

# CIVICA

## **G-Cloud 13 Service Definition Document**

Civica Workspace Booking Software

## Copyright Notice:

---

The content of this document is protected by copyright © Civica UK Limited 2022. All rights reserved.

You may not copy or replicate including extracts of it without Civica's written consent. You must not sell, share, copy or republish this document.

Copying of this document in any form is prohibited.

If you want further copies of this document, please make a request to the author shown on the front page.

Any questions regarding this document should be directed to:	
Name:	Civica UK Limited
Address:	Southbank Central, 30 Stamford Street, London, SE1 9LQ
Telephone:	0333 321 4914
Email:	g-cloud@Civica.co.uk

## Contents

Copyright Notice:.....	2
1. Civica Workspace Booking Software .....	4
1.1. Introduction .....	4
1.2. Overview of Services .....	4
1.3. Use of Subcontractors and Partners .....	4
2. Detailed Descriptions .....	5
3. About Civica .....	8
3.1. Overview .....	8
3.2. Civica Innovations .....	8
3.3. Civica Awards .....	8
3.4. Full List of G-Cloud Services .....	9
3.5. Other Crown Commercial Service Framework Agreements .....	9
3.6. Social Value .....	10
3.7. How to Obtain Further Information .....	11

# 1. Civica Workspace Booking Software

## 1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Civica Workspace Booking Software under the G-Cloud Framework.

## 1.2. Overview of Services

Civica offers the following services to help customers to plan and implement their cloud-based strategy.

Service	Service Description
Civica Workspace Booking Software	Civica Workspace Booking is a desk booking solution that simplifies the management of shared workspace to support a safe return to the office or adoption of blended working practices.

## 1.3. Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the customer requirement, we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

## 2. Detailed Descriptions

### Service Features and Benefits

Features	Benefits
<ul style="list-style-type: none"> <li>• Cloud hosted with secure single sign-on integration with AzureAD</li> <li>• Desk booking for any number of countries and facilities</li> <li>• Modern responsive web application, works on desktop and mobile devices</li> <li>• Visibility of who else has booked a desk</li> <li>• Book quickly for yourself and/or others</li> <li>• Single or recurring bookings</li> <li>• Upload maps to see the position of desks</li> <li>• Filter desks by features such as wheelchair accessibility, raised desk</li> <li>• Manual or automatic desk selection</li> <li>• Comprehensive reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate compliance with organisation's workspace usage policy</li> <li>• Controlled provisioning of access to shared workspaces</li> <li>• Reduced administration burden around desk allocation</li> <li>• Ability to identify potential exposure to Covid-19 risks</li> <li>• Improved understanding of workspace occupancy</li> <li>• Support employees who wish to return to the office</li> <li>• Secure, cloud hosted, zero footprint to manage               <ul style="list-style-type: none"> <li>• Centralise management of multiple office and locations</li> <li>• Help attract and retain a modern workforce</li> </ul> </li> </ul>

### Overview

In 2020, our working behaviours drastically shifted, and employees often prefer a flexible approach to work. As offices and workspaces re-open, employees need to know they will have a desk to work from and that the environment will be safe.

Civica Workspace Booking is a desk booking solution that simplifies the management of shared workspace to support a safe return to the office or adoption of blended working practices.

### Scope



Civica Workspace Booking streamlines management of shared workspaces to support a safe return to the office or adoption of blended working practices. As organisations look to bring people back into the office safely, or plan new ways of working that incorporate shared workspaces, they face challenges such as:

- Controlling usage of the facilities while allowing flexible booking
- Allowing time for appropriate cleaning of shared spaces
- Ensuring use of the facilities complies with organisational policy
- Identifying potential exposure to Covid-19 or other risks, to protect people's health and minimise business impact.

Civica Workspace Booking helps organisations resolve all of those challenges and more. It provides a structured approach to desk booking and management that's easy for individuals to use, and gives organisations the control they need to keep everyone safe.

The desk booking solution provides users with a secure admin portal and reporting capabilities for facilities and office managers. The mobile friendly solution makes it easy for individuals to book the workspace they need.

They can:

- View which desks are available to book
- Quickly make one-off or recurring bookings
- Chose a specific desk or have the system allocate one for them
- Make bookings on behalf of colleagues.

The secure, cloud-hosted admin portal gives your Facilities Managers control and visibility over the workspaces you make available. We'll help you configure it to meet your needs, for example, by naming buildings and areas; and by specifying rules around opening days and times and occupancy levels.

Comprehensive reporting enables you to:

- Demonstrate compliance with your organisation's workspace usage policy.
- Know who used which facilities when, in the event of a Covid-19 outbreak or other identified risk.
- Understand usage of facilities to help you right-size your office space.

