

Civica Community Protection

Improve response times and safeguard your community

Civica Community Protection supports all aspects of ASB incidents management, community protection orders and notices. It offers service efficiencies by automating tasks, improving response times and staff productivity.

It is underpinned by the core capability that our Regulatory Services cloud platform offers, including task management, service level agreements, an intelligent communications engine and the in-built form builder. The intuitive user interface increases productivity and enables mobile working. It empowers informed decision making through case linking.

Why choose Civica Community Protection?

Civica Community Protection reduces the administrative burden by streamlining case management and processes and automating responses such as acknowledgment letters. Workflow ensures tasks are completed dependent upon the information received and captured. And with intelligent case association, similar cases are detected in the system and officers are prompted to append new incidents, reducing data duplication. Officers can spend their time focussing on more important tasks.

The application is provided with data from a Microsoft Azure SQL Server Database, ensuring customers the very best in terms of capability, performance, scalability, interoperability and robustness of the solution.

Features

- Workflows for consistency of outcomes and automation of processes
- Communications engine supports letter, email, SMS and social media
- Consolidated view of all activity relating to any contact /case
- Browser based design enables agile, remote and field-based working
- On demand management reporting
- Reporting Database that links to 3rd party reporting tools (optional)
- Native mobile app available
- Generation of CPN and FPNs
- Customisable officer and management dashboards
- Built-in form designer for internal or external usage
- SLA approach ensures prioritisation of workload
- Tailor officer profile to suit specific settings
- Controlled data access through role-based security
- EDM system integration (optional)
- GIS Spatial dashboard maps cases (optional).

Benefits

- Reduces duplication and increases awareness with intelligent case association
- Automates administrative tasks and decisions, lowering service costs
- Saves time with model configuration out of the box
- Improves customer satisfaction with modern communication methods
- Supports cost modelling and recharging of services
- Enables shared service, joint or partnership working
- Rapid deployment time and fast initial user adoption
- Supports your digital and channel shift strategies.

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