

# CIVICA

Transforming the way you work



## OnDemand

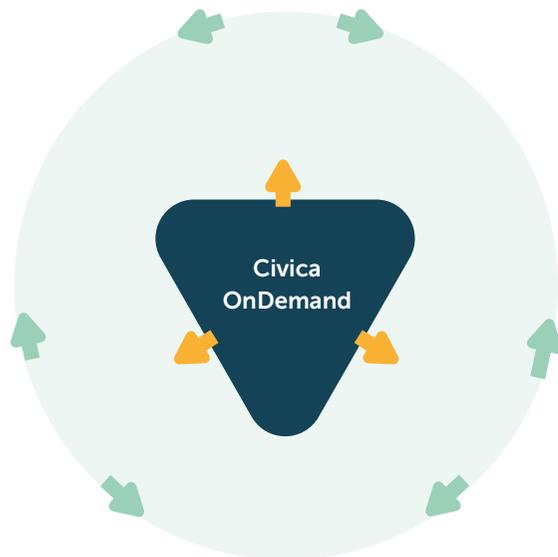
Expertise and support **when you need it**



Guaranteed  
savings of  
**up to 40%**

**At Civica we recognise the pressure our public sector customers face,** particularly the constant need to improve performance and save money whilst maintaining the delivery of front-line services.

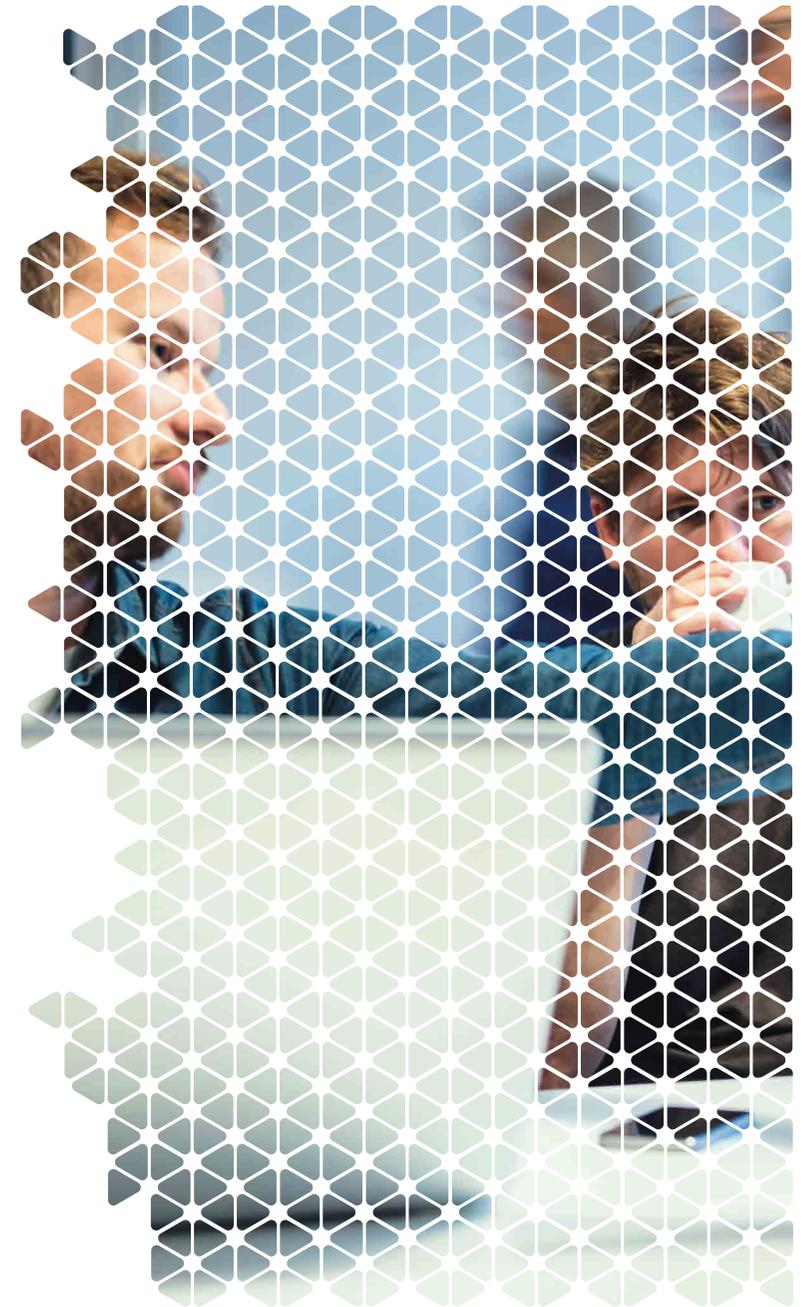
Civica has developed a suite of OnDemand services with these and other challenges in mind, ensuring that our customers will always be able to effectively deal with peaks in workload.



when using our OnDemand services



100% customer retention & satisfaction



# Top 5 reasons to choose OnDemand



## Satisfied customers

We strive to maintain high customer satisfaction levels. Our 100% customer retention rate reflects this and is what sets us apart from our competitors.

