Civica Education

We listen. We deliver. We inspire.

Civica listened to our priorities, understood our challenges and took on board what we wanted to achieve. By working with us they have provided us with an ICT solution that really does what we need it to do.

Hans Copas // Finance Director // Aylesbury Vale Academy
About Civica

Civica works in partnership with schools to enhance learning by creating innovative, fit-for-purpose ICT solutions.

Through close partnership, we customise flexible solutions including ICT integration, cloud computing, e-learning and Office 365 expertise designed to raise standards, improve the quality of learning and reduce costs.

Every school is different, with their own challenges and ambitions. Focusing on outcomes, we provide a real partnership to deliver customised solutions that reflect your school priorities.

We have worked with:

> Local authorities and trusts in the provision of large-scale managed services to their schools
> Schools looking for a more flexible and affordable alternative to a full managed service
> Innovative schools looking to modernise existing facilities and infrastructure
> Academies looking to outsource their ICT support function to maximise their budget
> New free schools, just starting up, working to establish an ICT solution, where every penny counts
> University Technical Colleges (UTC) and studio schools looking to provide their students with up-to-date and relevant IT skills using enterprise technologies

No matter what your circumstances, Civica takes time to understand your school and through a collaborative partnership we deliver a customised, fit-for purpose ICT solution.
Our track record

- Supports over 5,000 schools internationally with ICT solutions and support services
- Delivers financial and HR software and education management systems to over 900 colleges, academies and schools in the UK
- Managed ICT partner to over 50 schools across England, including schools in Sheffield, Barnsley and Lambeth, and individual school partnerships
- Partners with multi academy trusts, including CET Primary Schools, Grace Academy, School Partnership Trust and Tauheedul Free Schools
- Working with the Education Funding Agency (EFA) to deliver ICT solutions and associated services to over 20 free schools, UTCs and studio schools across the country
- Managing the libraries in over 350 schools in Singapore with our library management system

What makes us different?

We are a real partner to our customers, supporting them from the very start of a project, through to its completion and into the future. We follow a learning-led approach, refined over many successful projects, to ensure our schools receive a fully customised solution that delivers against their outcomes. At the heart of our learning-led approach is a dedicated team of teachers who are dedicated to safeguarding children and passionate about how technology can enhance learning and teaching.

Listen

We take time to understand your school’s vision, what challenges you face and what you want to achieve. By auditing staff, students and your ICT, we gain a better understanding of how your ICT strategy can underpin your School Improvement Plan to ensure that your ICT delivers against your priorities.

Design

Every school is different, so by taking time to understand you, we design a customised ICT solution. Collaborating to achieve a best value solution, we recognise total cost of ownership to deliver a long term return on your investment.

Transform

Recognising the need for reliability to maximise teaching time, measures are put in place allowing us to deliver a guaranteed level of service, delivering ICT that just works. By creating a robust ICT solution, you benefit from a strong foundation that can be built on over time.

Inspire

ICT can increase our opportunities to learn and teach. With our e-learning team, we can support your teachers in becoming more e-confident, giving them freedom to innovate. New technologies can deliver flexibility in provision, extending learning beyond the classroom.

Calibrate

Together, we constantly evaluate your ICT to produce a very practical list of actions that your school can implement to enhance learning outcomes, make school management easier, maximise your budget and improve efficiency.
What do we do?

Managed ICT service

Do you really know how much your ICT costs you? How reliable is your ICT? Do your teachers waste time trying to make technology work?

With a managed service you will enjoy complete cost predictability, whilst at the same time benefiting from a reliable support service that maximises teaching time.

Deploying a blend of onsite technical support, remote telephone service desk and field-based support, you will never be without help.

You will benefit from a customised managed service, employing different support services to tailor the solution to suit you. With our service management, you benefit from proactive support designed to prevent technology failures, manage long-term ICT maintenance and review the effectiveness of your on-going managed service.

Underpinning all of this is our learning-led approach and the expertise of our e-learning team who can provide extensive support to teachers in the classroom to increase staff e-confidence so that they are able to maximise on the technology available to them.

