

Managed Cx Community Protection

Fully managed regulatory service solutions, securely hosted in the cloud

Find out how your organisation can achieve cost savings and efficiencies, lower IT risk and improve performance.

Cx empowers local authorities to effectively manage Trading Standards, Environmental Health, Community Safety, Licensing, Housing Assistance and Housing Enforcement as well as Land and Property cases using one critical platform.

When you choose Cx, you have the choice between hosting and managing it yourself, or entrusting hosting and management to us. Opting for a Civica managed service lets you take advantage of the flexibility and scalability of cloud, combined with 24/7 support from Civica

experts. If you already manage our software in house, we can help you migrate it to a managed service at any time.

Why choose a Civica managed service?

We'll manage and support your Civica software application in the Microsoft Azure public cloud, removing the need for you to devote infrastructure and costly resources to running and maintaining it. With a managed service, we worry about hosting, security, upgrades and keeping your service running, so you don't have to.



Increases efficiency



Fast deployment



Flexible capacity

Benefits of a managed Civica software solution

Fast deployment

Hardware, network capacity, security and support resources are all in place, accelerating the deployment of Cx and enabling you to benefit more quickly from the productivity and efficiency gains it offers.

Always up to date

We automatically apply updates to software, hardware and operating systems, so you have access to new features and capabilities as soon as they're released.

Always on

We monitor and support your Cx platform 24/7 to maintain availability and performance in line with the needs of your users and your organisation. Availability and performance are backed by SLAs.

Flexible capacity

You don't have to plan for future capacity needs. Instead, you can simply scale Cx up and down in line with changing requirements, giving you the agility you need to build a more responsive organisation.

Data security

We host Cx in the Microsoft Azure public cloud. Our Cloud Services team has extensive experience of public cloud so you can be confident that the hosting environment used is properly managed and provides the levels of security your business needs. We apply anti-virus and malware protection to that environment as well as all the necessary patches and updates.

Optimised support

We know Cx inside out — and how to run it in a cloud environment. So you can be confident that the support and management we provide will be optimised for your solution.

Top reasons for choosing a **Managed Software Solution**

Focus on innovation and transformation

Choosing Civica for software hosting and management releases your IT team from day-to-day operational tasks related to infrastructure and support. With the time saved, they can focus on adding more value to your organisation by developing and implementing new services. Additionally, software applications hosted in the cloud can underpin mobile and flexible working initiatives by simplifying access from multiple devices and locations.

Predictable, lower costs

Opting for a managed software solution from Civica lets you move some of your IT costs from capital to operational. You no longer have to make regular investment in servers, storage and other infrastructure to support your software applications. Instead, you benefit from predictable costs for your service, making it easier to forecast expenditure.

Expertise you can rely on

For more than 30 years we've been helping our customers deliver change and transform the way they work. Our technical experts ensure that optimal networking, connectivity and hosting are in place for Cx; and manage them to deliver assured, efficient operations.

Migrating from an on-premise solution

You can move your existing APP solution from an on-premise solution to the new Cx platform as a managed service. We'll ensure a smooth migration that lets you swiftly take advantage of all the performance and availability benefits that come with a managed service. The infrastructure that currently runs your APP solution can be repurposed, and your in-house support team will be free to focus on other projects.

The value of a managed solution

- ▶ Faster time to value
- ▶ SLA-backed availability and performance
- ▶ Automatic access to new releases
- ▶ Scalable capacity in line with business needs
- ▶ Built-in security and compliance
- ▶ Freedom to focus on innovation
- ▶ Predictable costs and reduced capex
- ▶ Expert management and support
- ▶ Reliable and secure environments
- ▶ Instant support for a more agile workforce
- ▶ Quick and easy deployment

Find out more

Get in touch to find out more about Civica hosting and management for your business-critical software, whether you're considering migrating an existing Civica solution or about to deploy a new software solution.



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