## Easy to procure

OnDemand is available via a procurement framework, making it even easier for you to get started without having to go through a formal tender process.

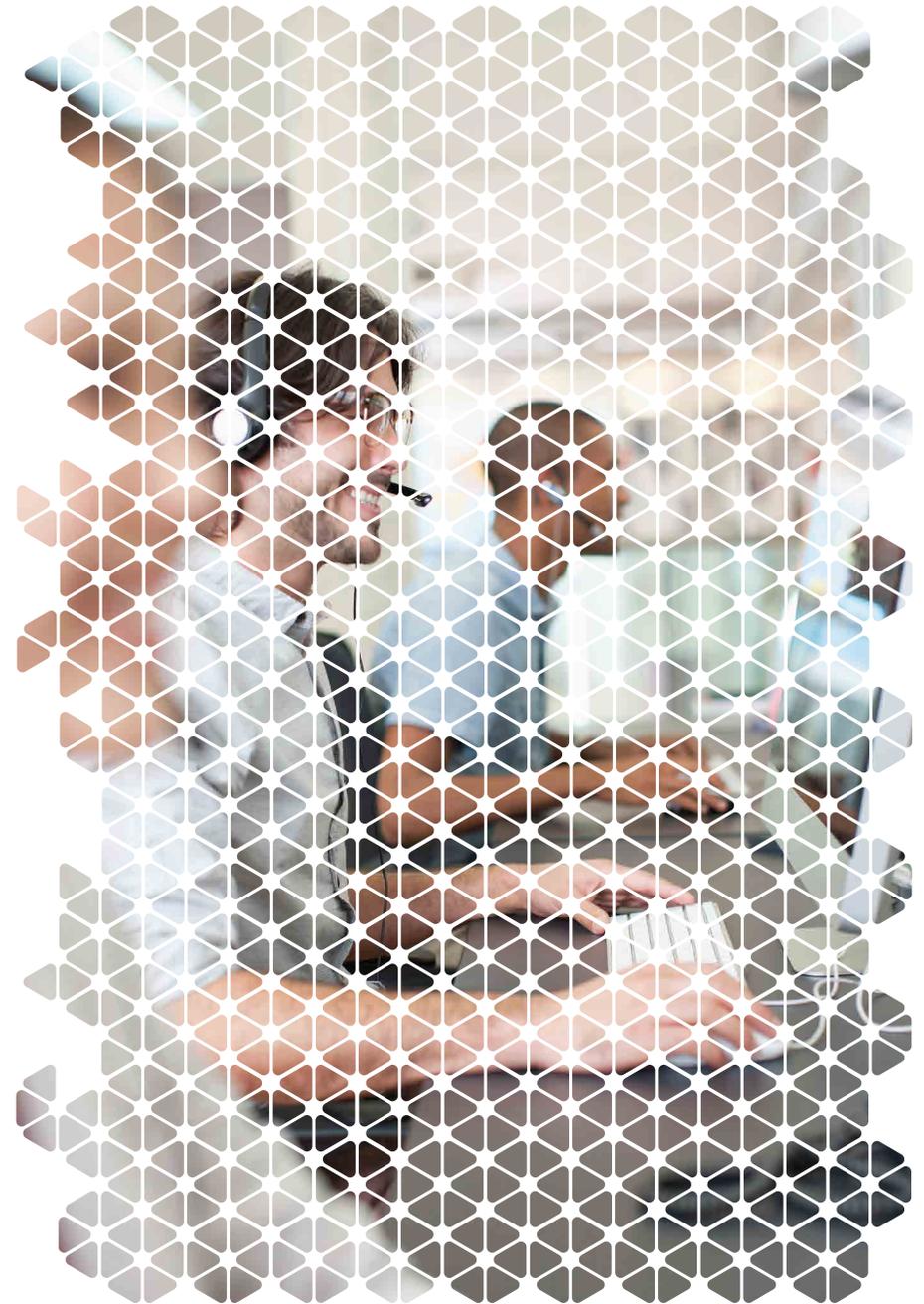
## Our service commitment to you

We pride ourselves on providing the highest standard of service and believe the quality of our service simply cannot be matched in the market.



