

Proactive fraud management

Minimise losses and **maximise revenue streams**

Empowering organisations in both private and public sectors to collaborate, share intelligence and tackle fraud across departments.

Civica's comprehensive range of fraud solutions help local government and private sector organisations to proactively prevent and deter against fraudulent activity, protecting revenues.

Civica's fraud solutions provide all the fraud management applications you need, in one place:

- ▶ Data warehousing and intelligence hubs
- ▶ Corporate investigation case management
- ▶ Credit Reference Agency (CRA) verification.

We combine our experience of local operations with data-matching technology to help you streamline complex tasks, delivering greater efficiency and accuracy.



Mobile working options

Integrating seamlessly with Civica's fraud management solutions, the optional mobile working solution enables users to access and update case work on the move, including document creation with electronic signature.

Information is recorded and core systems are automatically updated upon network connection, helping you drive efficiency and reduce administration time.

"Civica's fraud management systems have helped Birmingham to realise several million pounds of savings since their introduction a decade ago, and enabled us to uncover fraud and error we might not ordinarily have been able to prevent or detect."

Craig Price, Principle Group Auditor, Birmingham City Council



Simplifies collaboration



Increases efficiency



Maximises revenues

Key benefits of Civica's fraud solutions include:

- ▶ **Proactively prevents and deters fraud in any investigation arena**
- ▶ **Increases income generation and savings**
- ▶ **Enables Credit Reference Agency verifications**
- ▶ **Empowers informed decision making through advanced data reporting.**

Durham County Council saved over £2.3M via fraud prevention



Plymouth City Council generated £6.5M savings over 4 years



Helping organisations to deter and prevent fraudulent activities

Data warehousing and intelligence hubs

Civica's warehousing and intelligence hubs enable the collection of data from any database into a central warehouse, where cross-checks and matches can be carried out to identify potential fraudulent activities and persons of interest.

This solution helps many local authorities in their proactive approach to both prevent and detect all types of fraudulent activity, minimising losses whilst increasing revenue streams.

Key benefits include:

- Provides a front-end proactive prevention and verification service that is fast, reliable, comprehensive and delivered in real time
- Highlights areas where tighter audit processes and/or investigations are required
- Enables informed decision making for auditors and investigators
- Provides key information from different databases in one place.

Corporate investigation case management

Civica provides a well-recognised SOCITM appraised investigation management solution that enables local authorities to collaborate, share intelligence and tackle fraud across departments with partnering authorities.

It supports all types of investigation, enforcement cases and audit quality processes.

Multi-investigations and checks can be processed from a single solution, with data matched and cross-referenced against internal and external database feeds.

Key benefits include:

- Provides a holistic view of every investigation in one place
- Enables text searches across elements such as documents/case notes and general intelligence to search for similarities, proactively identifying potential fraudulent activities and persons of interest
- Facilitates the investigation process through user prompts
- Allows customisable information tabs and risk analysis to correspond to each investigation.

Credit Reference Agency (CRA) risk verification

CRA risk verification can be used in conjunction with data warehousing and intelligence hubs.

Civica's verification solution sends information directly to the CRA where they are analysed for risk.

The risk analysed profiles are then downloaded to a data warehouse, where cases can be set up according to specific risk criteria.

Key benefits include:

- Reduces administration and increases efficiency
- Protects revenues by proactively seeking and preventing fraudulent activities.

