

Registrations Case Management

Transforming how registrars manage bookings and payments

Registrations can be a major headache. With a mix of different systems, spreadsheets and even paper-based ways of working, many authorities struggle with the workload created by booking services or registering events such as births, marriages and deaths.

Civica Registrations removes all hassles and provides you with a single system to manage the entire registration process that handles everything from online booking to payment and case management.

"The team has been fantastic. We have received nothing but friendly and helpful support with the team really getting to grips with our processes to ensure the system works for us."

Jo Beer, Head of Information Governance, Torbay Council

Self-service

Your customers use an online portal to see what appointments are available, make bookings and pay applicable fees. Automatically updating calendars so there's no risk of double bookings.

Case management

Smart dashboards give visibility of all appointments, venues and fees – allowing resources to be efficiently allocated. All bookings can be managed simply with customer communication via their preferred channel.

Cloud-based

Civica Registrations can be deployed swiftly. Providing visibility, collaboration, scalability and security. Manage cases anywhere and anytime.

Integrated

Easy to integrate other services using push and pull API interfaces designed to integrate with almost anything

Key takeaways

- 1 **Simple workflows** connecting booking, scheduling and payment systems
- 2 **Easy to use** intuitive tools requiring minimal training
- 3 **Return on investment** by reducing admin, allowing customer to self-serve

100K+

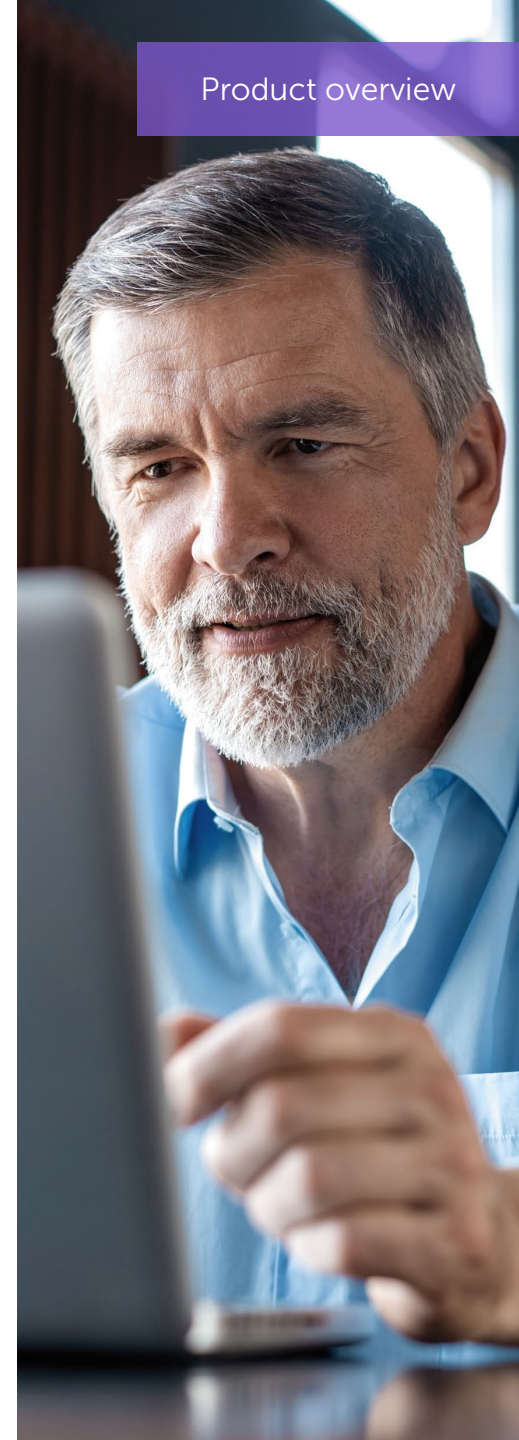
Users of our case management solutions

Learn more:

civica.com/registrations

Contact email:

casemanagement@civica.co.uk



Civica

- We have 25+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors
- Helping thousands of organisations make better decisions with cloud technologies
- We can rapidly configure new solutions with no need for lengthy development
- A fully browser-based, responsive design optimises the experience on any device for customers and users
- The platform underpinning our case management solutions is mature, secure, and scalable, and accredited under ISO 9001 and ISO 27001
- Delivery of SaaS solutions removes the need for you to procure, install and manage hardware; and ensures scalability
- Your data is kept private using single-tenant database schemas, and protected through regionalisation

Why Civica Registrations?

Civica Registration provides integrated appointments and resource management for all registration bookings.

Built on the Civica Case Management platform, powered by iCasework, the solution provides:

Single solution

Our cloud-based solution manages the entire end-to-end process from customer booking to payment and management.

Streamlined system

Streamlines & automates registration functions and increase efficiency by reducing administration & manual processing.

Integration with your calendar and payment systems means everything can be scheduled and paid automatically, cutting your office workload and reducing the risk of overbooking and errors.

Ceremony Manager

Discover how the brand New "Ceremony Manager" self-service portal can benefit your service. This allows the public to self-serve managing their ceremony, choosing music and readings, ordering specialist items, make payments etc.

New, innovative ways to generate extra revenue for the service.

Secure self-service

Customers can book registration services – birth, marriage, death and everything in-between - and make payments safe in the knowledge that their data and payments are secured.

Customisable

Civica Registrations can be configured the way you want and presented to match your branding, with simple editing or more advanced CSS & HTML styling, you can deliver the portal appropriate to you services.

Intuitive & configurable booking forms, slots, payments & cancellations. Configure service availability for defined periods of time

Visibility

Automated reminders, smart dashboards, along with preconfigured and ad-hoc reporting means complete visibility of resources and cases. You will always have the intelligence to make informed decisions

Find out more

Find out how Civica Information Governance can integrate into your systems and help your teams do more.

Visit us [online](#) or email us at casemanagement@civica.co.uk

Learn more:

civica.com/registrations

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