Health and Care

Civica works with 500 health and care providers in the UK, Australia and North America. Our cloud software is used to help improve clinical, financial and workforce outcomes and, while 2020 brought unprecedented challenges, we delivered a strong performance with double-digit revenue growth.

Responding to COVID-19

While maintaining business as usual, we immediately diverted resources to support the national response including new software capabilities. Our COVIDCare NI app, developed with the Northern Ireland Department of Health in just 10 days, was a global first and, with more than half a million downloads, reduced pressure on call centres.

Innovations included a new app to update frontline health care workers in the UK together with extending our CarelinkGo mobile software to provide alerts for carers in Australia. The Group's practical support also ranged from assisting NHS recruiters via our Trac platform, to using the Civica Experience platform to gain patient feedback.

Having shown the speed at which new digital solutions can be conceived and deployed, we remain focused on more agile and innovative ways of working to safeguard public health.

Civica brought everything to the table to help us with our public health intervention.

Dept of Health, Northern Ireland.

Business review

In **Australia and New Zealand**, the Group provides leading software for aged care, disability, mental health and family services. We won new customers for our Carelink cloud software including Simply Helping, Midway Community Care and Latrobe Community Health Service, and added new capability. Following take-up of CarelinkAir we launched our new Roster application, in support of an increasingly mobile workforce.

NewHealth is used by many of Australia's largest health insurers, including HCF, to engage customers through multiple channels. During the year we launched our latest cloud software, Ensure, to manage the complete customer journey together with a new claims platform.

Focused through our Endeavour programme, we continued to expand the use of Group products into Australia including our CostMaster and Civica Experience software.

We provide customers in the USA and Canada with our Paris patient record system and our Enterprise Master Patient Index (EMPI) software, which matches data across systems to ensure an accurate single view. The acquisition of learning technologies specialist Agylia, following the end of the financial year, added further to our activity in the USA.

While recognising the huge demands on our customers during the pandemic, we secured more than 40 contracts in the **UK and Ireland**, underpinned by our cloud-first strategy. We also progressed our product roadmap and were delighted to be awarded Best Cloud Finance Solution in conjunction with South Tees Hospitals NHS Foundation Trust at the Computing Cloud Excellence Awards.

Good progress for our clinical information systems included agreements with Guy's & St Thomas', Pennine Care and Coventry & Warwickshire Partnership NHS Trusts. We advanced our growth strategy with the acquisition of Infoflex, adding highly complementary software for integrating care and treatment processes in the NHS used by 130 Trusts. We also gained momentum with Civica Prescribing software to modernise medicines administration.

Following the end of the financial year, we signed our largest deal to date in the sector to provide an integrated digital platform for Greater Manchester Mental Health NHS Trust. The deal, which builds on our Cito software, is worth more than £10 million. Earlier, the Greater Manchester Digital Platform adopted Civica's MultiVue software to provide a single view of citizen identity.

Increasing cloud adoption for our market-leading CostMaster software has led to exciting new innovations, included AI-based analytics solution Aurum. Developed in conjunction with our NorthStar lab, Aurum identified £40 million of potential savings from patient-level data in just 24 hours, in a pilot project with 6 NHS Trusts.

We also expanded Civica's workforce solutions to a unified capability for people management and performance. With the acquisitions of Agylia and Equiniti HR Solutions following the end of the financial year, our cloud suite is now used by 800 organisations to manage the recruitment, engagement, development, remuneration and wellbeing of employees.

In the residential care sector we continued to support customers through a very difficult environment, including new agreements. Following the end of the year, we acquired Medical Billing and Collection, the UK's leading medical billing provider to the independent care sector.