

# Civica Registrations

## Integrated appointments and resource management for all registration bookings

Civica Registrations is a flexible solution that integrates self-service appointment bookings and online payments, with efficient rostering and full case management capabilities. The flexible solution allows slot details to be configured on an individual basis.

### Why choose Civica Registrations?

Civica Registrations provides you with a single system to manage the entire registration process. Your customers use an online portal to see what appointments (and venues, if applicable) are available, make bookings and pay fees.

The information customers provide automatically updates the calendars so there's no risk of double bookings. The data is received to the back-office where intelligent dashboards show booked appointments, venues and fees paid - and registrars can then be efficiently allocated to bookings. All aspects of bookings can be managed, including milestones, progress and outstanding items; ceremony details; and communication with customers delivered via their preferred channel.

### Features

- Single integrated system to manage the end-to-end registration process
- Intuitive navigation and user-experience designed in-line with your brand
- Secure self-service customer account
- Book, view, cancel available bookable service, facility or object
- Scalable and flexible corporate solution
- Configuration of multiple diaries for appointment bookings
- Intuitive & configurable booking forms, slots, payments & cancellations
- Configure service availability for defined periods of time
- Automated booking confirmation
- Integrates with payment providers.

### Benefits

- Streamline registration functions and increase efficiency
- Efficient and effective end-to-end processing
- Improved customer experience, satisfaction and engagement
- Online calendar allows staff to share immediate up-to-date information
- Streamlines & automates process reducing administration & manual processing
- Reduction in errors and overbooking

## Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



Certification Number 663  
 ISO 9001  
 ISO 14001  
 ISO 27001  
 ISO 22301  
 ISO 45001