

Maximise collection and safeguard customers

CivicaCollect supports the complete collection process from compliance stage to full enforcement. By integrating with Civica Revenues & Benefits and other third-party systems, you can quickly and easily work with high volumes of cases from a large number of clients and/or departments.

All cases are automatically profiled based on debt type – reducing administration and delivering time savings, whilst enabling consistent data input.

Included in CivicaCollect are debt recovery functionality and an administration module, CollectAdmin.

Why choose CivicaCollect?

- With a single view of debt, you're empowered to improve collection rates and safeguard citizens
- Built on 35 years+ sector knowledge, it delivers in-depth insight to improve collection services
- Used by 30+ local authorities for in-house collection of TCOG debt, including Council Tax, Non-Domestic Rates, parking and sundry debt schemes
- We've a strong user community who regularly share experience and guide ongoing developments
- In the commercial sector, over 70% of civil debt issued for collection across England and Wales is collected through CivicaCollect.

Features

- Cloud native software
- Powers a single view of debt
- 24/7 multi-channel collection services
- Intelligence-led approach
- Flexible payment plan options
- Automatically applies correct fees across multiple legislations and debt types
- Fully customisable workflows
- Real-time reporting.

Benefits

- Maximise collection rates by identifying and recovering debt at the earliest opportunity
- Streamline processes with smart workflows that are based on the debt type and individual workflows based on work types
- Deliver time and cost savings by tracking case status through the full enforcement and recovery cycle
- Improve decision making on resourcing and process optimisation, and keep stakeholders informed, with real time reporting
- Safeguard and guide citizens through times of hardship, with ethical, data-led collection.

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