

Civica Income Management

Driving efficiencies and maximising income through automated payment collection and management

Civica Income Management (formerly CivicaPay) is a cloud payments and income management solution that provides you with a secure, modern and flexible way to collect payments from your customers, no matter how they wish to pay.

Why choose Civica Income Management?

Civica Income Management helps you and your team deliver better outcomes by streamlining your processes, minimising delays in receiving payments and providing quick, secure access to all your data.

Our cloud solution enables automatic updates to be applied immediately and gives you complete control over when upgrades are deployed.

Security and fraud prevention are optimised to help your organisation comply with statutory regulations including PCI DSS, 3D Secure v2 and GDPR, which in turn keep your customers' data safe.

We work with you to ensure the system meets your organisation's specific requirements. Tailored implementation and training ensures rapid user adoption, helping you to achieve results quickly.

Recurring Card Payments

Direct Debits and recurring card mandates makes your income more reliable, reducing the risk of non-payment. Designed to enable you to offer recurring payment methods for existing and new services, Civica Income Management enables your customers to set up their own Direct Debits and recurring card mandates online. You have control – only those services that you approve can be paid in this format, and you can set the parameters. This self-service approach frees up valuable administration time and removes paper, printing and postage costs.

Online & Mobile

More than half of all payments processed by our datacentre are now made online, which shows that customers are embracing the digital age. Civica Income Management provides several mobile-optimised e-commerce solutions, branded to match your organisation's website, which enables your customers to confidently pay when and where they want.

Telephone

Civica has many years' experience with telephone payments and can offer several secure solutions to suit your needs. Our MidCall technology enables you to collect payments that are PCI DSS level 1 compliant, whilst allowing your operator to maintain voice contact with the customer throughout the transaction – helping you provide a seamless customer experience.

In Person

Civica Income Management facilitates payments for cash, cheque, credit cards and debit cards (Chip & PIN). Our devices support contactless technology such as Apple Pay and Google Pay.

Income Management

At the heart of Civica Income Management is a comprehensive income management engine, which streamlines your back-office processes. With bank reconciliation, distribution and reporting built in, together with intelligent and customisable rule-based processes, the system is designed to automate repetitive manual tasks and reduce the risk of error.

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.

Civica Income Management features and benefits

Features

- Online payments: e-commerce, credit/debit cards, 3D Secure v2, PayPal
- Automated and secure telephone payments
- In person payments: Chip & PIN, cash & cheque
- Recurring payments: Direct Debit, Recurring Card Payments, payment imports
- User-definable management information with flexible exports
- Full cloud solution
- Level 1 PCI DSS compliance
- More accurate forecasting
- Security and fraud prevention are vital to each process within Civica Income Management.

Benefits

- Quicker transaction and settlement times through design made to ensure that your income is collected, processed and available to you as soon as possible
- Removes reliance on paper-based processes or complicated spreadsheets
- Reduces inaccuracies when inputting transactions, minimises printing costs and avoids the need for specialist technical knowledge
- Increases productivity of back-office staff with less time being spent on income administration
- Improves decision making as you and your stakeholders see both the bigger picture and the transactional detail with clear and accurate reporting
- Increases reliability and predictability of income through automation
- Makes you greener as you'll reduce reliance on paper and promote channel shift.



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