

Civica Trading Standards

Tackle unfair trading to protect your community

Civica Trading Standards is a case management system for the processing and management of all activities relating to Trading Standards. It provides a comprehensive back-office tool set to process any trading standards complaint or service request. It consolidates all activities into a single service demand module for the creation of cases.

The visits module allows officers to process and manage inspections, record, and update the analysis of any samples, all from a single sign on. All enforcement actions can be managed from within the case including general outcomes, notices, prosecutions and appeals.

Why choose Civica Trading Standards?

Civica Trading Standards automates administrative tasks and communications lowering costs and saving time.

Delivered with model configuration, local authorities can hit the ground running and make use of the core Regulatory Services cloud platform capabilities, including the built-in form designer, the powerful task path creator and the bulk communications engine. Communicate and reach large groups easily with the in-built scheduling system.

It can automatically allocate cases and tasks to teams or individuals and monitors SLAs to ensure targets are hit and cases are managed efficiently.

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

- Includes workflows for consistency of outcomes
- Communications engine supporting letter, email, SMS and social media
- Supports statutory returns: LAEMS, ACTSO, Feed and Section 70 (Weights & Measures)
- On demand management reporting
- Reporting Database that links to 3rd party reporting tools (optional)
- SLA driven approach ensures workload prioritisation
- Automate receipt of complaints from CACs (Citizens Advice)
- Customisable officer and management dashboards
- Consolidated view of all activity relating to any contact /case
- Controlled data access through role-based security
- Appointment booking and calendar functions
- Built-in form designer for internal or external usage.

Benefits

- Reduce duplication and increase awareness with intelligent case association
- Automates administrative tasks and decisions, lowering service costs
- Save time with model configuration out of the box
- Supports cost modelling and recharging of services
- Enables shared service, joint or partnership working.

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