

OnDemand ProCollect

Maximise income collection with a fully managed service

CivicaCollect is a multi-channel self-service cloud platform for collection management. It supports the complete collection process integrating with Civica Revenues & Benefits and other third-party systems. The system provides organisations with a quick and easy way to work with high volumes of cases from large number of clients and departments.

Operational efficiencies are maximised through the automated progression of cases through fully customisable and intelligent workflows, document production, third party integrations, user access and reporting templates. Permission controls ensure that data is fully protected and is only visible to approved users.

Our OnDemand ProCollect solution is an add-on to CivicaCollect that enables you to access a recovery service through the cloud so you can carry out recovery activity in relation to non-performing debts. It can also be used as a standalone service.

Why choose Civica OnDemand ProCollect?

OnDemand ProCollect complements your existing recovery team by delivering a fully managed service in relation to non-performing debts. It uses case management and intelligent recovery workflows within CivicaCollect. Through CivicaCollect your teams maintain full visibility of all cases being managed by the ProCollect solution.

Our dedicated and specialist recovery team are all experienced recovery officers with at least five years' experience in local authority revenue collection or a similar collection-related area. The team are familiar with all local authority revenue regulations, and they are all DBS checked. On top of their revenue collection skills and experience, they also handle all customer enquiries originating from our recovery activity so that no additional work is created for your teams

You don't have to provide Civica staff with office space, computers, or phones. Through our cloud enabled solution they work remotely, accessing your systems over secure connections.

Implementation

We've a track record of successful implementations. Our Project and Programme Management policy is based on industry best practice (PRINCE 2) and applied to all projects and programmes. Key stages:

- Implementation kick off – review implementation plan, assign tasks, and agree timescales
- Scoping document – details customer requirements
- Connectivity – obtain details required for our staff to connect to your systems
- Training – our staff undertake required training e.g. local procedures and security policies
- Signposting – information for your staff on the service and contact details
- Purchase order – raised based on estimated caseload and timescales finalised based on customer requirements
- Service go live.

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.

OnDemand ProCollect features and benefits

Features

- Dedicated account management working alongside your service managers
- All our officers have a minimum of 5 years' experience working within Revenues and Benefits
- All recovery activity is undertaken in line with your policies and procedures
- Officers are dedicated to each contract providing continuity and familiarisation with your requirements
- Proven and quick implementation approach
- Solution can be scaled to individual requirements
- GDPR and DPA compliant.

Benefits

- Generates collection fund surplus
- Reduces levels of bad debt provision
- Prevents new debts becoming stagnant debt
- Supports your digital and cloud strategies
- Provides remote working capabilities.

Our solution enables you to:

- Maximise overall income collection
- Focus on in-year collections
- Scale up recovery activity
- Pursue action on non-performing debts
- Support vulnerable customers.



Certification Number 663
ISO 9001
ISO 14001
ISO 27001
ISO 22301
ISO 45001
ISO 27701