"Civica’s on-going help and support meant that we have been able to rely on the ICT from day one which allows us to focus on what’s important – teaching our students. Civica’s partnership has been invaluable and I have very much appreciated their hard work and expertise."

Hans Copas // Finance Director // Aylesbury Vale

CloudBase, powered by Microsoft Office 365

Do you want to make it easier to share and collaborate across your school? Would you like to find easier ways to extend learning? Want to save money with cloud computing?

CloudBase is Civica’s customised online learning environment based on Office 365 technology. It provides anytime, anywhere access via the web, enabling users to securely access their online content and resources, including a full suite of web-based tools.

By partnering with us you benefit from a combination of technical expertise and education experience, delivered by a team of teachers who are passionate about the use of technology in the classroom.

We customise CloudBase to suit your specific requirements, delivering a personalised learning environment that suits the school environment in which it’s being used.

"We were amazed at how easy it was to start using CloudBase, the customisation has given us a product that really fits with our school."

Jim Fuller // Deputy Head Teacher // St Birinus School

ICT infrastructure, hardware and mobile technology

Are you considering a Bring Your Own Device (BYOD) scheme? Can your wireless network cope with multiple new devices? Are you overwhelmed by choice and concerned about making the wrong decision?

We can help you make an informed choice on your hardware, network, wireless infrastructure, mobile devices and classroom technology providing you with education relevant technologies, shaped by your unique requirements.

With technology rapidly evolving, we can help schools identify the latest innovations and harness them in the classroom to impact on engagement levels and learning outcomes.

We can also help stretch your budget further by taking advantage of the cost efficiencies we can offer through our partnership with third parties such as Apple, Cisco, Dell, Google, HP, Microsoft, Samsung, Stone and Toshiba.

Finance, HR and records management software

Would you like to streamline your finance procedures? Are you concerned that your existing accounting system won’t be sufficient for a more independent academy budget? With thousands of student records to keep up-to-date, is your education management software struggling to cope?

Civica Resource Financials is a powerful, award winning, flexible financial management system that integrates every aspect of your school or academy finances in one easy-to-use package.

Civica Resource HR and CPD is an education led software solution designed to manage all employee records in one place, making employee management simple and paperless. A fully customised system, it often provides the foundation on which our customers build their HR strategy.

With Civica Resource Education Management System (REMS) key student and course data is fully integrated, centralised and accessible online in real time, giving you a streamlined system that makes managing student information effortless.

"Civica Resource Financials has enabled us to achieve considerable savings through more streamlined purchasing."

Pallavi Shah // Alec Reed Academy
Working with Civica’s e-learning team is of particular value to us. Because they all used to be teachers, they really understand the concerns of the school and the pressures in the classroom, but they are technological experts too, so we get the best of both worlds.

Tom Mannion // AST ICT // St Birinus School

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Software as a Service (SaaS)

Do you worry about how much you are spending on software? Would you like to maximise on free software? Would you like a more flexible approach to how software is used?

Civica can provide a ‘software as a service’ approach, allowing you to benefit from flexibility in licencing and therefore cost efficiencies, improved knowledge and use of free software as well as simplifying access to applications by putting them in the cloud.

Our Virtual Desktop Infrastructure (VDI) is one solution we can offer which goes beyond mainstream cloud-based web applications, providing schools with their own ‘private cloud’ which offers students, teachers and staff the flexibility to easily and securely access the complete Windows desktop environment from their home PC, Mac or tablet as if they were onsite.

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E-Learning training and support

Want to get the most out of your investment in ICT? Are your teaching staff struggling to embed ICT into their curriculum planning?

With Civica’s team of teachers, you could benefit from help, support and guidance in maximising on the technology already in your classrooms.

By dove-tailing with your existing teaching staff, our e-learning team will become an extension of your team all focused on improving staff e-confidence and enhancing learning through creative use of available technologies.

We can also support you in developing effective ICT planning. Civica’s DigiPlan, a strategic planning tool, takes you through the Naace Self Review Framework, creating a practical list of actions for your school to undertake to make an impact on learning outcomes.

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Library management solutions

Looking to transform your library services? Want to make it easier to manage your library, but not sure how?