# How does the service work?

Operating out of Civica's highly secure **PSN and ISO 27001 compliant public sector environment**, our team of experts, experienced in Civica and all other leading systems, have the capacity to provide a full range of back office services when you need them.



# Flexibility to deliver your services

We design services to meet any requirement, large or small, in any service area including, but not limited to:



# OnDemand Resource

Expertise and support when you need it



► **Highly experienced staff**

The service gives you access to a pool of highly trained and experienced resources who can help you with a broad range of back office support when you need it, including revenues and benefits, council tax reduction schemes, discretionary awards and appeals, and much more.



► **Switch on or off as you need it**

Whether you need help to clear backlogs, provide overflow, cover leave or sickness, or you simply can't recruit experienced resource locally, OnDemand Resource allows you to buy only the level of support you need for the time you need it. It's a reassuring safety net of skilled resources available to you at short notice.



► **A minimum of 5 years' experience**

So what do we actually mean by highly experienced? Our staff are fully skilled on your specific back office systems and trained to work to your local policies and procedures.





“Being able to buy in expertise when needed is attractive. We don’t have to train the staff and have the risk of bringing new people in, with so much uncertainty in funding streams. We’ve found OnDemand Resource to be very responsive.”

Tim Savill, Head of Revenues and Benefits  
**Coventry City Council**



“Using Civica OnDemand Resource has been hugely beneficial for us, it has given us the flexibility we need to cope with both short and longer term fluctuations in demand. Resource has been provided for us at very short notice and is consistently of high quality. We have an excellent relationship with the Civica team, they listen to what we need and work with us to meet that need as efficiently as possible.”

Alison Blount, Head of Revenues and Benefits  
**Stockport Metropolitan Borough Council**



“Picking up the phone and knowing a gap can be filled quickly is critical and gives us peace of mind. It’s not about being the cheapest. Civica provides quality staff with high levels of productivity. OnDemand is very good value for money and very cost-effective for us.”

Karen Ironside, Revenues and Benefits Manager  
**East Ayrshire Council**



Helping process  
**£160 million**  
in payments



**£250 million**  
collected in business rates **annually**



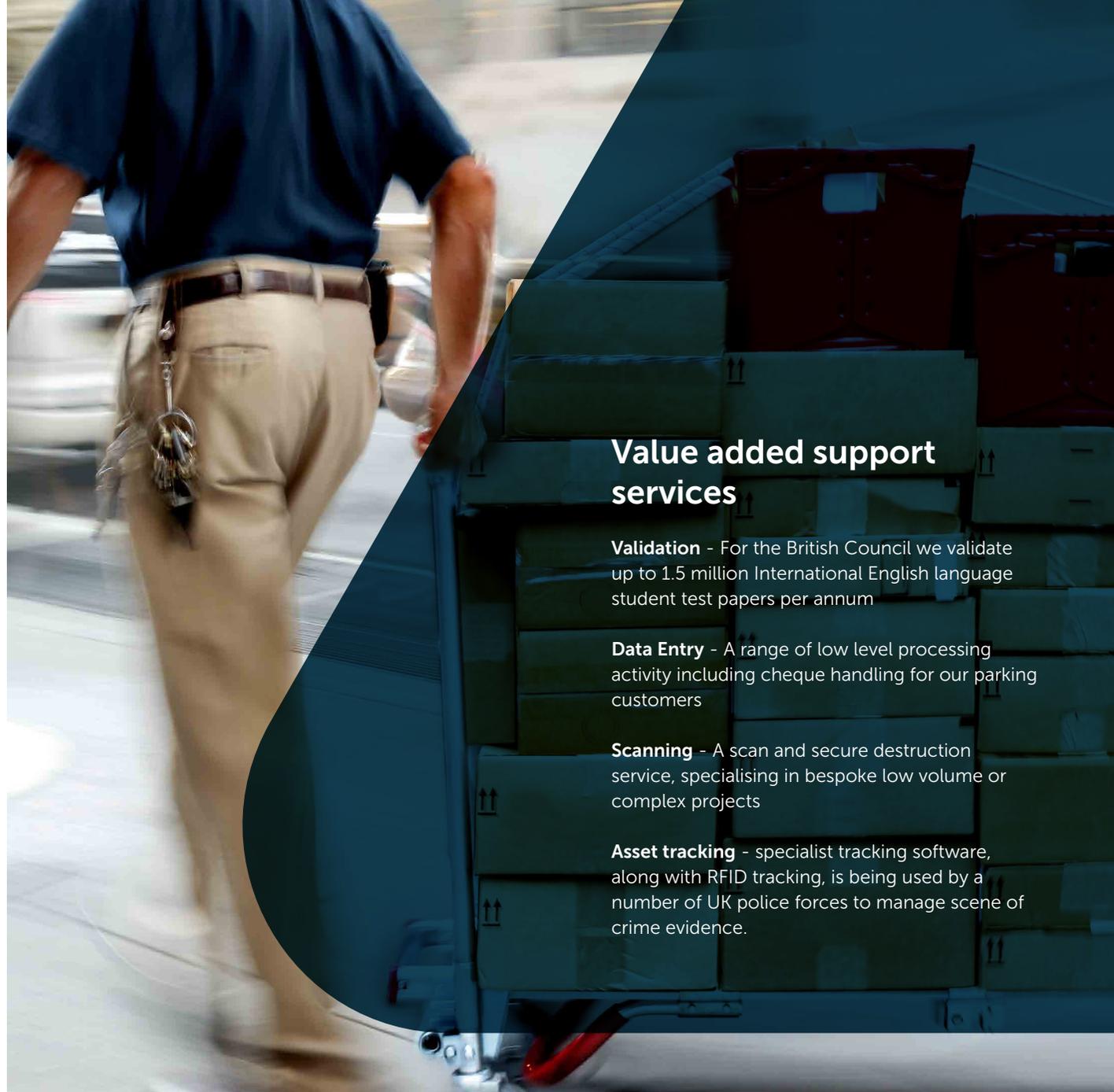
Issuing over  
**100,000**  
Council Tax bills  
Gloucester City Council