## Project Approach

Phase	Description
Set-up and training	<ul style="list-style-type: none"> <li>• SSO Azure AD integration</li> <li>• Remote train the trainer session</li> <li>• Support with initial user / location data load</li> <li>• Branding</li> </ul>
Ongoing support and maintenance	<ul style="list-style-type: none"> <li>• Managed service helpdesk 09:00 – 17:00, Monday to Friday (excl. Bank Holidays), contactable via telephone/email.</li> </ul>

## Client outcomes



Benefits for the employee:

- When travelling to the office, ensure everyone has access to a desk and can be located with their teams. Our mobile-friendly solution allows you to make your booking from anywhere and at any time. In just a few clicks, book for yourself and colleagues at the perfect place in the office. For those regular visits, save time by using the recurring bookings feature.
- Or, maybe you want a standing desk or one that is wheelchair accessible. Search for spaces based on attributes to help you find the workspace that works for you.

Benefits for the Facility Manager:

- Our solution is tried and tested across multiple countries, sites, and locations. By allowing employees to book the desks that you make available we free up valuable administration time to be spent elsewhere.
- We will help you configure the solution to meet your needs and provide training for your Administrators to ensure a smooth go-live.
- Employees scan in when they arrive at their desk so you know who has worked where so appropriate cleaning can take place, and accurate recording of desk usage is captured.

## Benefits for the IT Manager:

- Hosted in Azure Cloud, our solution has zero footprint and adds nothing to your existing workload. Integration through Azure AD enables single sign-on. In addition, users can access the system from their personal or work devices.

## Benefits for the business leader

- Employees are demanding a new way of working. They don't want to be in the office five days a week, but there are times when coming together face to face is invaluable. Increase employee satisfaction by enabling blended working, whilst also saving money on facility costs.

## 3. About Civica

### 3.1. Overview

Civica is one of the UK's largest software companies, with over 30 years proven expertise in delivering improved outcomes for public services around the world.

Civica helps organisations that deliver essential everyday services to rapidly transform customer experience and improve operational efficiency. Offering a complete digital solution, from strategy consulting and solution design to software development and ongoing managed services, our in-depth business and technology know-how is founded on the creation of secure business-critical systems. A user-centred approach means we start with customer needs, putting insights, data and strategic thinking in the driving seat.

Civica is transforming services by working with over 2,000 public service organisations in the UK and internationally, covering local government, education, health and care, housing, and central government.

### 3.2. Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its clients work, enabling clients to move to new and more flexible ways of working. Examples include:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- CovidCertNI, developed by Civica in conjunction with Digital Health & Care Northern and other partners, made it easier and quicker for NI residents to access their Covid vaccination certificate.
- Our partnership with Belfast City Airport applied innovation Sens AI technology to improve passenger experience and safety, earning a shortlisting in the 'Most Innovative Cloud Product or Service - Edge Computing' category at the Cloud Excellence Awards 2021.
- Our NorthStar\* innovation lab has continued its key role as an innovation leader for public services through the acceleration and application of new ideas and technologies. Civica NorthStar\* has helped promote and decode advanced technologies such as artificial intelligence (AI), machine learning (ML) and augmented and virtual reality (ARVR). Peer-group sessions with customers have similarly helped fuel the innovation focus, to mutual benefit.
- North West Anglia NHS Foundation Trust - assisted analytics platform is generating £40m in additional cost savings by identifying cost anomalies in NHS Trusts and removing unwanted variation. Through a pilot undertaken with 6 NHS Trusts, the platform completed the equivalent of 13 years of analysis in under 24 hours. It identified a minimum of 3% additional costs savings for each NHS Trust.

### 3.3. Civica Awards

Civica was recognised as an employer of choice in each of our three key geographies and our products won a range of accolades, including "2021 Best Cloud Transformation in the Pandemic" at the Cloud Excellence Awards. This was for our work with Liverpool City Council and our Community Helper cloud solution.

We were "Highly Commended" in the Most Innovative Cloud Product or Service for NIDirect's, AccessNI service, enabling over 140,000 government disclosure applications to be delivered in the cloud. Harold de Neef, Group Director for Cloud revealed, "this level of external recognition acknowledges the effort that all of us are making to further establish our cloud leadership in public services."



We were listed as a diversity leader in the 2022 UK Financial Times Diversity Leaders list (recognising our commitment to inclusion and a balanced workforce), maintained our Employer of Choice award win in 2021 at the Australian Business Awards and were certified in August 2021 as a Great Place to Work in India.

### 3.4. Full List of G-Cloud Services

This is the full list of services provided by Civica on the G-Cloud framework:

- Managed Hosting Services for Azure, UKCloud, Amazon and Civica cloud services.
- Cloud software including D365, M365, Microsoft Power BI, Master Data Management, Chatbots, Mobile Framework, SensAI, Dynamics-based Case and Grant Management and a suite of off-the-shelf software applications.
- Cloud professional services covering:
  - Cloud Research, Analysis, Design and Digital Inclusion Services
  - Cloud Alpha Beta Live Application Delivery Service
  - Cloud Change Management Service
  - Cloud Data Services
  - Cloud Analytics and Insight Services
  - M365 Services
  - D365 Services
  - Chatbot Service
  - Application & Platform Health Assessments
  - Collision Management & Reporting (CRaSH)

### 3.5. Other Crown Commercial Service Framework Agreements

Civica is a leading supplier of solutions and services to the public sector and operates through the following Crown Commercial Service frameworks.

