



CIVICA

Authority Public Protection

Need help in supporting and developing your use of Authority Public Protection?

Tighter budgets and dwindling resources can often make it difficult for APP system administrators to keep up with the regular tasks associated with records maintenance and making full use of new system features made available as part of our scheduled release cycle:

- Help in general 'housekeeping'
 - codes dictionary
 - archiving policies
 - data quality checks (missing fields, actions etc)
- System upgrades
 - new releases (7.10 is now out – many sites have still not moved to 7.09)
 - Hotfixes
 - Use of App in new service areas/ departments
- Advise best use of APP functionality and further development of use
 - best practice
 - help in user skill development (floorwalking)
 - representing APP and it's reporting as a management aid

Recognising this, a number of sites now contract for additional support days on a regular basis – either one day per month

or one every other month – provided by qualified Civica support staff. We see demand for this kind of assistance growing on a monthly basis and have released a set of discounted day rates for regular site visits as a 'product' in its own right.

12 and 6 day bundles are available with an initial system audit to identify areas that need attention – these audit days provide an agreed initial action plan with the regular monthly visit then ensuring that tasks are completed and that the system is generally well maintained and, in line with Gershon recommendations, paying for the initial investment made by putting it to the best possible use in each customer site.

Each individual site will need a greater or lesser amount of contracted in support and we would be happy to discuss specific requirements for you based on your (and our) knowledge of how APP is used in your Authority. Please speak to Jane in our Sales team on **01225 485009** or contact your Civica consultant for details.

About Civica

Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement and education. Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.

For the latest solutions information, visit: www.civica.co.uk

For further information or to book a meeting/demonstration, telephone **01225 485006** or email cppsales@civica.co.uk