<ul style="list-style-type: none"> <li>▶ 100% compliance - delivering clarity and insight for regulatory reporting and statutory duties</li> <li>▶ Effectively manages programmes of work to balance price and efficiency</li> <li>▶ Supports forward-planning with projections and 'what if' modelling.</li> </ul>
<b>Housing needs management</b>	<p><b>Providing choice for those with social housing needs</b></p> <p>Our cloud housing needs and choice software supports customers, housing officers and landlord partners to manage housing needs services more efficiently, from an initial enquiry to providing a safe and secure home. It assists you to effectively manage your housing register, choice-based lettings, housing advice and homelessness prevention and support.</p> <p>By integrating with our cloud-based housing management software, you can configure the solution to support your organisational policies and statutory requirements - so you can maximise productivity and drive customers to access multi-channel services.</p>	<ul style="list-style-type: none"> <li>▶ A single solution to manage all aspects of your housing needs service, from initial contact through to tenancy management</li> <li>▶ Empowers customers to make their housing choices online, at any time on any device</li> <li>▶ Improves efficiency by reducing allocation costs, streamlining lettings, minimising call volumes and cutting interview times.</li> </ul>
<b>Contractor workforce</b>	<p><b>Improving efficiency of your workforce &amp; repairs service performance</b></p> <p>Our integrated housing repairs and maintenance management software, delivers efficiency savings and improves performance for responsive, planned, voids and cyclical works, for both client and main contractor.</p> <p>Its functionally rich, configurable and provides you with accurate information at your fingertips; empowering you to make informed decisions and improve service delivery by effective management of job progression and workload. More importantly, it helps you to manage and control costs so profitability can be analysed for each job.</p> <p>When integrated with Civica Mobile, it supports agile working but also significantly increases an operatives' productivity by automating job requests and recording of work details while out in the community.</p>	<ul style="list-style-type: none"> <li>▶ Optimises workforce efficiency via intelligent scheduling of jobs</li> <li>▶ Improves cost control with resource, material and workforce/sub-contractor management</li> <li>▶ Provides deeper insight for operatives and managers to access real-time information anytime, anywhere.</li> </ul>

<b>Financials management</b>	<p><b>Driving a real-time view of financial &amp; operational management costs</b></p> <p>Our cloud Financial Management Information Solution (FMIS), delivers all the key functions your financial teams need such as, General Ledger, Budgeting, Debtors, Cash Management, Creditors and Procurement – helping you manage and control costs anytime, anywhere.</p> <p>It's extensive reporting, BI dashboards and alerts provides key stakeholders with accurate financial information so quick decisions can be made, while minimising any financial business risk.</p>	<ul style="list-style-type: none"> <li>▶ Effective work-flow, process management and alerts deliver financial savings and efficiency gains</li> <li>▶ Implements practical and effective financial controls</li> <li>▶ Optimises cash-flow and reduces costs.</li> </ul>
<b>Payments &amp; cashless</b>	<p><b>Delivering secure, automated payments with reduced transaction &amp; admin costs</b></p> <p>Our cloud-based payments and cashless software allows your customers to access a wide range of automated and manual secure payment options. Card details are encrypted and stored in our PCI Level 1 data centre, for easy repeat payments.</p> <p>Forming the central handling hub for all your income across different channels – and integrating with your housing and financial management software – it puts accurate information at your employees' fingertips to streamline rent-collection.</p>	<ul style="list-style-type: none"> <li>▶ Increases cash-flow as income becomes more reliable and reduces the risk of arrears</li> <li>▶ Faster payment transactions and settlement times</li> <li>▶ Enhances customer experience with single sign-on.</li> </ul>
<b>HR &amp; payroll</b>	<p><b>Ensuring effective management of your workforce</b></p> <p>Using our cloud-based HR &amp; payroll software helps you to manage your workforce efficiently and effectively.</p> <p>The HR software simplifies and connects every aspect of human resource management, and includes optional modules for recruitment, training and performance-review, to form a complete HR information system.</p> <p>Our payroll software provides the tools your teams need to self-serve, streamline payroll, pensions and benefits, while complying with legislative requirements.</p>	<ul style="list-style-type: none"> <li>▶ Drives self-service reducing administration costs and improving employee experience</li> <li>▶ Detailed reporting provides in-depth understanding of various aspects of your HR and payroll</li> <li>▶ Reduces your environmental impact with e-payslips and HMRC forms.</li> </ul>
<b>Care management</b>	<p><b>Providing an integrated solution for residential and community care</b></p> <p>A complete business solution for housing providers delivering community care services. It offers you a unified approach to resource planning, contract management and cost control for residential and community care, helping your teams address complex contractual agreements, costs and workforce utilisation with ease.</p>	<ul style="list-style-type: none"> <li>▶ Provides a seamless, integrated approach across housing and community care</li> <li>▶ Helps to streamline time-consuming financial and administrative processes through automation</li> <li>▶ Supports better cost-control of all care related costs.</li> </ul>

# Why Civica?

**Together, we connect housing and people. We work with you to adapt to the economical and societal challenges with speed and ease and we support you to achieve your goals.**



We work in partnership to support the achievement of your business goals and are committed to the vision of social purpose by transforming services and improving people's lives.



Our people and culture make a real difference. We listen to our customers and are passionate in delivering the right solutions to help you overcome sector challenges and achieve better outcomes.



Deep domain expertise and broad capability of delivering cloud software, digital solutions and managed services, with over 30 years' success in the social housing sector.



Continuous investment in and improvement of our software and services so we can support your evolving needs today, and in the future.



Our product roadmaps are shared with customers and shaped by your feedback so we're confident we're developing the right solutions for the sector that are robust, scalable and user-friendly.



We provide secure, resilient software that meets GDPR and ISO standards protecting your data against risk.



We deliver flexible commercial models that are fit for the challenges and structures of social housing organisations and the complex procurement requirements.



We provide greater value from connecting systems and data, to give your organisation accurate customer insight. So you can connect information and outcomes to make informed decisions, as well as supporting regulatory compliance.

To speak to a member of  
Civica's Housing team:  
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or  
email: **housing@civica.co.uk**



Cert No. 663  
ISO 9001  
ISO 14001  
OHSAS 18001



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