

CIVICA

# Customer Support and Success

Smarter support that  
evolves with your goals



## Introduction

Civica's Support and Success model is built around you - your goals, your operations, and your customers. Whether you're looking to stabilise, optimise, or grow, our three-tiered service offering - **Core**, **Core+**, and **Select** - ensures the right level of support at the right time.

Backed by more than **20 years of experience** with **5,000+ public sector organisations**, this flexible approach helps you adopt technology faster, get more from your investment, and build a foundation for long-term success.

“

We've enjoyed our long-term relationship with Civica. The support, experience and expertise offered by them is invaluable. Their people really understand our business needs and methods; in fact many of them are former practitioners in our fields. Using their knowledge enables them to work with us as part of our team and supports us to provide an efficient and responsive service to our customers.”

**Kevin Davies,**  
Public Protection ICT Systems Manager,  
Torfaen County Borough Council

## Key Benefits

### Core

**Peace of mind through consistent, reliable support.**

Incident reporting as well as access to Civica Always On gives you the visibility and confidence to maintain operational stability, every day.

### Core+

**Unlock more value with insight and enablement.**

Optimise performance through enhanced service level agreements and gain exclusive access to expert content, webinars, and adoption support.

### Select

**Strategic success, built around your goals.**

Work closely with your dedicated Customer Success Manager to align your software to your organisational strategy - today and into the future. Access expert services designed to fuel long-term growth and transformation.







What's included	Core	Core+	Select
Product support	✓	✓	✓
Civica Always On	✓	✓	✓
Knowledge Base Articles (KBA)	✓	✓	✓
Adoption guidance	✓	✓	✓
Enhanced SLAs		✓	✓
Enhanced support hours		✓	✓
Meet the experts webinars		✓	✓
Civica Academy recorded training		✓	✓
Service credits		✓	✓
Virtual events		✓	✓
Continuous success plan			✓
Schedule a support manager/expert			✓
Quarterly success plan reviews			✓
Success services			✓
Advisory council			✓
Executive sponsor			✓
Designated Customer Success Manager (CSM)			✓

# Features: Support and Success features at a glance

## Product support

Get fast, reliable help with any technical issues. Our dedicated support teams route your case to the right experts - delivering high-quality initial responses within the first hour to keep you moving.

## Civica Always On

A personalised self-service hub designed for your role. Access how-to guides, product documentation, user forums, real-time case updates, and more, all in one place.

## Knowledge base articles (KBAs)

Find answers fast with smart, searchable help. Delivered through chat, case logging, and search, KBAs resolve common issues instantly - so you can skip the wait.

## Adoption guidance

Get up to speed quickly with self-guided learning materials through Civica Always On. Designed to help you adopt new features confidently and start seeing value straight away.

## Enhanced SLAs

Enjoy peace of mind with guaranteed response and resolution times. Choose fixed service levels that match the criticality of your issue—backed by clear commitments.

## Sample SLA:

Severity	Response	Resolution*
1.	1 Hour	4 Hours*
2.	2 Hours	24 Hours*
3.	4 Hours	5 working days*
4.	6 Hours	N/A

\*Resolution may include a fix, a workaround, or a defined action plan.

## Enhanced support hours

Get more coverage when you need it. Our support is available from 8:00am–6:00pm on weekdays, with 24/7 coverage for critical Priority 1 issues.

## Meet the experts webinars

Stay ahead with monthly live sessions hosted by our product specialists. Learn about new features, explore best practices, and engage in Q&A with Civica experts.

## Civica Academy recorded training

Upskill your team with on-demand, certified training paths. Civica Academy helps your users build confidence and capability at their own pace.

## Service credits

We take our commitments seriously. If agreed service levels aren't met, we'll apply credits to your account, outlined clearly in your contract.

## Virtual events

Join user groups, product launches, and market expert sessions, all from anywhere. Stay connected and informed without leaving your workspace.

## Continuous success plan

Collaborate with your Customer Success Manager to co-create a three-year plan that maps your goals to measurable product value by ensuring a clear path to success.

## Expert call scheduling

Need extra help? Book a 15-minute call with a Support Manager to deep-dive into a high-priority issue. We'll prepare in advance to ensure the time is productive.

## Quarterly success plan reviews

Meet quarterly with your Civica and internal leadership teams to review progress, remove blockers, and identify new opportunities, keeping your value plan on track.

## Success services

Tap into a curated set of services that help you maximise product adoption, improve engagement, and unlock even more value from your Civica investment.

## Advisory council

Shape the future of our services by joining key Civica leaders and customers in a dedicated user group focused on innovation and continuous improvement.

## Executive sponsorship

With a named Civica executive as your sponsor, you'll gain advocacy at the highest level. They co-sign your success plan and attend strategic reviews to ensure alignment and momentum.

## Dedicated customer success manager (CSM)

Your named CSM is your strategic partner - focused on optimising your journey with Civica, ensuring smooth adoption, and helping you achieve long-term goals.

## Next Steps

Ready to find the right tier for your team?