Framework	Ref.	Lot details
Digital Specialists and Programmes	RM6263	Lot 1 - Capability-based services or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation	RM6193	Lot 1
Digital Outcomes & Specialists 6	RM1043	Lots 1 to 3.
Technology Services 3	RM6100	Lot 1 Technology Strategy & Services Design. Lot 2 Transition & Transformation. Lot 3 Operational Services. Lot 4 Programmes & Large Projects.

Data and Application Solutions	RM3821	<p>Lot 1a Resource Planning &amp; Management Solutions including Financial &amp; Commercial.</p> <p>Lot 2a Business Applications.</p> <p>Lot 2c Citizen Services.</p> <p>Lot 3c Community Health &amp; Social Care.</p> <p>Lot 5b Academic Scheduling &amp; Management Solutions.</p>
--------------------------------	--------	---

### 3.6. Social Value

As one of the UK's largest software providers, Civica takes social value very seriously. Civica's CEO and Board of Directors set its corporate CSR policies and procedures which are then governed by a set of compliance and improvement teams. These teams cover Civica's entire CSR agenda and cascade its operational policies and procedures into each Business unit, where a Managing Director oversees their use.

Civica has a range of social value initiatives which are aligned to all five areas of the Government's PPN 06/20 social value guidance model, a summary of which is listed below.

Theme	Ref.
Fighting climate change	<p>Civica's Environment and Social Governance team provides clear focus for the ongoing development and implementation of our environmental policy, which is supported by our ISO 14001 environmental standard. We are committed to working with our staff, customers, suppliers and partners to recognise and reduce the impact we all have on the environment. This goes hand in hand with optimising our services to support environmental and community initiatives.</p> <p>We have a Carbon Reduction Plan in place and a commitment to achieve Net Zero by 2040 at the latest. We are reviewing our energy mix and the materials we use, and working with partners to plant a Civica Forest.</p>
Covid-19 recovery	<p>We were an early signatory to the C-19 Business Pledge in 2020. We focused on safeguarding our people and communities and ensuring the successful ongoing provision of our business-critical software and services.</p> <p>Alongside business as usual for our customers, we have worked hard to support the national and local level response through practical, innovative and updated software capability. We have delivered a range of new capabilities quickly, such as those listed below, and continue to provide system advice, configuration and data insights to ensure effective action.</p> <p>We proactively provide guidance and support for our employees, from keeping remote workers engaged, to our mental health champions and free-to-access Employee Assistance programme. We have adopted a blended working model enabling colleagues to work safely and flexibly at various locations and hub offices, enhanced how we communicate, and continue to look for new ways to share ideas and inspiration.</p>
Tackling economic inequality	<p>Civica is committed to working with its customers to deliver value into the community by supporting young people, developing skills and mentoring businesses to attract inward investment and growth that brings with it employment and skills. We support innovation through our NorthStar innovation lab, a company-wide initiative focused on enhanced client outcomes by applying fresh ideas on data, automation and new technologies. We work with our customers to co-create public services that are fit for today and for the future. Our Civica NorthStar innovation lab</p>

Theme	Ref.
	<p>creates physical and virtual opportunities for us to jointly explore trends and technologies.</p> <p>We are a member of the 5% Club, and aim to have 5% of its UK work force as either apprentices, graduates or work experience students by the end of 2025. We employ apprentices and graduates into a number of different disciplines and locations, with a focus on ensuring they are long term employees of Civica.</p> <p>We run our own Civica Academy for employee development and skills enhancement, which delivered over 220,000 hours of training during 2021.</p>
Equal opportunity	<p>Civica is a 2022 Financial Times Diversity Leader and is 'Gold' Investors in People accredited, demonstrating our commitment to promoting equal opportunity by tackling inequality in employment, skills and pay in our workforce. We proactively implement equal opportunities for employment and personal development among diverse groups and local areas, and ensure rights for all staff are always protected. This is led by our Group Diversity and Inclusion (D&amp;I) team, championed by our CEO who is also our Chief Diversity Sponsor.</p> <p>Our D&amp;I team monitor the take-up, use and effectiveness of our measures, such as the number of new recruits from minority backgrounds, women, parents and diverse groups, and provide statistics for our Annual Review on performance against targets. For example, we report on the number of people attending training sessions and the split of male to female attendees.</p>
Wellbeing	<p>Civica actively promotes a mentally healthy workplace and workforce through our 40+ Mental Health Champions (MHC) and our 'Health and Wellbeing' policy, encouraging a flexible and realistic work/life balance. We integrate mental health and general wellbeing in all that we do from recruitment and 'First Impressions' to appraisals and strategic management.</p> <p>We also support our customers' and communities' physical and mental wellbeing through: Employee 'Donate-a-Day' to local charities; Local events organised through "Charity Champions"; Directors providing guidance to local community health and wellbeing projects; Supporting social housing tenants to re-focus resources and provide vital support to tenants.</p>

### 3.7. How to Obtain Further Information

For further information please see our website at [www.civica.co.uk](http://www.civica.co.uk) or contact us on 0333 321 4914.