# OnDemand Digital Mail

Reduce your mail costs with our streamlined process

Processing physical mail that comes into and goes out of your organisation can be inefficient and time consuming.

Our inbound and outbound mailroom services streamline the process by connecting with your internal systems to ensure that mail is delivered on time. Our services are guaranteed to save you money.



## Value added support services

**Validation** - For the British Council we validate up to 1.5 million International English language student test papers per annum

**Data Entry** - A range of low level processing activity including cheque handling for our parking customers

**Scanning** - A scan and secure destruction service, specialising in bespoke low volume or complex projects

**Asset tracking** - specialist tracking software, along with RFID tracking, is being used by a number of UK police forces to manage scene of crime evidence.

# OnDemand Inbound Mail

Your mail to your desktop  
when you need it

Some in-house mail teams are unable to run efficiently due to staff leave or sickness, and seasonal peaks in workload. This impacts on back office performance, and can result in poor customer service and reduction in revenue. A limited budget makes these challenges infinitely more difficult to overcome.

Civica receives your mail, scans it, indexes it and delivers it to your staff.

Same-day processing is guaranteed, helping you manage workloads efficiently whilst delivering up to 40% cost saving.



100% customer  
retention & satisfaction



Guaranteed savings



ISO 27001 & PSN compliant



## Each customer is unique

Ours is not an “off the shelf” service. Working with you we design a service that overcomes your challenges and meets your objectives. SLAs are put in place to ensure the partnership succeeds.

Each customer has their own designated processing area and your specific security requirements are adhered to; this is one of the reasons our customers choose us over bulk scanning houses.



## Managing peaks effectively

Implementation can be completed within six weeks then you can easily increase or reduce volumes as needed to manage peaks effectively. That way you are only paying for the service when you really need it.

**Click below to watch our video online:**



# How does the service work?

Civica has a purpose-built, secure, public sector facility, employing public sector-trained data processors and a tried and tested process.

- ▶ **We receive it.** Mail arrives with Civica in various formats (e.g. mail, email, web forms).
- ▶ **We sort it.** Opening and preparing documents, importing email, employing document-type recognition and secure tracking.
- ▶ **We scan it.** It's fast, efficient and high-tech, using high capacity scanners and experienced staff.
- ▶ **We index it.** Bespoke indexing information allows direct import into your systems and/or workflow.
- ▶ **We deliver it.** Data arrives ready for processing on the same day that it was delivered to us.
- ▶ **We store or destroy it.** Secure storage is available should you need it. Alternatively we can securely destroy the original data; ensuring environmental compliance.



# Return on your investment

- ▶ Increase employee productivity, and reduce staff and management costs
- ▶ Rationalise space needed; helping reduce office accommodation costs
- ▶ Avoid costly hardware investment and maintenance



Guaranteed savings



# Tower Hamlets Council securing reduced costs and processing times

Tower Hamlets Council's paper-based mail and document management system could result in lost documentation and typical **application processing times of 33 days**.