Civica can help you in adopting a new approach and exciting technology to achieve more, while spending less and securing a long-term future for your library. Our core library management system is one of the top solutions of its kind.

As well as receiving all the benefits of a modern library management system, you will experience a much more integrated and flexible delivery, while enjoying an improved service delivery, cost savings and increased efficiencies. Each module is easily configured to meet all of your library’s key requirements.

Singapore Ministry of Education recently renewed their contract with Civica to deliver a completely outsourced model for managing libraries in more than 350 schools across Singapore. They use Spydus, a web-centric, automated information management solution for libraries. The software automates the full range of library functions including circulation, cataloguing, public access and acquisitions, inter-library loans, stock rotation and home lending, as well as facilitating bookings.
Case Study

Laying the foundations of a successful partnership at St Birinus School

St Birinus School has an ambitious vision for where they want to be with their ICT, one that their old school network was incapable of supporting.

The school needed an up-to-date ICT solution that would grow with them, but they also wanted a strategic partner who could help them embed the vision they had for the school, making it a reality with ICT that could be relied upon, that engaged teachers and learners, that provided new learning opportunities and was affordable managed into the future.

To support St Birinus School’s ‘good to great’ ambition, Civica is supporting them in creating a solid ICT platform for inspirational education, developing e-confident staff and providing the freedom to innovate. A managed support service gives them the reliability they need to deliver their ambitious vision and the stability required to maximise teaching opportunities.

The new customised portal, developed with the assistance of Civica’s team of teachers, will reflect the school’s teaching practices, support ICT innovations, and streamline school administration and management.

“We are striving for professionalism in all areas. A managed service and the professionalised relationship with Civica enhances our ability to deliver 21st Century learning.”

Alwyn Richards // Head Teacher

Looking to the future, installing a VDI solution at St Birinus School will provide flexible, 24/7 access to school applications from anywhere, supporting new ICT innovations such as a Bring Your Own Device (BYOD).

“The partnership is working really well. We’ve been really impressed with Civica’s approach. They are flexible and very responsive, which is just what you need in the school environment.”

Jim Fuller // Deputy Head Teacher // St Birinus School

Delivering flexibility and innovation to Lambeth schools with an affordable managed service

The London Borough of Lambeth had come to the end of an all-encompassing managed service contract that was funded through the Building Schools for the Future (BSF) programme. They wanted to procure a next generation managed service with the flexibility to scale up to support any school in Lambeth who wanted to buy into the service.

The partnership with Civica has gone beyond the Local Authority, by partnering with individual schools to deliver a flexible, modular managed service, at the heart of which is onsite technical support, remote service desk and ongoing service management.

“Civica have been flexible and accommodating in delivering a complex refresh programme across 10 schools. This work and the on-going managed service represents good value for money for our schools.”

David O’Neil // Lambeth Local Authority

Schools are free to choose additional modules of support for innovations such as Virtual Desktop Infrastructure (VDI), CloudBase online learning environments and mobile technology schemes.

“We are striving for professionalism in all areas. A managed service and the professionalised relationship with Civica enhances our ability to deliver 21st Century learning.”

Alwyn Richards // Head Teacher

Successes in Lambeth

> Smooth transition to the new managed service which included the transfer of relevant staff via TUPE
> Unified sign-on with the integration of London Grid for Learning USO into the active directory at the schools. Schools can now access LGfL email, the school network and e-learning resources on the LGfL portal all using one set of log-in credentials
> Individual, school-level innovations such as VDI with Park Campus School providing a hosted service to Kennington School making it a ‘cloud school’ with no onsite servers or storage
> Delivery of a robust, resilient and future-proof server refresh project across the school estate currently bought into the service
> Training and ICT strategy support delivered by Civica’s valued team of teachers

The future of the partnership with Lambeth will see new innovations with mobile technology, a customised learning portal and extending the service to other secondary schools in the region as well as their primary schools.

“Civica’s flexibility and responsiveness has been impressive, their ability to cope with our ever changing needs is reassuring and essential for the school environment.”

Nevzat Yuksel // Director of ICT // London Nautical School
For more information please visit us at www.civica.co.uk/education
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