



Tear Sheet

Our expertise is public knowledge

Civica is a market leader in software and services that help public sector organisations to improve service delivery and efficiency. Blending consulting, software and managed services, the group has extensive specialist expertise in local government, social housing, enforcement and education supplying more than 1,800 customers in the UK, Australia, New Zealand, Asia Pacific and the USA.

Civica employs 1,400 people, combining business process and systems integration expertise with core business applications. With an established track record of successful service delivery across the public sector and around the world, we help our customers to deliver process and performance improvement.

Market Leader

Providing the technology behind local transactions with more than 25 million citizens and businesses, Civica is delivering to:

- Over 750 local authorities including 90% of UK councils and over 260 in Australia & New Zealand
- Over 200 social housing organisations, managing from 250 to over 110,000 units and including 40% of the UK's top 100 groups or associations
- 50 of the UK's 53 police forces and many US Police Departments, as well as agencies such as HM Customs & Excise and Highways Agency
- More than 1,500 libraries worldwide, including managed service solutions for 500 libraries utilising data centres in four countries
- More than 500 academic institutions, including as ICT Partner for the BSF programmes in Sheffield, Luton and Barnsley

Broad Customer Base

The company's many significant public sector customers include among others:

- A2Dominion Housing Group
- Blaenau Gwent County Borough Council
- Edinburgh City Council
- Essex County Council
- Fairfield City Council
- City Building (Glasgow) LLP
- Hackney Homes
- Hampshire County Council
- Kent County Council
- Kent Police
- Liverpool Direct
- London Borough of Waltham Forest
- London Borough of Wandsworth
- Manchester City Council
- Ministry of Education, Singapore
- North Lanarkshire Council
- Sheffield City Council
- Transport for London
- Vehicle & Operator Services Agency
- West Mercia Constabulary
- City of Whittlesea

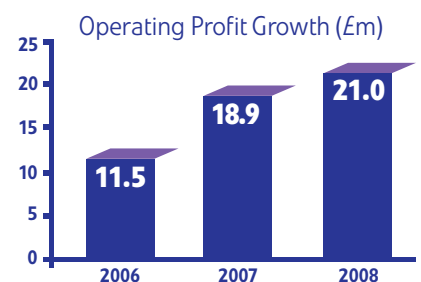
Key Facts

Every year Civica's systems manage:

- Over £4 billion of local revenues
- More than 1 million properties
- More than £1 billion in secure electronic payments
- e-commerce sites handling peaks of £0.5m in daily transactions
- 2 million enforcement notices
- 200 million library loans
- Mobile working for more than 10,000 remote and mobile operatives

Financial Performance

Civica has an excellent track record of profitable growth. During the year to 30 September 2008 Civica recorded revenues of £134.2 million and operating profit* of £21.0 million. Revenues related to Civica's own software applications grew to £101.5 million.



*Adjusted operating profit before goodwill amortisation and share option charges

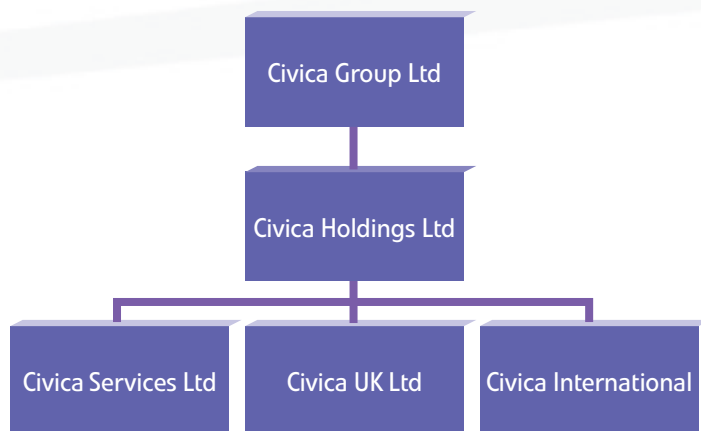
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Companies

Civica Group Ltd is part of a privately-owned group in which funds managed by FTSE 100 company 3i have the majority shareholding and which is controlled by a board comprising 3i nominated directors and Civica management.

In order to maintain clear focus, identity and accountability, the group is structured into operating units as shown. Civica Holdings Ltd is an intermediate holding company.



Growth History

Civica has a successful track record of growth built over more than 20 years.

	Highlights	Acquisitions
2008	FutureSchools programme in Singapore Transformational contracts at Blaenau Gwent and Hackney Homes Managed libraries service at Kent and Hammersmith & Fulham Post-merger integration programme at A2Dominion Housing	Fujitsu Australia & New Zealand (Local Government)
2007	First Building Schools for the Future contract at Sheffield Repairs system for 110,000 homes at City Building (Glasgow) Contracts for Capita partnerships at Southampton and Swindon Contact and case management for Shelter	VT Software Solutions
2006	100th Australian customer for enterprise-wide local government system Workflow & EDM solutions for half of Scottish councils First shared services customers including 5-yr SELMS consortium First managed services contract in the Police sector	Comino Group
2005	£16.9m contract with Singapore Ministry of Education £5m strategic housing and street management contracts at Manchester	Flare Software Systems
2004	£1m strategic e-procurement contract at Hammersmith & Fulham 10-yr service and support agreement at Teignbridge 5-yr framework agreement at Kent Police	Radius Computer Services
2003	Contracts to support BPR programmes at Edinburgh, Liverpool and Norwich and at Golden Gates Housing	
2002	First managed services contracts at Haringey and City of Lincoln Civica name established	
1986	Awarded first public sector contracts	

Employees & Offices

Civica has a history of recruiting talented individuals with specific domain expertise.



Regional head offices

UK

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www.civica.co.uk

Civica has offices throughout the UK, including Altrincham, Bath, Bristol, Chesterfield, Coleshill, Dorking, Dudley, Leeds and Luton.

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