To help resolve these issues, the council chose to outsource the service to Civica who implemented a digital mail service that integrates with Civica's document management and workflow platforms. The service provides streamlined indexing, scanning and document sharing from the moment the mail arrives at the council to task resolution.

This service has enabled Tower Hamlets to reduce costs with **benefits processing times cut down to 6 days**, supported by the efficient **scanning of 9.2 million documents**.



"Tower Hamlets receives an exceptionally high flow of applications and Civica offered a new approach to managing that workload. The service they provide is second to none - scanning is accurate and exceptional quality and the service is incredibly flexible. OnDemand Digital Mail has transformed the way we work."

Steve Hill, Benefits Service Manager  
Tower Hamlets Council



Scanning  
**9.2 million**  
documents



# OnDemand Outbound Mail

Printing and delivering your mail from the cloud for less

Even though email has outgrown white mail, there are still many items that need to be printed and posted. Due to the cost of postage, paper, printing, fulfilment and resource, many organisations struggle to deliver this service efficiently. We're confident that we can reduce your mail costs with our streamlined mail service.

Bespoke service:  
no item too big or too small

The OnDemand team work with you to develop a bespoke programme using our **cloud print and mail solution**, which is set up to meet your needs.

Using the software interface your mail documents are sent digitally, via the cloud, to distributed print centres located as close as possible to the final delivery addresses. At the print centre the documents are printed, packaged and posted.



Cost savings and capacity of **2 full time employees** released at Gloucester City Council



# 5 reasons to move to an **Outbound Mail service:**



“Since we implemented OnDemand Digital Mail, we have made significant budget savings, including releasing two full time employees worth of fulfilment time. We use the capacity this created to improve our claims processing and collection rates.”

Pauline Winters, Service Delivery Manager,  
**Gloucester City Council**

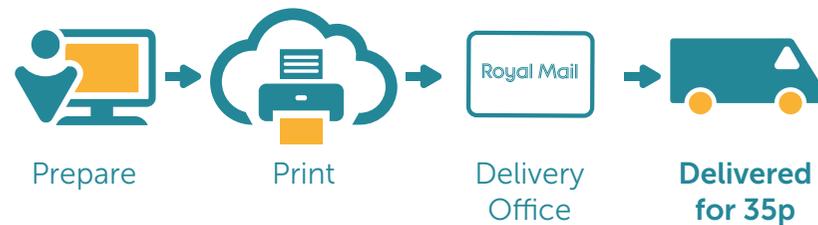


# How does the service work?

## Conventional outbound mail



## OnDemand outbound mail



### Service features

- ▶ Full control of users' permissions to help control costs
- ▶ Royal Mail Mailmark tracking and exception reporting
- ▶ Returns Management further reduces costs
- ▶ Detailed Management Information reporting
- ▶ Active Directory integration

# OnDemand IT Systems Support

Access to IT resource when you need it

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## Flexible contracts for IT systems support

Our contracts are flexible, allowing you to choose the right level of support for your systems. From fully managed to discreet projects, you can select the areas of support which you'd like us to take care of.

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## Heritage in revenues and benefits processing

Civica has a deep understanding of the revenues and benefits business processes and considerable expertise in all leading revenues and benefits, and document management software systems.

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## OnDemand IT Systems Support enables our customers to:

- ▶ Reduce risk and minimise downtime with system improvements that are already tried and tested
- ▶ Save costs (compared to in-house service delivery and existing supplier support costs)
- ▶ Strengthen and deepen system skills by being part of a wider community of users sharing best practice
- ▶ Optimise systems to maximise staff productivity
- ▶ Deliver long term enhancements which help improve efficiencies and reduce costs
- ▶ Benefit from economies of scale by working with a large scale provider



Coventry City Council

“We chose Civica to deliver our business critical Systems Support because they clearly demonstrated that this critical function would be safe in their hands. Civica approach this work in the true spirit of partnership, so we get the benefit of a robust SLA, but we also have a relationship that encourages the sharing of experience and knowledge. We work together to develop innovative ways to make our critical systems, and therefore our service to residents, more efficient.”

Tim Savill, Head of Revenues and Benefits  
Coventry City Council

**Is your in-house IT team under resourced or lacking skills to innovate and improve processes?**  
We can help.



Database administration, technical updates and patches



One-off projects e.g. new modules, plug-ins, testing and development

# CIVICA

Transforming the way you work

## Start the conversation and get in touch with Civica OnDemand

T: 08453 725 401

