

Civica Master Data Management for Local Government

Mastering data to create a complete and reliable data hub

Civica MDM is a cloud native master data management (MDM) solution providing a consolidated view of more reliable information, from across multiple operational systems. This data is provided as a complete, accurate and sharable source to enable both enterprise-wide business intelligence and reliable analytics as well as insight to enhance customer engagement.

Why choose Civica MDM?

The Civica MDM platform enables organisations to become data-driven businesses by creating and managing a complete view of the key entities across previously siloed and disparate data sources. Using sophisticated algorithms and configurable matching rules, duplicate customer records across multiple data sources can be merged supplying a single feed of trusted data.

The configurable and scalable solution enables you to implement across your organisation and align to your business processes and priorities, providing a fundamental building block for data governance, improved decision making and enable next-generation services, reducing costs and improving operational efficiencies.

Independence – a highly configurable platform with intuitive user interface allows you to maintain and extend the solution

Value – flexible pricing and licensing options to suit your business objectives coupled with best-in-class accuracy and stewardship support to lower the total cost of ownership of the solution

Innovation – built on the latest technology with over 20 years of investment results in a robust core and new and innovative features that extend the value of MDM.

Features

- **Mastering data** - Create a unified view of Council entities and a trusted data foundation, enriched across multiple sources. With a 'firewall' to protect from invalid data, improve data quality and optimise matching accuracy and performance
- **Visualisation and relationships** - Enable relationship information to be stored, managed and explored across data fields, entities and domains to be accessed through dashboards and visualisation tools
- **Enterprise search** - Reduce duplicates and improve data quality for more complete and accurate data from a single search. Aggregated data from multiple systems is available for any role, through a familiar UI
- **Integration** - Repeatable deployment approach with a standard interoperable data model, supporting uniform reporting, with consistent data through sharing updated information.

Benefits

- **Mastering data** – A complete and accurate view of the citizen to support multiple initiatives. Automation to reduce operational costs and improve customer service
- **Visualisation and relationships** – Better delivery outcomes across place, people and citizens. Intelligence from holistic data for informed decision-making
- **Enterprise search** – Improved efficiency of access to more trusted and complete data to handle citizen interactions with the complete picture at hand
- **Integration** – Reduce manual effort and risk to deploy and integrate a solution, increasing self-sufficiency so reducing initial and ongoing project costs.

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
 ISO 27701